		T:	SA Contact	Center (T	CC) Data 1	ool - FOIA							
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABE	31	12	18	16	20	18	33	18	25	13	19	33	250
2022	7	3	6	5	6	9	15	10	18	4	10	17	110
Civil Rights	1		2				1				1	1	
Civil Rights - Hair Patdowns	1											1	
Civil Rights - Race							1				1		
Civil Rights - Racial Profiling or Discrimina	ation		2										
Customer Service	1	1	1					1			2		
Customer Service - Others											1		
Customer Service - TSO	1	1	1					1			1		
Expedited Passenger Screening Program	2	2	2	5	4	8	14	8	16	4	6	13	8
Expedited Passenger Screening Program			1		1				2	1			
Expedited Passenger Screening Program	2	2	1	5	3	8	14	8	14	3	6	13	7
Hazardous Materials Safety									1				
Hazardous Materials Safety - General									1				
Patdown					2						1		
Patdown - Flyer					2						1		
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Diabetes												1	
Property - Special Handling	1											1	
Property - Special Handling - Damaged Ite	ems - Check	ed										1	
Property - Special Handling - Missing Item	1												
Screening	2		1			1		1	1			1	
Screening - Inconsistency	1											1	
Screening - Procedures/Process	1		1			1		1	1				
2023	16	9	12	11	14	9	18	8	7	9	9	16	13
Civil Rights							1						
Civil Rights - Race							1						
Customer Service							1			1		1	
Customer Service - TSO							1			1		1	
Expedited Passenger Screening Program	15	9	12	10	13	8	15	7	7	8	6	12	12
Expedited Passenger Screening Program	1											1	
Expedited Passenger Screening Program	1				1		3			1			
Expedited Passenger Screening Program	13	9	12	10	12	8	12	7	7	7	6	11	11
Mishandling of Passenger Property							1					1	
Mishandling of Passenger Property - Dam				age								1	
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked				1						
Patdown					1	1					2		
Patdown - Flyer					1	1					2		
Persons w/ Disabilities (PWD)				1							1		
Persons w/ Disabilities (PWD) - Metal Imp											1		
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway		1									
Screening	1							1				2	
Screening - Inconsistency												1	
Screening - Procedures/Process	1							1				1	
2024	8												
Expedited Passenger Screening Program	8												
Expedited Passenger Screening Program	8												

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

egories BQ				Center (TC									
BO	10-Oct	11-Nov 1		)1-Jan (		3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	149	71	65	70	59	96	87	62	91	82	72	76	980
2022	36	37	28	38	38	65	58	37	53	43	29	35	497
Civil Rights		2			2	2	2	1		2			11
Civil Rights - Constitutional Rights										1			1
Civil Rights - National Origin							1						1
Civil Rights - Race						2				1			3
Civil Rights - Racial Profiling or Discrimina		2			1								3
Civil Rights - Sex/Gender/Gender Identity-	Not Transge	ender			1		1						2
Civil Rights - Transgender Screening								1					1
Customer Service	3	3	4	3	2	3	4	3	1	1	1	2	30
Customer Service - TCC						1							1
Customer Service - TSO	3	3	4	3	2	2	4	3	1	1	1	2	29
Expedited Passenger Screening Program	27	20	17	30	27	51	44	27	44	38	24	22	371
Expedited Passenger Screening Program -	- Active Du	1											1
Expedited Passenger Screening Program	- DoD		2							1		1	4
Expedited Passenger Screening Program	3	4	1		1	1	1	1	4	3	1	2	22
Expedited Passenger Screening Program	24	15	14	30	26	50	43	26	39	34	23	18	342
Expedited Passenger Screening Program -	- TSA/DHS E	mployees - C	Opt In						1			1	2
Identification (ID) Requirements	1												1
Identification (ID) Requirements - Domest	1												1
Locks					1		1					1	3
Locks - General							1						1
Locks - Missing or Damaged Lock					1							1	2
Mishandling of Passenger Property	2	1	2		1	2		1	2	1		4	16
Mishandling of Passenger Property - Dama		1			'			'	1	- '		1	3
Mishandling of Passenger Property - Dam	ageu/iviissii 1	1	2		1	2		1	1			3	11
Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Disa	1				1			- I	I I	1		3	2
	1							A		I			
Notice of Violation/Civil Penalties	si.							1					1
Notice of Violation/Civil Penalties - Genera								1					1
Patdown	1	2	1	1	2						2	1	10
Patdown - Children											1		1
Patdown - Flyer	1	2	1	1	2						1		8
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)	1	2				2		1	1				7
Persons w/ Disabilities (PWD) - Autism Sp		1											1
Persons w/ Disabilities (PWD) - Cognitive	/Developmer	ntal /Mental D	Disability			1							1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Medically	1								1				2
Persons w/ Disabilities (PWD) - Mobility D	isability (Not	Wheelchair of	or Scooter)			1							1
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pair	1											1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Food/Bever	ages		1										1
Property - Special Handling	1	5	1		3	4	3	1	2	1	1	2	24
Property - Special Handling - Damaged Ite	1		1		1	1	2			1		2	9
					1	1			1		1		5
Property - Special Handling - Damaged Ite	ms - Checl	1											
Property - Special Handling - Damaged Ite								1					
Property - Special Handling - Missing Item	s - Carry-C	1			1	2	1	1	1				6
Property - Special Handling - Missing Item Property - Special Handling - Missing Item	s - Carry-C	1 3	2	4		2	1 4		1			3	6
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	s - Carry-C	1	2	4 2			4	2	3		1	3	6 4 22
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency	s - Carry-C	1 3 2	2	2		1	4 2	2	3		1	2	6 4 22 9
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process	s - Carry-C s - Checke	1 3	1			2	4 2 1	2	3				6 4 22 9 11
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confise	s - Carry-C s - Checke	1 3 2	1	2	1	1	4 2 1 1	2 1 1	3 1 2	39	1	1	6 4 22 9 11 2
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc	s - Carry-C s - Checke	1 3 2	1	2	21	1	4 2 1	2 1 1	3	<b>39</b>	1	2	6 4 22 9 11 2 428
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights	s - Carry-C s - Checke	1 3 2	1 37	2	1	1	4 2 1 1	2 1 1	3 1 2	<b>39</b> 2	1	2 1 <b>41</b> 1	6 4 22 9 11 2 <b>428</b> 7
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - National Origin	s - Carry-C s - Checke	1 3 2	1 1 37 1	2	21	1	4 2 1 1	2 1 1	3 1 2		1	1	6 4 22 9 11 2 <b>428</b> 7
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - National Origin Civil Rights - Race	s - Carry-C s - Checke cated Items 58	2	1 37	2	21 1	1	4 2 1 1	2 1 1 25 2	3 1 2	2	1	2 1 <b>41</b> 1	6 4 22 9 11 2 428 7 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-	s - Carry-C s - Checke cated Items 58	2	1 1 37 1	2	21	1	4 2 1 1	2 1 1	3 1 2	1	1	2 1 <b>41</b> 1	6 4 22 9 11 2 <b>428</b> 7 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening	s - Carry-C s - Checke cated Items 58	2	1 1 37 1	2	21 1	1 1 31	4 2 1 1	2 1 1 25 2	3 1 2	2	1	2 1 <b>41</b> 1	6 4 22 9 11 2 <b>428</b> 7 1 1 4
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims	s - Carry-C s - Checke cated Items 58	2	1 1 37 1	2	21 1	1 1 31	4 2 1 1	2 1 1 25 2	3 1 2	1	1	2 1 <b>41</b> 1	6 4 22 9 11 2 428 7 1 1 4
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status	s - Carry-C s - Checke cated Items 58  Not Transge	1 3 2 2 2 34	1 37 1	32	21 1	1 1 31	4 2 1 1 29	2 1 1 25 2	3 1 2 38	1	1 1 43	2 1 <b>41</b> 1	6 4 22 9 11 2 <b>428</b> 7 1 1 4 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims Claims Customer Service	s - Carry-C s - Checke cated Items 58	2	1 1 37 1	2	21 1	1 1 31	4 2 1 1 29	2 1 1 25 2	3 1 2	1	1	2 1 <b>41</b> 1	6 4 22 9 11 2 <b>428</b> 7 1 1 4 4 1 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - CSM	s - Carry-C s - Checke cated Items 58 Not Transger	1 3 2 2 2 34 ender	1 37 1 1	2 2 32	1 21 1	1 31 1 1 1	4 2 1 1 29	2 1 1 25 2	3 1 2 38	1 1	1 1 43	2 1 <b>41</b> 1 1	6 4 22 9 11 2 428 7 1 1 4 1 1 1 4 5
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - CSM Customer Service - TSO	s - Carry-C s - Checke cated Items 58  Not Transge	1 3 2 2 2 34	1 37 1	32	21 1	1 1 31	4 2 1 1 29	2 1 1 25 2	3 1 2 38	1	1 1 43	2 1 41 1 1	6 4 22 9 11 1 2 428 7 1 1 4 1 1 1 1 4 5 1 1 1 4 4 1 1 1 1 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Face Civil Rights - Sex/Gender/Gender Identity-Civil Rights - Transgender Screening Claims Claims Claims - Status Customer Service Customer Service - CSM Customer Service - TSO DHS TRIP	s - Carry-C s - Checke cated Items 58 Not Transger	1 3 2 2 2 34 ender	1 37 1 1	2 2 32	1 21 1	1 31 1 1 1	4 2 1 1 29	2 1 1 25 2	3 1 2 38	1 1	1 1 43	2 1 41 1 1 7 7	6 4 22 9 11 2 2 428 7 1 1 4 1 1 4 5 1 4 4 4 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims Claims - Status Customer Service Customer Service - CSM Customer Service - TSO DHS TRIP DHS TRIP - General	s - Carry-C s - Checke cated Items 58  Not Transge	1 3 2 2 2 34 sender 3 3 3	1 1 37 1 1 2 2 2	2 2 32 2 2	1 21 1 1	1 1 31 1 1 1	4 2 1 1 29	2 1 1 2 <b>5</b> 2	3 1 2 38	1 1 9 9	1 1 43 9 9	2 1 41 1 1 7 7	6 4 22 9 11 1 2 428 7 1 1 4 1 1 1 1 4 5 1 1 1 1 1 1 1 1 1 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - CSM Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program	s - Carry-C s - Checke cated Items 58  Not Transge	1 3 2 2 34 sender 3 3 3 27	1 37 1 1	2 2 32	1 21 1 1	1 31 1 1 1	4 2 1 1 29	2 1 1 25 2	3 1 2 38	1 1	1 1 43	2 1 41 1 1 7 7	6 4 22 9 1 1 2 428 7 1 1 1 1 1 4 5 1 4 4 4 4 4 1 1 1 1 4 5 1 1 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Face Civil Rights - Transgender Screening Claims Claims Claims - Status Customer Service Customer Service - CSM Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program	s - Carry-C s - Checke cated Items 58  Not Transge	1 3 2 2 34 sender 3 3 3 27 1	1 1 37 1 1 2 2 2 2 27	2 2 32 2 2 2	1 21 1 1	1 31 1 1 1 1 1	4 2 1 1 29	2 1 1 2 <b>5</b> 2	3 1 2 38	1 1 9 9	1 1 43 9 9	2 1 41 1 1 7 7	6 4 22 9 11 2 428 7 1 1 1 1 1 1 4 4 4 4 4 4 1 1 1 1 2 2 2 3 1 1 1 1 1 1 1 1 1 1 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Transgender/Gender Identity- Civil Rights - Transgender Screening Claims Claims Claims - Status Customer Service Customer Service - CSM Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	s - Carry-C s - Checke cated Items 58  Not Transge	1 3 2 2 34 sender 3 3 3 27	1 1 37 1 1 2 2 2	2 2 32 2 2	1 21 1 1	1 1 31 1 1 1	4 2 1 1 29	2 1 1 2 <b>5</b> 2	3 1 2 38	1 1 9 9	1 1 43 9 9	2 1 41 1 1 7 7	6 4 22 9 1 1 2 428 7 1 1 1 1 1 4 5 1 4 4 4 4 4 1 1 1 1 4 5 1 1 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Transgender Screening Claims Claims Claims - Status Customer Service Customer Service - CSM Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program	s - Carry-C s - Checke cated Items 58  Not Transge 4 4 4 - DoD	1 3 2 2 34 sender 3 3 3 27 1	1 1 37 1 1 2 2 2 2 27	2 2 32 2 2 2	1 21 1 1	1 31 1 1 1 1 1	4 2 1 1 29	2 1 1 2 <b>5</b> 2	3 1 2 38	1 1 9 9	1 1 43 9 9	2 1 41 1 1 7 7 7 1 1 1 24	6 4 22 9 11 2 428 7 1 1 1 1 1 1 4 4 4 4 4 4 1 1 1 1 2 2 2 3 1 1 1 1 1 1 1 1 1 1 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Transgender/Gender Identity- Civil Rights - Transgender Screening Claims Claims Claims Claims - Status Customer Service Customer Service - CSM Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	s - Carry-C s - Checke cated Items 58  Not Transge 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 3 2 2 34 sender 3 3 3 27 1 1 1	1 1 37 1 1 2 2 2 27 3	2 2 32 2 2 2 26	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 31 1 1 1 1 24	4 2 1 1 29 5 1 4	2 1 1 25 2 2	3 1 2 38 2 2 2	1 1 1 9 9	1 1 43 9 9	7 7 7 1 1 24	6 4 22 9 111 2 428 7 1 1 1 1 1 4 4 5 1 1 2 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Transgender/Gender Identity- Civil Rights - Transgender Screening Claims Claims Claims Claims - Status Customer Service Customer Service - CSM Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program	s - Carry-C s - Checke cated Items 58  Not Transge 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 3 2 2 34 sender 3 3 3 27 1 1 1	1 1 37 1 1 2 2 2 27 3	2 2 32 2 2 2 26	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 31 1 1 1 1 24	4 2 1 1 29 5 1 4	2 1 1 25 2 2	3 1 2 38 2 2 2	1 1 1 9 9	1 1 43 9 9	7 7 7 1 1 24	6 4 22 9 111 2 428 7 1 1 1 4 4 1 1 1 2 45 1 2 1 2 1 2 1 1 1 2 1 1 1 1 1 1 1 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Fransgender/Gender Identity-Civil Rights - Sex/Gender/Gender Identity-Civil Rights - Status Claims Claims Claims - Status Customer Service Customer Service - CSM Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program	s - Carry-C s - Checke cated Items 58  Not Transge 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 3 2 2 34 sender 3 3 3 27 1 1 1	1 37 1 1 2 2 27	2 2 32 2 2 2 26	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 31 1 1 1 1 24	4 2 1 1 29 5 1 4	2 1 1 25 2 2	3 1 2 38 2 2 2	1 1 1 9 9	1 1 43 9 9	7 7 7 1 1 24	6 4 22 9 111 2 428 7 1 1 4 1 1 1 1 2 45 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Transgender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - CSM Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program	s - Carry-C s - Checke cated Items 58  Not Transge 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 3 2 2 34 sender 3 3 3 27 1 1 1	1 37 1 1 2 2 27	2 2 32 2 2 26 1 25	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 31 1 1 1 1 24	4 2 1 1 29 5 1 4	2 1 1 25 2 2	3 1 2 38 2 2 2	1 1 1 9 9	1 1 43 9 9	7 7 7 1 1 24	6 4 22 9 111 12 428 7 1 1 1 4 1 1 1 1 1 2 86 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - CSM Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program	s - Carry-C s - Checke cated Items 58  Not Transge 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 3 2 2 34 sender 3 3 3 27 1 1 1	1 37 1 1 2 2 27	2 2 32 2 2 2 26 1 25	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 31 1 1 1 1 24	4 2 1 1 29 5 1 4	2 1 1 25 2 2	3 1 2 38 2 2 2	1 1 1 9 9	1 1 43 9 9	7 7 7 1 1 24	6 4 22 9 11 1 2 428 7 1 1 1 4 5 1 1 4 4 4 1 1 1 1 2 86 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-Civil Rights - Srace Civil Rights - Transgender Screening Claims Claims Claims - Status Customer Service Customer Service - CSM Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	s - Carry-C s - Checke cated Items 58  Not Transge 4 4 4 48 - DoD 1 47	1 3 2 2 34 sender 3 3 3 27 1 1 25	1 37 1 1 2 2 27 3 24	2 2 32 2 2 26 1 25	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 31 1 1 1 1 24 2 22	4 2 1 1 29 5 1 4	2 1 1 25 2 2	3 1 2 38 2 2 2 24	1 1 9 9 16 1 15	1 1 43 9 9 22 1 21	7 7 7 1 1 24 1 23	6 4 22 9 11 1 2 428 7 1 1 1 1 1 45 1 1 1 286 2 11 273 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Transgender/Gender Identity-Civil Rights - Transgender Screening Claims Claims Claims - Status Customer Service - CSM Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property	s - Carry-C s - Checke cated Items 58  Not Transge 4 4 4 7 1 aged/Missii	1 3 2 2 34 sender 3 3 3 27 1 1 25 1 1 1 1	1 37 1 1 2 2 27 3 24	2 2 32 2 2 2 26 1 25	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 31 1 1 1 1 24 2 22	4 2 1 1 29 5 1 4	2 1 1 25 2 2	1 3 1 2 38 38 2 2 24 24	1 1 9 9 16 1 15	1 1 43 9 9 22 1 21	7 7 7 1 1 24 1 23	6 4 22 9 111 2 428 7 1 1 1 4 4 1 1 2 1 2 1 2 1 2 1 1 1 1 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-Civil Rights - Sex/Gender/Gender Identity-Civil Rights - Status Customer Service Customer Service Customer Service - CSM Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama	s - Carry-C s - Checke cated Items 58  Not Transge 4 4 4 7 1 aged/Missii	1 3 2 2 34 sender 3 3 3 27 1 1 25 1 1 1 1	1 37 1 1 2 2 27 3 24	2 2 32 2 2 2 26 1 25	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 31 1 1 1 1 24 2 22	4 2 1 1 29 5 1 4	2 1 1 25 2 2	1 3 1 2 38 38 2 2 24 24	2 1 1 9 9 16 1 15	1 1 43 9 9 22 1 21	7 7 7 1 1 24 23	6 4 22 9 9 11 11 12 428 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights - Rece Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - CSM Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property - Dama	s - Carry-C s - Checke cated Items 58  Not Transge 4 4 4 - DoD 1 47  1 aged/Missinaged/M	1 3 2 2 34 sender 3 3 3 27 1 1 25 1 1 1 1	1 1 37 1 1 1 2 2 27 3 24	2 2 32 2 2 26 1 25	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 31 1 1 1 1 24 2 22	4 2 1 1 29 5 1 4	2 1 1 25 2 2	2 2 24 24	1 1 1 9 9 16 15	1 1 43 9 9 22 1 21	7 7 7 1 1 24 23	6 4 22 9 9 11 12 428 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - CSM Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction	s - Carry-C s - Checke cated Items 58  Not Transge 4 4 4 - DoD 1 47  1 aged/Missinaged/M	1 3 2 2 34 sender 3 3 3 27 1 1 25 1 1 1 1	1 1 37 1 1 1 2 2 27 3 24	2 2 32 2 2 26 1 25	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 31 1 1 1 1 24 2 22	4 2 1 1 29 5 1 4	2 1 1 25 2 2	2 2 24 24	1 1 1 9 9 16 15	1 1 43 9 9 9 22 1 21 1 1 1	7 7 7 1 1 24 23	6 4 22 9 1 11 2 428 7 1 1 1 45 1 1 45 1 1 286 2 11 273 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights - Retrieving Abandoned/Confisc 2023 Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - CSM Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction - No Referral	s - Carry-C s - Checke cated Items 58  Not Transge 4 4 4 - DoD 1 47  1 aged/Missinaged/M	1 3 2 2 34 sender 3 3 3 27 1 1 25 1 1 1 1	1 1 37 1 1 2 2 27 3 24	2 2 32 2 2 26 1 25	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 31 1 1 1 1 24 2 22	4 2 1 1 29 5 1 4	2 1 1 25 2 2	2 2 24 24	1 1 1 9 9 16 15	1 1 43 9 9 22 1 21	7 7 7 1 1 24 23	6 4 22 9 1 11 2 428 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - CSM Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found Service - Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction - No Referral No Jurisdiction - No Referral	s - Carry-C s - Checke cated Items 58  Not Transge 4 4 4 - DoD 1 47  1 aged/Missinaged/M	1 3 2 2 34 sender 3 3 3 27 1 1 25 1 1 1 1	1 1 37 1 1 1 2 2 27 3 24	2 2 32 2 2 26 1 25	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 31 1 1 1 1 24 2 22	4 2 1 1 29 5 1 4	2 1 1 25 2 2	2 2 24 24	1 1 1 9 9 16 15	1 1 43 9 9 22 1 21 2 1 1	7 7 7 1 1 24 23	6 4 22 9 1 1 2 428 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  2023 Civil Rights - Retrieving Abandoned/Confisc Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - CSM Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction - No Referral No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties	s - Carry-C s - Checke cated Items 58  Not Transge  4 4 4 48 - DoD 1 47  1 aged/Missin aged/Missin aged/Missin	1 3 2 2 34 sender 3 3 3 27 1 1 25 1 1 1 1	1 1 37 1 1 2 2 27 3 24	2 2 32 2 2 26 1 25	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 31 1 1 1 1 24 2 22	4 2 1 1 29 5 1 4	2 1 1 25 2 2	2 2 24 24	1 1 1 9 9 16 15	1 1 43 9 9 22 1 21 1 1	7 7 7 1 1 24 23	6 4 22 9 11 1 2 428 7 1 1 1 1 1 1 286 2 1 1 1 273 1 1 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso  2023 Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - CSM Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties	s - Carry-C s - Checke cated Items 58  Not Transge 4 4 4 - DoD 1 47  1 aged/Missin aged/Missin aged/Missin	1 3 2 2 34 sender 3 3 3 27 1 1 25 1 1 1 1	1 1 37 1 1 2 2 27 3 24	2 2 32 2 2 26 1 25	1 21 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 31 1 1 1 1 24 2 22	5 1 29	2 1 1 25 2 2	2 2 24 24 24	1 1 1 9 9 16 1 15	1 1 43 9 9 22 1 21 21 1 1	2 1 41 1 1 7 7 7 1 1 24 1 23	6 4 22 9 9 1 1 1 2 428 7 7 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  2023  Civil Rights - Rece Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - CSM Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties	s - Carry-C s - Checke cated Items 58  Not Transge  4  4  48 - DoD  1 47  1 aged/Missin aged/Missin aged/Missin aged/Missin 1	1 3 2 2 34 sender 3 3 3 27 1 1 25 1 1 1 1	1 1 37 1 1 2 2 27 3 24	2 2 32 2 2 26 1 25	1 21 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 31 31 1 1 1 24 2 22	4 2 1 1 29 5 1 4 19 1 1 1	2 1 1 25 2 2 2	1 3 1 2 38 38 2 2 24 24 21 1	1 1 9 9 16 15 15 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 43 9 9 22 1 1 1 1 1 1 1 1 1 1 1 2	2 1 41 1 1 7 7 7 1 1 24 1 23	6 4 22 9 1 1 2 428 7 1 1 4 1 1 1 1 286 2 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  2023 Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - CSM Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer	s - Carry-C s - Checke cated Items 58  Not Transge 4 4 4 - DoD 1 47  1 aged/Missin aged/Missin aged/Missin	1 3 2 2 34 sender 3 3 3 27 1 1 25 1 1 1 1	1 1 37 1 1 2 2 27 3 24	2 2 32 2 2 26 1 25	1 21 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 24 2 22 1 1 1	5 1 29	2 1 1 25 2 2	2 2 24 24 24	1 1 1 9 9 16 1 15	1 1 1 43 9 9 22 1 21 1 1 1 1 1 2 1 1 2 1	2 1 41 1 1 7 7 7 1 1 24 1 23	6 4 22 9 1 1 1 2 428 7 1 1 1 1 4 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  2023 Civil Rights - Race Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - CSM Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera	s - Carry-C s - Checke cated Items 58  Not Transge  4  4  48 - DoD  1 47  1 aged/Missin aged/Missin aged/Missin aged/Missin 1	1 3 2 2 34 sender 3 3 3 27 1 1 25 1 1 1 1	1 1 37 1 1 2 2 27 3 24	2 2 32 2 2 26 1 25	1 21 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 31 31 1 1 1 24 2 22	4 2 1 1 29 5 1 4 19 1 1 1	2 1 1 25 2 2 2	1 3 1 2 38 38 2 2 24 24 21 1	1 1 9 9 16 15 15 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 43 9 9 22 1 1 1 1 1 1 1 1 1 1 1 2	2 1 41 1 1 7 7 7 1 1 24 1 23	6 4 22 9 1 1 2 428 7 1 1 4 1 1 1 1 286 2 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medical [	Devices - At	tached to th	ne Body						1				
Persons w/ Disabilities (PWD) - Medically	1								1		1		
Persons w/ Disabilities (PWD) - Mobility [	Disability (N	ot Wheelch	air or Scoo	ter)						3			
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates											1	
Persons w/ Disabilities (PWD) - Respirato	ory and Inha	ler Equipm	ent					1					
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway							2				
Property - Special Handling	1	1	2	. 1				1	1		1	1	
Property - Special Handling - Damaged It	1			1				1					
Property - Special Handling - Damaged It	ems - Checl	1	1								1	1	
Property - Special Handling - Missing Iten	ns - Checke	d	1						1				
Request for Assistance		1											
Request for Assistance - Other		1											
Screening	2	1	3	1	4	2	2	4	3	6	4	3	
Screening - Crew Member or Airline Emp	loyee								1				
Screening - Inconsistency	1								1	1	1		
Screening - Lengthy Lines							1	1			1		
Screening - Procedures/Process	1	1	3	1	4	2	1	2	1	5	2	2	
Screening - Retrieving Abandoned/Confis	cated Items							1				1	
2024	55												
Customer Service	7												
Customer Service - TSO	7												
Expedited Passenger Screening Program	33												
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	32												
Locks	1												
Locks - Missing or Damaged Lock	1												
Mishandling of Passenger Property	6												
Mishandling of Passenger Property - Dam	3												
Mishandling of Passenger Property - Dam	3												
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - General	1												
Property - Special Handling	1												
Property - Special Handling - Missing Iten	1												
Screening	6												
Screening - Inconsistency	1												
Screening - Lengthy Lines	1												
Screening - Procedures/Process	4												

		-	TSA Conta	ct Center (	TCC) Data	Tool - FOIA							
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABR	4	2	3	4		2	2	1	2	2	2	2	26
2022	3	1	1			2	2	1		2		1	13
Expedited Passenger Screening Program	1					1	2	1		1		1	7
Expedited Passenger Screening Program	1					1	2	1		1		1	7
Locks		1											1
Locks - Missing or Damaged Lock		1											
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checke	d						1			
Property - Special Handling	2					1							(
Property - Special Handling - Damaged Ite	1					1							2
Property - Special Handling - Missing Item	1												
Screening			1										
Screening - Procedures/Process			1										
2023		1	2	4					2		2	1	12
Civil Rights			1	1									2
Civil Rights - Race			1	1									2
Customer Service												1	
Customer Service - TSO												1	
Expedited Passenger Screening Program			1	3					1		1		F
Expedited Passenger Screening Program	- TSA PreC	heck	1	3					1		1		(
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Diabetes									1				
Property - Special Handling											1		
Property - Special Handling - Damaged Ite	ems - Check	red									1		1
Screening		1											1
Screening - Lengthy Lines		1											1
2024	1												1
Patdown	1												1
Patdown - Flyer	1												1

Categories	40 Oct	11-Nov	12-Dec	01-Jan	 Tool - FOIA		OF Mov	OC lum	07 11	00 4	00 Can	Total
-	10-Oct		12-Dec		 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABY		2		2	5	2	4	3	2	3	2	2
2022		2			2		2	2	2	3	2	1
Civil Rights								1				
Civil Rights - Sex/Gender/Gender Identity	- Not Transo							1				
Expedited Passenger Screening Program		2			2				1	2	1	
Expedited Passenger Screening Program			Jram							1		
Expedited Passenger Screening Program	- TSA PreC	2			2				1	1	1	
Human Capital									1			
Human Capital - Prospective Employmen	t with TSA								1			
Mishandling of Passenger Property							1					
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Ba	ggage			1					
No Jurisdiction										1		
No Jurisdiction - Refer to Other										1		
Patdown								1				
Patdown - Flyer								1				
Persons w/ Disabilities (PWD)											1	
Persons w/ Disabilities (PWD) - Prosthes	s/Amputees	and Casts									1	
Property - Special Handling							1					
Property - Special Handling - Missing Iter	ns - Carry-O	n					1					
2023				2	3	2	2	1				1
Airline					1							
Airline - Baggage Requirements					1							
Customer Service					1							
Customer Service - TSO					1							
Expedited Passenger Screening Program				2		1	2	1				
Expedited Passenger Screening Program	- TSA Appli	cation Prod	ıram	1								
Expedited Passenger Screening Program				1		1	2	1				
No Jurisdiction						1						
No Jurisdiction - No Referral						1						
Persons w/ Disabilities (PWD)					1							
Persons w/ Disabilities (PWD) - Wheelch	ı air/ Scooter/	Segway			1							

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

			on contac	, comer (	icc, Data i	001 - 1 017							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ACT	1	3	3		6	2	3	1	4	4	1	5	33
2022		1	3		3	1	2	1	3	2		2	18
Expedited Passenger Screening Program		1	3		3	1	2	1	2	1		2	16
Expedited Passenger Screening Program	- TSA Appli	cation Proç	1		1								2
Expedited Passenger Screening Program	- TSA PreC	1	2		2	1	2	1	2	1		2	14
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Screening										1			1
Screening - Procedures/Process										1			1
2023	1	2			3	1	1		1	2	1	3	15
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program	1	2			3	1			1	1		3	12
Expedited Passenger Screening Program	1	2			3	1			1	1		3	12
Screening											1		1
Screening - Procedures/Process											1		1

			SA Conta	ci center (	rcc) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ACV	1	4	1	2	2	3	4	1		2	3	2	25
2022		2	1			2	2			2	2	2	13
Expedited Passenger Screening Program		1	1			2	2			2	2	2	12
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ıram			1							1
Expedited Passenger Screening Program	- TSA PreC	1	1			1	2			2	2	2	11
Screening		1											1
Screening - Procedures/Process		1											1
2023		2		2	2	1	2	1			1		11
Expedited Passenger Screening Program		2		2	2	1	2				1		10
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ıram		1								1
Expedited Passenger Screening Program	- TSA PreC	2		2	1	1	2				1		9
Screening								1					1
Screening - Procedures/Process								1					1
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

'ata a a via a	40.0-4				CC) Data			05.14	00 1	07 1	00.4	00.0	T-4-1
categories	10-Oct		12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ACY	27	10	17	8	10	12	15	15	13	11	11	9	15
2022	5	6	6	3	5	5	8	9	7	7	5	5	7
Civil Rights										1			
Civil Rights - Sex/Gender/Gender Identity										1			
Customer Service	2	1				1			1		1	1	
Customer Service - TSO	2	1				1			1		1	1	
Duplicate E-mail		1											
Duplicate E-mail - General		1											
Expedited Passenger Screening Program	1	4	3	3	5	3	6	7	5	2	3	4	4
Expedited Passenger Screening Program		cation Progra	am				1	1					
Expedited Passenger Screening Program	1	4	3	3	5	3	5	6	5	2	3	4	4
Mishandling of Passenger Property	1								1				
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsChe	ecked Bag	gage					1				
Patdown						1				2	1		
Patdown - Children										1			
Patdown - Flyer										1			
Patdown - Flyer as Observer						1					1		
Persons w/ Disabilities (PWD)			1					1					
Persons w/ Disabilities (PWD) - Diabetes								1					
Persons w/ Disabilities (PWD) - Touch Av		trauma)	1					•					
Property - Special Handling	Croiorr (pairs	a dama,	1					1					
Property - Special Handling - Damaged Ite	l ems - Carry-l	)n	1					· ·					
Property - Special Handling - Missing Item								1					
Screening	15 - Carry-Or		1				2	1		2			
Screening - Inconsistency	1		- 1							1			
Screening - Procedures/Process	1						2			1			
Screening - Procedures/Process Screening - Shoe Screening			1										
	40					_							
2023	10	4	11	5	5	7	7	6	6	4		4	7
Customer Service			1								1		
Customer Service - TSO			1								1		
Expedited Passenger Screening Program	8	4	9	4	5	7	6	6	6	3	2	1	6
Expedited Passenger Screening Program	1		2						2				
Expedited Passenger Screening Program	7	4	7	4	5	7	6	6	4	3	2	1	5
No Jurisdiction							1						
No Jurisdiction - No Referral							1						
Patdown												1	
Patdown - Flyer												1	
Persons w/ Disabilities (PWD)	1										1		
Persons w/ Disabilities (PWD) - Medically	1										1		
Screening	1		1	1						1	2	2	
Screening - Inconsistency												1	
Screening - Procedures/Process	1		1	1						1	2	1	
2024	12												1
Customer Service	1												
Customer Service - TSO	1												
Expedited Passenger Screening Program	10												1
Expedited Passenger Screening Program	10												1
Screening Screening	10												
Screening - Inconsistency	1												
ourcening - moundistency	1												

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

			ISA COMICA	x Center (	ICC) Data	1001 - FUI <i>F</i>	٠						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ADQ	1	1	3	1	1	1	3	2	1		2	2	18
2022		1	1					1	1		1	2	7
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity	- Not Transo	jender						1					1
Customer Service									1		1	1	3
Customer Service - TSO									1		1	1	3
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreC	heck										1	1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Screening		1											1
Screening - Procedures/Process		1											1
2023			2	1	1	1	3	1			1		10
Expedited Passenger Screening Program			2	1	1	1	3				1		9
Expedited Passenger Screening Program	- TSA Appli	cation Prog	1										1
Expedited Passenger Screening Program	- TSA PreC	heck	1	1	1	1	3				1		8
No Jurisdiction								1					1
No Jurisdiction - Refer to Other								1					1
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

					ΓCC) Data ¹	ool - FOIA	ı						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AEX	6	1	2	3	4	5	1	6	1	3	1	1	34
2022	4	1	1	1	2	3		6	1	2	1		22
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Customer Service					1			2					3
Customer Service - TSO					1			2					3
Expedited Passenger Screening Program	1			1	1	2		3		2	1		11
Expedited Passenger Screening Program	1			1	1	2		3		2	1		11
Mishandling of Passenger Property						1							
Mishandling of Passenger Property - Dam	aged/Missir	g ItemsC	hecked Ba	ggage		1							
No Jurisdiction									1				
No Jurisdiction - No Referral									1				
Property - Special Handling		1						1					
Property - Special Handling - Damaged Ite	ems - Carry	1											
Property - Special Handling - Missing Item	s - Carry-O	n						1					
Screening	2		1										
Screening - Gate Pass	1												
Screening - Inconsistency			1										
Screening - Procedures/Process	1												
2023			1	2	2	2	1			1		1	1
Civil Rights					1							1	2
Civil Rights - Race					1								
Civil Rights - Sex/Gender/Gender Identity-	Not Transg	ender										1	
Customer Service						1							
Customer Service - TSO						1							
Expedited Passenger Screening Program				1	1	1	1			1			
Expedited Passenger Screening Program	- TSA PreC	heck		1	1	1	1			1			:
Patdown			1	1									
Patdown - Flyer			1	1									
2024	2												:
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	2												2

		TS			CC) Data		<u>.</u>						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AGS	13	6	14	7	7	13	9	12	8	14	10	13	126
2022	2	1	11	3	3	7	4	6	4	2	6	11	60
Customer Service	1		1	1		1			1	1			6
Customer Service - TSO	1		1	1		1			1	1			6
Expedited Passenger Screening Program	1	1	5	2	2	4	2	5	3		5	8	38
Expedited Passenger Screening Program	- Active Dut	y Military							1				1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program	1		5	2	2	4	2	5	2		5	8	36
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property			1				1			1			3
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsCa	rry-on Lugg	gage						1			1
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	1				1						2
No Jurisdiction											1		1
No Jurisdiction - Refer to CBP											1		1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Autism S	pectrum		1										1
Property - Special Handling			1										1
Property - Special Handling - Damaged It	ems - Check	ed	1										1
Screening			2		1	2	1	1				1	8
Screening - Inconsistency			1										1
Screening - Procedures/Process			1		1	2	1	1				1	7
2023	5	5	3	4	4	6	5	6	4	12	4	2	60
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service					1					1	1		3
Customer Service - TSO					1					1	1		3
Expedited Passenger Screening Program	5	4	3	2	3	5	4	4	3	10	3	2	48
Expedited Passenger Screening Program	- TSA Appli	cation Progra	am								1		1
Expedited Passenger Screening Program	5	4	3	2	3	5	4	4	3	10	1	2	46
Expedited Passenger Screening Program	- TSA/DHS	Employees -	- Opt In								1		1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Dam	ı naged/Missin	g ItemsCh	ecked Bag	gage		1							1
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling							1						1
Property - Special Handling - Missing Iten	ns - Checked	i					1						1
Screening				1				1	1	1			4
Screening - Inconsistency										1			1
Screening - Procedures/Process				1				1	1				3
2024	6												6
Expedited Passenger Screening Program	6												6
Expedited Passenger Screening Program													6
Expedited Lassenger Screening Flogram	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
AIA												1	1
2023												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
AKN							-		1		2	2	5
2022											2	2	4
Mishandling of Passenger Property											1	1	2
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checked	d							1	1	2
Screening											1	1	2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process												1	1
2023									1				1
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program	- TSA PreC	Check							1				1

ariac					) Data Too								
ories									3-Jun		08-Aug	09-Sep	Total
2000	64	41	34	37	52	47	49	51	42	44	63	52	57
2022 Civil Bioleto	<b>19</b>	11	12	16	22	21	<b>26</b>	<b>25</b>	23	21	<b>33</b>	25	25
Civil Rights Civil Rights - Race	1						1	1			1		
Civil Rights - Racial Profiling or Discrimina	1						ı	ı					
Civil Rights - Sex/Gender/Gender Identity		dor					1				1		
Customer Service	- Not Transgen	uei		1			1	2	2	2	2		
Customer Service - TSO				1			1	2	2	2	2		
Expedited Passenger Screening Program	9	8	9	13	19	18	17	20	17	11	27	21	18
Expedited Passenger Screening Program			9	13	19	10	17	20	17	1	21	21	10
		illitar y	4							1			
Expedited Passenger Screening Program		0	1						0				
Expedited Passenger Screening Program		2		1	40	40	2	00	2	40	07	1	-
Expedited Passenger Screening Program		6	8	12	18	18	15	20	15	10	27	20	1
Expedited Passenger Screening Program	- ISA/DHS En	nployees - C	opt in		1								
Human Capital	=						2						
Human Capital - Prospective Employment	t with ISA						2						
Mishandling of Passenger Property								1	1	2	1	1	
Mishandling of Passenger Property - Dam									1				
Mishandling of Passenger Property - Dam				)						1		1	
Mishandling of Passenger Property - Disa	rrayed Items0	Carry-on or 0	Checked					1		1	1		
Patdown	2			1	1					1		1	
Patdown - Flyer	2			1	1					1		1	
Persons w/ Disabilities (PWD)		2			1				1	2			
Persons w/ Disabilities (PWD) - Internal M	n Medical Devices	3			1								
Persons w/ Disabilities (PWD) - Medically			d Medical Su	pplies					1				
Persons w/ Disabilities (PWD) - Mobility [		2	50										
Persons w/ Disabilities (PWD) - Touch Av										1			
Persons w/ Disabilities (PWD) - Wheelcha										1			
Property - Special Handling	3	gway 1				1	2	1	1	1	1	1	
Property - Special Handling - Damaged Ite		1				1	2	1	1	I I	1	1	
								4		4		I	
Property - Special Handling - Damaged Ite		4						1	4	1			
Property - Special Handling - Missing Item		1							1				
Property - Special Handling - Missing Item						1					1		
Screening	4		3	1	1	2	2		1	2		1	
Screening - Inconsistency	1											1	
Screening - Lengthy Lines						2							
Screening - Procedures/Process	3		2	1	1		2		1	2			
Screening - Retrieving Abandoned/Confis	cated Items		1										
023	30	30	22	21	30	26	23	26	19	23	30	27	3
Additional Information Required/Insufficient Inf												1	
Additional Information Required/Insufficier		EMAIL ON	V									1	
Civil Rights	i i i i i i i i i i i i i i i i i i i	EIVIAIL OIVI	-!		4							1	
<u> </u>					1								
Civil Rights - Race	0	4		_		4	4	4		4	4		
Customer Service	2	1		1	1	1	1	4		1	1	2	
Customer Service - Others					1			1					
Customer Service Customer Service - Others Customer Service - TSO	2	1		1	1	1	1	1		1	1	2	
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	2 22	1 27	16	1 15	1			1	14		1 22		
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	2 22 2	1 27 2	1	1	1 1 23	1 22	1	1	14	1	1 22 1	2 23	2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	2 22 2	1 27		1 15	1	1	1	1	14	1	1 22	2	2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	2 22 2	1 27 2	1	1 15 1	1 1 23	1 22	1 19	1 3 20		1 18	1 22 1	2 23	2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks	2 22 2	1 27 2	1	1 15 1 14	1 1 23	1 22	1 19	1 3 20		1 18 18	1 22 1	2 23	2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	2 22 2	1 27 2	1	1 15 1 14 1	1 1 23	1 22	1 19	1 3 20		1 18 18	1 22 1	2 23	2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	2 22 2 2 20	1 27 2 2 25	1 15	1 15 1 14 1 1	1 1 23 23	1 22	1 19	1 3 20 20		1 18 18 1 1	1 22 1	2 23	2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	2 22 2 20 20	1 27 2 2 25	1 15	1 15 1 14 1 1	1 1 23 23	1 22	1 19	1 3 20 20		1 18 18 1 1 1	1 22 1	2 23	2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	2 22 2 20 1 aged/Missing I	1 27 2 25 25	1 15 1 -on Luggage	1 15 1 14 1 1	1 1 23 23	1 22	1 19	1 3 20 20		1 18 18 1 1	1 22 1	2 23	2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	2 22 2 20 1 aged/Missing I	1 27 2 25 25	1 15 1 -on Luggage	1 15 1 14 1 1	1 1 23 23 1 1	1 22 22	1 19 19	1 3 20 20	14	1 18 18 1 1 1	1 22 1 21	2 23	2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	2 22 2 20 1 laged/Missing I 1 rrayed ItemsC	1 27 2 25 25	1 15 1 2-on Luggage 1 Checked 1	1 15 1 14 1 1	1 1 23 23 1 1	1 22 22 22	1 19 19	1 3 20 20	14	1 18 18 1 1 1 1	1 22 1 21	2 23	2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	2 22 2 20 1 aged/Missing I	1 27 2 25 25	1 15 1 -on Luggage	1 15 1 14 1 1	1 1 23 23 1 1	1 22 22	1 19 19	1 3 20 20	14 2 1	1 18 18 1 1 1	1 22 1 21	2 23	
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer	2 22 2 20 1 agged/Missing I 1 rrayed Items-C 1	1 27 2 25 25	1 15 1 2-on Luggage 1 Checked 1	1 15 1 14 1 1	1 1 23 23 1 1	1 22 22 22	1 19 19	1 3 20 20	2 1 1	1 18 18 1 1 1 1	1 22 1 21	2 23	
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	2 22 2 20 1 naged/Missing I 1 rrayed Items( 1 1	1 27 2 25 25	1 15 1 2-on Luggage 1 Checked 1	1 15 1 14 1 1	1 1 23 23 1 1	1 22 22 22	1 19 19	1 3 20 20	14 2 1	1 18 18 1 1 1 1	1 22 1 21	2 23	2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	2 22 2 20 1 naged/Missing I 1 rrayed Items0 1 1 1	1 27 2 25 25 temsCarry	1 15 1on Luggage 1 Checked 1 1	1 15 1 14 1 1 1	1 1 23 23 1 1	1 22 22 22	1 19 19	1 3 20 20	2 1 1	1 18 18 1 1 1 1	1 22 1 21	2 23	2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	2 22 2 20 1 naged/Missing I 1 rrayed Items0 1 1 1	1 27 2 25 25 temsCarry	1 15 1on Luggage 1 Checked 1 1	1 15 1 14 1 1 1	1 1 23 23 1 1	1 22 22 22	1 19 19	1 3 20 20	2 1 1	1 18 18 1 1 1 1	1 22 1 21	2 23	2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	2 22 2 20 1 lagged/Missing I 1 rrayed Items( 1 1 1 1 v Necessary Me	1 27 2 25 25 temsCarry-on or 0	1 15 1on Luggage 1 Checked 1 1	1 15 1 14 1 1 1	1 1 23 23 1 1	1 22 22 22	1 19 19	1 3 20 20	2 1 1	1 18 18 1 1 1 1	1 22 1 21 21	2 23	2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically	2 22 2 20 1 lagged/Missing I 1 rrayed Items( 1 1 1 1 v Necessary Me	1 27 2 25 25 temsCarry-on or 0	1 15 1on Luggage 1 Checked 1 1	1 15 1 14 1 1 1	1 1 23 23 1 1	1 22 22 22	1 19 19	1 3 20 20	2 1 1	1 18 18 1 1 1 1	1 22 1 21 21	2 23	2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche	2 22 20 1 agged/Missing I 1 arrayed Items—( 1 1 1 Necessary Meair/ Scooter/ Se	1 27 2 25 25 temsCarry Carry-on or (	1 15 1on Luggage 1 Checked 1 1	1 15 1 14 1 1 1	1 1 23 23 1 1 1	1 22 22 1 1	1 19 19	1 3 20 20	2 1 1 1	1 18 18 1 1 1 1	1 22 1 21 21	2 23 23	2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite	2 22 20 1 naged/Missing I 1 rrrayed ItemsC 1 1 1 r Necessary Me air/ Scooter/ Se 1 1	1 27 2 25 25 stemsCarry-on or 0 carry-on and adication and gway 1	1 15 1on Luggage 1 Checked 1 1	1 15 1 14 1 1 1	1 1 23 23 1 1 1	1 22 22 1 1	1 19 19	1 3 20 20	14 2 1 1 1	1 18 18 1 1 1 1	1 22 1 21 21 2 1 1	2 23 23	2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	2 22 20 1 agged/Missing I 1 rrayed Items( 1 1 1 1 Vecessary Meair/ Scooter/ Se 1 1 ns - Carry-On	1 27 2 25 25 stemsCarry-on or 0 carry-on and adication and gway 1	1 15 1on Luggage 1 Checked 1 1	1 15 1 14 1 1 1	1 1 23 23 1 1 1	1 22 22 21 1 1	1 19 19	1 3 20 20	14 2 1 1 1	1 18 18 1 1 1 1	1 22 1 21 21	2 23 23	2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	2 22 20 1 agged/Missing I 1 rrayed Items( 1 1 1 1 Vecessary Meair/ Scooter/ Se 1 1 ns - Carry-On	1 27 2 25 25 stemsCarry-on or 0 carry-on and adication and gway 1	1 15 1on Luggage 1 Checked 1 1	1 15 1 14 1 1 1	1 1 23 23 1 1 1	1 22 22 1 1	1 19 19	1 3 20 20	14 2 1 1 1	1 18 18 1 1 1 1	1 22 1 21 21 2 2 2 2 1 1	2 23 23	2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance	2 22 20 1 agged/Missing I 1 rrayed Items( 1 1 1 1 Vecessary Meair/ Scooter/ Se 1 1 ns - Carry-On	1 27 2 25 25 stemsCarry-on or 0 carry-on and adication and gway 1	1 15 1on Luggage 1 Checked 1 1	1 15 1 14 1 1 1	1 1 23 23 1 1 1	1 22 22 21 1 1	1 19 19	1 3 20 20	14 2 1 1 1	1 18 18 1 1 1 1	1 22 1 21 21 2 2 2 1 1	2 23 23	2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other	2 22 20 1 laged/Missing I 1 rrayed Items-( 1 1 1 1 Vecessary Meair/ Scooter/ Se 1 1 ns - Carry-On ns - Checked	1 27 2 25 stemsCarry-on or 0 codication and 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 17-on Luggage 1 Checked 1 1	1 15 1 14 1 1 1 1	1 1 23 23 1 1 1 1	1 22 22 21 1 1 1	1 19 19 1 1 1	1 3 20 20 1	2 1 1 1 1 1	1 18 18 1 1 1 1 1	1 22 1 21 21 2 2 2 1 1 1	2 23 23	2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening	2 22 20 1 agged/Missing I 1 arrayed Items—C 1 1 1 Necessary Me air/ Scooter/ Se 1 ns - Carry-On ns - Checked	1 27 2 25 25 stemsCarry-on or 0 carry-on and adication and gway 1	1 15 1-on Luggage 1 Checked 1 1 d Medical Su	1 15 1 14 1 1 1	1 1 23 23 1 1 1	1 22 22 21 1 1	1 19 19	1 3 20 20	14 2 1 1 1	1 18 18 1 1 1 1	1 22 1 21 21 2 2 2 1 1	2 23 23	2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Empl	2 22 20 1 agged/Missing I 1 arrayed Items—C 1 1 1 Necessary Me air/ Scooter/ Se 1 ns - Carry-On ns - Checked	1 27 2 25 stemsCarry-on or 0 codication and 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 15 1-on Luggage 1 Checked 1 1 d Medical Su	1 15 1 1 1 1 1 1 1	1 1 23 23 1 1 1 1	1 22 22 21 1 1 1	1 19 19 11 1	1 3 20 20 1	2 1 1 1 1 1	1 18 18 1 1 1 1 1 1	1 22 1 21 21 2 2 2 1 1 1	2 23 23	2.
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Empl	2 22 20 1 agged/Missing I 1 arrayed Items—C 1 1 1 Necessary Me air/ Scooter/ Se 1 ns - Carry-On ns - Checked	1 27 2 25 stemsCarry-on or 0 codication and 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 15 1-on Luggage 1 Checked 1 1 d Medical Su	1 15 1 14 1 1 1 1	1 1 23 23 1 1 1 1	1 22 22 22 1 1 1	1 19 19 1 1 1	1 3 20 20 1	2 1 1 1 1 1	1 18 18 1 1 1 1 1	1 22 1 21 21 2 2 2 1 1 1	2 23 23	2.
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines	2 22 2 20 1 naged/Missing I 1 rrayed Items( 1 1 1 1 Vecessary Meair/ Scooter/ Se 1 1 ns - Carry-On ns - Checked 2 ooyee	1 27 2 25 temsCarry-on or 6 adication and 1 1	1 15 1-on Luggage 1 Checked 1 1 d Medical Su	1 15 1 14 1 1 1 1 1	1 1 23 23 1 1 1 1	1 22 22 21 1 1 1	1 19 19 11 1 1	1 3 20 20 1 1	14 2 1 1 1 1	1 18 18 1 1 1 1 1 1	1 22 1 21 21 2 2 2 1 1 1 1	2 23 23	2 2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	2 22 2 20 1 naged/Missing I 1 rrrayed Items-C 1 1 1 1 Vecessary Meair/ Scooter/ Se 1 1 ns - Carry-On ns - Checked 2 loyee	1 27 2 25 stemsCarry-on or 0 codication and 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 15 1-on Luggage 1 Checked 1 1 d Medical Su	1 15 1 1 1 1 1 1 1	1 1 23 23 1 1 1 1	1 22 22 22 1 1 1	1 19 19 11 1	1 3 20 20 1	2 1 1 1 1 1	1 18 18 1 1 1 1 1 1	1 22 1 21 21 2 2 2 1 1 1	2 23 23	2 2 2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	2 22 2 20 1 naged/Missing I 1 rrayed Items( 1 1 1 1 Vecessary Meair/ Scooter/ Se 1 1 ns - Carry-On ns - Checked 2 ooyee	1 27 2 25 temsCarry-on or 6 adication and 1 1	1 15 1 r-on Luggage 1 Checked 1 1 1 d Medical Su	1 15 1 14 1 1 1 1 1	1 1 23 23 1 1 1 1	1 22 22 22 1 1 1	1 19 19 11 1 1	1 3 20 20 1 1	14 2 1 1 1 1	1 18 18 1 1 1 1 1 1	1 22 1 21 21 2 2 2 1 1 1 1	2 23 23	2 2 2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	2 22 2 2 20 1 naged/Missing I 1 rrrayed Items-C 1 1 1 1 Vecessary Meair/ Scooter/ Se 1 1 ns - Carry-On ns - Checked 2 oyee	1 27 2 25 temsCarry-on or 6 adication and 1 1	1 15 1 r-on Luggage 1 Checked 1 1 1 d Medical Su	1 15 1 14 1 1 1 1 1	1 1 23 23 1 1 1 1	1 22 22 22 1 1 1	1 19 19 11 1 1	1 3 20 20 1 1	14 2 1 1 1 1	1 18 18 1 1 1 1 1 1	1 22 1 21 21 2 2 2 1 1 1 1	2 23 23	2 2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons W/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Empl Screening - Lengthy Lines Screening - Procedures/Process	2 22 20 1 agged/Missing I 1 arrayed Items—( 1 1 1 Necessary Me air/ Scooter/ Se 1 1 s - Carry-On as - Checked  2 oyee  2 15 13	1 27 2 25 temsCarry-on or 6 adication and 1 1	1 15 1 r-on Luggage 1 Checked 1 1 1 d Medical Su	1 15 1 14 1 1 1 1 1	1 1 23 23 1 1 1 1	1 22 22 22 1 1 1	1 19 19 11 1 1	1 3 20 20 1 1	14 2 1 1 1 1	1 18 18 1 1 1 1 1 1	1 22 1 21 21 2 2 2 1 1 1 1	2 23 23	2 2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process  024 Expedited Passenger Screening Program Expedited Passenger Screening Program	2 22 20 1 laged/Missing I 1 rrayed Items-C 1 1 1 1 Vecessary Me air/ Scooter/ Se 1 1 ns - Carry-On ns - Checked  2 loyee  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 27 2 25 temsCarry-on or 6 adication and 1 1	1 15 1 r-on Luggage 1 Checked 1 1 1 d Medical Su	1 15 1 14 1 1 1 1 1	1 1 23 23 1 1 1 1	1 22 22 22 1 1 1	1 19 19 11 1 1	1 3 20 20 1 1	14 2 1 1 1 1	1 18 18 1 1 1 1 1 1	1 22 1 21 21 2 2 2 1 1 1 1	2 23 23	2.
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	2 22 22 20 1 naged/Missing I 1 rrayed Items-C 1 1 1 1 Necessary Me air/ Scooter/ Se 1 1 ns - Carry-On ns - Checked  2 oyee  2 15 13 1	1 27 2 25 temsCarry-on or 6 adication and 1 1	1 15 1 r-on Luggage 1 Checked 1 1 1 d Medical Su	1 15 1 14 1 1 1 1 1	1 1 23 23 1 1 1 1	1 22 22 22 1 1 1	1 19 19 11 1 1	1 3 20 20 1 1	14 2 1 1 1 1	1 18 18 1 1 1 1 1 1	1 22 1 21 21 2 2 2 1 1 1 1	2 23 23	2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  1024 Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	2 22 22 20 1 aaged/Missing I 1 rrayed Items( 1 1 1 1 1 1 Necessary Me air/ Scooter/ Se 1 1 ns - Carry-On ns - Checked  2 oyee  2 15 13 1 1 1	1 27 2 25 temsCarry-on or 6 adication and 1 1	1 15 1 r-on Luggage 1 Checked 1 1 1 d Medical Su	1 15 1 14 1 1 1 1 1	1 1 23 23 1 1 1 1	1 22 22 22 1 1 1	1 19 19 11 1 1	1 3 20 20 1 1	14 2 1 1 1 1	1 18 18 1 1 1 1 1 1	1 22 1 21 21 2 2 2 1 1 1 1	2 23 23	2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  1024 Expedited Passenger Screening Program	2 22 22 20 1 naged/Missing I 1 rrayed ItemsC 1 1 1 1 Vecessary Meair/ Scooter/ Se 1 1 ns - Carry-On ns - Checked 2 oyee 2 15 13 1 1 1 1 1 1 1	1 27 2 25 temsCarry-on or 6 adication and 1 1	1 15 1 r-on Luggage 1 Checked 1 1 1 d Medical Su	1 15 1 14 1 1 1 1 1	1 1 23 23 1 1 1 1	1 22 22 22 1 1 1	1 19 19 11 1 1	1 3 20 20 1 1	14 2 1 1 1 1	1 18 18 1 1 1 1 1 1	1 22 1 21 21 2 2 2 1 1 1 1	2 23 23	2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2024 Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property	2 22 20 1 aaged/Missing I 1 rrayed Items-C 1 1 1 1 1 Necessary Me air/ Scooter/ Se 1 1 1 s - Carry-On ns - Checked  2 oyee  2 15 13 1 1 1 1 1 1 1	1 27 2 25 temsCarry-on or 6 adication and 1 1	1 15 1 r-on Luggage 1 Checked 1 1 1 d Medical Su	1 15 1 14 1 1 1 1 1	1 1 23 23 1 1 1 1	1 22 22 22 1 1 1	1 19 19 11 1 1	1 3 20 20 1 1	14 2 1 1 1 1	1 18 18 1 1 1 1 1 1	1 22 1 21 21 2 2 2 1 1 1 1	2 23 23	2.
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process 2024 Expedited Passenger Screening Program	2 22 20 1 agged/Missing I 1 arrayed Items( 1 1 1 Vecessary Meair/ Scooter/ Se 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 27 2 25 temsCarry-on or 6 adication and 1 1	1 15 1 r-on Luggage 1 Checked 1 1 1 d Medical Su	1 15 1 14 1 1 1 1 1	1 1 23 23 1 1 1 1	1 22 22 22 1 1 1	1 19 19 11 1 1	1 3 20 20 1 1	14 2 1 1 1 1	1 18 18 1 1 1 1 1 1	1 22 1 21 21 2 2 2 1 1 1 1	2 23 23	2.

			ISA Conta	ct Center (	icc) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALO	1			2	2	2							7
2022				2	1	1							4
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program	- TSA PreC	Check				1							1
Property - Special Handling				1									1
Property - Special Handling - Damaged Ite	ems - Check	ked		1									1
Screening					1								1
Screening - Procedures/Process					1								1
2023	1				1	1							3
Expedited Passenger Screening Program	1				1								2
Expedited Passenger Screening Program	1				1								2
Patdown						1							1
Patdown - Flyer						1							1

			ISA Conta	ct Center (	TCC) Data	001 - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALS	2		2		1				2	1	1		9
2022			1		1					1	1		4
Expedited Passenger Screening Program					1					1			2
Expedited Passenger Screening Program	- TSA Appli	ication Pro	gram							1			1
Expedited Passenger Screening Program	- TSA PreC	heck			1								1
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Screening			1										1
Screening - Procedures/Process			1										1
2023	1		1						2				4
Additional Information Required/Insufficient In	formation		1										1
Additional Information Required/Insufficient	nt Informatio	n - EMAIL	1										1
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checked	t					1				1
Screening	1												1
Screening - Crew Member or Airline Empl	1												1
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

			SA Contac	ct Center (	(ICC) Data	1001 - FOI <i>F</i>	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALW	2	1	1		1		1	1	1		2	3	13
2022	1		1		1			1	1		1	2	8
Expedited Passenger Screening Program					1				1		1		3
Expedited Passenger Screening Program	- TSA PreC	heck			1				1		1		3
Property - Special Handling	1							1					2
Property - Special Handling - Missing Iten	1							1					2
Screening			1									2	3
Screening - Procedures/Process			1									2	3
2023		1					1				1	1	4
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program	- TSA PreC	heck					1						1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling											1		1
Property - Special Handling - Missing Iten	ns - Carry-O	n									1		1
2024	1												1
Screening	1												1
Screening - Procedures/Process	1												1

ata mania a	10.0.1			ct Center (T									
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AMA	13	6	-	_	4	16	7	_	6	4	~	13	87
2022		3	2		2	6	4	2	3	1	2	7	32
Customer Service			1					1	1				3
Customer Service - TSO			1					1	1				3
Expedited Passenger Screening Program		3			2	4	2	1	2	1	2	6	24
Expedited Passenger Screening Program		cation Prog	gram				1						1
Expedited Passenger Screening Program	- TSA PreC	3	1		2		1	1	2	1	2	6	23
Property - Special Handling						1							1
Property - Special Handling - Missing Item	ns - Checked					1							1
Screening						1	2					1	4
Screening - Procedures/Process						1	2						3
Screening - Traveling with Cash												1	1
2023	8	3	2	3	2	10	3	3	3	3	4	6	50
Customer Service						3					2		5
Customer Service - TSO						3					2		5
Expedited Passenger Screening Program	7	2		2	2	1	1	2	3	1		6	27
Expedited Passenger Screening Program	1								1				2
Expedited Passenger Screening Program	6	2		2	2	1	1	2	2	1		6	25
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1		1							1			3
Mishandling of Passenger Property - Dam	1		1							1			3
Patdown		1	1					1					3
Patdown - Flyer		1	1					1					3
Property - Special Handling				1			1			1	1		4
Property - Special Handling - Damaged Ite	ems - Check	ed								1			1
Property - Special Handling - Missing Item	ns - Carry-Or	1									1		1
Property - Special Handling - Missing Item	ns - Checked			1			1						2
Screening						6					1		7
Screening - Inconsistency						1							1
Screening - Lengthy Lines						2					1		3
Screening - Procedures/Process						3							3
2024	5												5
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	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
ANC	50	46	30	36	40	40	29	41	77	75	76	62	602
2022	13	23	13	21	18	13	15	15	33	38	41	30	273
Additional Information Required/Insufficient Inf		1											1
Additional Information Required/Insufficier	nt Informatic	1											1
Airline Airline - Policy/Regulations/Service					<u> </u>		1						2
Civil Rights			1		1		1	1	5	1	1	2	13
Civil Rights - Age										1			1
Civil Rights - National Origin								1	1				2
Civil Rights - Race									2			1	3
Civil Rights - Racial Profiling or Discrimina					1								1
Civil Rights - Sex/Gender/Gender Identity-		ender					1		1		1	1	4
Civil Rights - Sexual Orientation - Not Tra	risgender		1						1				1
Customer Service	1	3	2	2	1	2	2	1	1	3	6	5	29
Customer Service - TSO	1	3	2	2	1	2	2	1	1	3	6	5	29
Expedited Passenger Screening Program	6	17	9	12	8	9	9	10	23	25	24	17	169
Expedited Passenger Screening Program	- Active Duty	Military			1								1
Expedited Passenger Screening Program					1						1		2
Expedited Passenger Screening Program				1						4	4	4	1
Expedited Passenger Screening Program Expedited Passenger Screening Program	1 5	3 14	9	11	6	9	9	10	21	1 24	22	16	156
Locks	1	14	9	- 11	6	9	9	10	21	24	22	10	156
Locks - General	'										1		1
Locks - Missing or Damaged Lock	1				2						1		4
Lost and Found											1	1	2
Lost and Found - Airport/TSA											1	1	2
Mishandling of Passenger Property				1				1	1	3	1	2	9
Mishandling of Passenger Property - Dam										2		1	3
Mishandling of Passenger Property - Dam								4	1	1	1	1	4
Mishandling of Passenger Property - Disa Patdown	rrayed items-	-Carry-on o	ГСпеске	1 1	1			1	1	2	1		6
Patdown - Flyer				1	1				1	2	1		6
Persons w/ Disabilities (PWD)	1		1		1			1	1			2	7
Persons w/ Disabilities (PWD) - Autism S	pectrum		1										1
Persons w/ Disabilities (PWD) - Cognitive		ntal /Mental	Disability		1							1	2
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - Prosthesi		and Casts							1				1
Persons w/ Disabilities (PWD) - Visual Im		20011011						4					1
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling	2 air/ Scooler/ S	segway		2	2	1		1	1	1	1		1 10
Property - Special Handling - Damaged Ite				2					1	1	1		7
Property - Special Handling - Missing Item					2	1							3
Screening	2	2		3	1	1	2	1		3	4	1	20
Screening - Children											1		1
Screening - Inconsistency	1			2							2		5
Screening - Lengthy Lines	4	0		4	4	4	1	4			4		1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confise	1	2		1	1	1	1	1		1	1	1	11 2
2023	20	23	17	15	22	27	14	26	44	37	35	32	312
Additional Information Required/Insufficient Inf	1		• •									·	1
Additional Information Required/Insufficier	1												1
Airline							1				1		2
Airline - Lost Baggage											1		1
Airline - Policy/Regulations/Service							1						1
Civil Rights Civil Rights - National Origin			1			1		1			1	1	5
Civil Rights - National Origin  Civil Rights - Not Specified						1					- 1		1
Civil Rights - Race			1										1
Civil Rights - Sex/Gender/Gender Identity-	ı - Not Transge	nder						1				1	2
Customer Service	2	1	2	2	3	2	2	4	5	5	5	6	39
Customer Service - TSO	2	1	2	2	3	2	2	4	5	5	5	6	39
Expedited Passenger Screening Program	14	16	11	7	14	20	7	15	32	23	23	20	202
Expedited Passenger Screening Program	1	1				4				4			2
Expedited Passenger Screening Program	2	1	4.4	7	4.4	1	7	4.5	20	1	00	20	5
Expedited Passenger Screening Program Lost and Found	11	14	11	7	14	19	7	15	32	22	23	20	195 1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	2	2	1		1			1			1	2	10
Mishandling of Passenger Property - Dam		2											2
Mishandling of Passenger Property - Dam	2		1					1			1	2	7
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on o	r Checked		1								1
Ombudsman			1										1
Ombudsman - General			1		0		4	4	4		4		1
Patdown Patdown - Flyer				2	2		1	<u> </u>	1 1	2	1		11 10
Patdown - Flyer as Observer				1			- 1	· ·	ı				10
Persons w/ Disabilities (PWD)				'		1	1	1	2	3	1		9
Persons w/ Disabilities (PWD) - Autism St	pectrum						1			1	-		1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General							1		1				2
Persons w/ Disabilities (PWD) - Internal M								1					1
Persons w/ Disabilities (PWD) - Touch Av											1		1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S								1	2			3
Property - Special Handling Property - Special Handling - Damaged Ite	eme - Corny C	1 )n					1	1 1			1	1	5 3
i roperty - opecial manuling - Damaged Ite	onio - Cally-C	211					1	1				1	3

			ISA Conta	ct Center (	ICC) Data	1001 - FUIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Iten	ns - Carry-O	n									1		1
Property - Special Handling - Missing Iten	ns - Checke	1											1
Screening	1	3	1	3	2	3		2	4	4	1	2	26
Screening - Inconsistency	1	1		2					1	1	1		7
Screening - Lengthy Lines										1			1
Screening - Procedures/Process		2	1	1	2	3		2	3	2		2	18
2024	17												17
Expedited Passenger Screening Program	11												11
Expedited Passenger Screening Program	11												11
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	2												2
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Prosthesi	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
AOO	1												1
2023	1												1
Screening	1												1
Screening - Procedures/Process	1												1

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

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

				ct Center (T									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ASE	15	2	6	15	12	20	12	3	13	9	13	12	132
2022	6	2	1	4	7	13	3	1	9	5	4	8	63
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program	4	2	1	4	6	11	3	1	7	4	4	8	55
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ıram							1			1
Expedited Passenger Screening Program	4	2	1	4	6	11	3	1	7	3	4	8	54
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling						1							1
Property - Special Handling - Missing Item	ns - Checked					1							1
Screening	2				1								3
Screening - Procedures/Process	2				1								3
2023	3		5	11	5	7	9	2	4	4	9	4	63
Civil Rights				1	1								2
Civil Rights - National Origin					1								1
Civil Rights - Transgender Screening				1									1
Customer Service						1				1			2
Customer Service - TSO						1				1			2
Expedited Passenger Screening Program	3		4	8	4	6	6	1	3	2	9	4	50
Expedited Passenger Screening Program	- TSA Appli	cation Proc	1										1
Expedited Passenger Screening Program		•	3	8	4	6	6	1	3	2	9	4	49
Patdown			1										1
Patdown - Flyer as Observer			1										1
Property - Special Handling				1			2	1					
Property - Special Handling - Damaged Ite	ı ems - Carrv-	On					2						3
Property - Special Handling - Missing Item				1									1
Screening				1			1		1	1			4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process				1			1		1				3
2024	6												6
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	3												3
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - General	1												1
Screening	2												2
Screening - Procedures/Process	2												2

Outropolic			A Contact										
Categories				01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ATL	1,197	743	743	637	623	741	786	930	801	843	860	926	9,830
2022	213	284	292	197	255	336	354	424	381	362	420	443	3,961
Additional Information Required/Insufficient In												2	2
Additional Information Required/Insufficie	nt Information	- EMAIL OI	NLY									2	2
Airline		1	1	1	1		1			1	2	1	9
Airline - Lost Baggage										1		1	2
Airline - Policy/Regulations/Service		1	1	1	1		1				1		6
Airline - Wheelchair Assistance											1		1
Civil Rights	3	2	2	4	4	2	7	2	2	5	2	4	39
Civil Rights - Age				1									1
Civil Rights - Constitutional Rights							1						1
Civil Rights - National Origin							· ·			1			1
Civil Rights - Perceived Religion		1										1	2
Civil Rights - Profiling		- '				1	2					1	
						1				0	1	2	3
Civil Rights - Race						ı	3	1	1	2	- 1	3	12
Civil Rights - Racial Profiling or Discrimin			2	3	3								11
Civil Rights - Sex/Gender/Gender Identity		1			1		1		1	1	1		6
Civil Rights - Sexual Orientation - Not Tra	nsgender							1					1
Civil Rights - Transgender Screening										1			1
Claims				1				2					3
Claims - General								2					2
Claims - Status				1									1
Current Topic		1											1
Current Topic - Current Topic		1											1
Customer Service	36	50	30	19	29	40	28	49	30	39	29	40	419
Customer Service - CSM		1	1				1						3
Customer Service - Others			1		1				1	1			4
Customer Service - TCC												1	1
Customer Service - TSO	36	49	28	19	28	40	27	49	29	38	29	39	411
DHS TRIP		70	1	10	1	-10		-10	1		20	1	4
DHS TRIP - General			1		1				1			1	3
DHS TRIP - Status					'				1				1
Duplicate E-mail			1	1									2
Duplicate E-mail - General			1	1									
· · · · · · · · · · · · · · · · · · ·	400	400			405	254	004	200	244	077	255	225	2 0.050
Expedited Passenger Screening Program	123	182	203	141	185	254	261	320	314	277	355	335	2,950
Expedited Passenger Screening Program					1				1	2	1		5
Expedited Passenger Screening Program		3	3		1	1	1	4	4	1			19
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program		25	17	8	6	9	9	15	10	13	9	13	143
Expedited Passenger Screening Program		154	183	133	176	242	247	298	299	259	345	321	2,769
Expedited Passenger Screening Program	- TSA/DHS E	mployees -	Opt In		1	2	4	3		2		1	13
Identification (ID) Requirements	1				2								3
Identification (ID) Requirements - Domest	tic				1								1
Identification (ID) Requirements - Internat	ional Travel				1								1
Identification (ID) Requirements - Minors	1												1
Locks		1	1		1	1	1	2				4	11
Locks - Missing or Damaged Lock		1	1		1	1	1	2				4	11
Lost and Found		4				1			2	2		1	10
Lost and Found - Airport/TSA		4				1			2	2		1	10
Mishandling of Passenger Property		6	7	5	5	1	11	9	6	7	4	10	71
Mishandling of Passenger Property - Dam	naged/Missir	1	5			1	4	3	2	3	3	3	25
Mishandling of Passenger Property - Dam		4	2	4	4		6	6	4	4	1	7	42
Mishandling of Passenger Property - Disa		1		1	1		1						4
No Jurisdiction	2	4	1	1	1	4	3	4	1	2	3	3	29
No Jurisdiction - No Referral				1	'			3		1	1	0	6
No Jurisdiction - Refer to CBP	1	2		'	1	3	1	1			1	1	10
No Jurisdiction - Refer to CBP  No Jurisdiction - Refer to Department of S					1	3	1	1			1	1	10
· · · · · · · · · · · · · · · · · · ·		0	4			4	0					0	
No Jurisdiction - Refer to Other	1	2	1			1	2		1	1	1	2	12
Patdown			2		1					2	4	4	13
Patdown - Flyer	_		2		1					2	4	4	13
Persons w/ Disabilities (PWD)	7	5	4		4	4	3	2	4	1	1	5	40
Persons w/ Disabilities (PWD) - Autism S							1					1	3
Persons w/ Disabilities (PWD) - Breast Ca		1											2
Persons w/ Disabilities (PWD) - Cancer (g	,	reast Cano							1				1
Persons w/ Disabilities (PWD) - Diabetes		1	1			1						1	4
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dre	ssings/Ma	1										1
Persons w/ Disabilities (PWD) - Internal N	Aedical Device	es			1								1
Persons w/ Disabilities (PWD) - Medical [	Devices - Atta	ched to th	1				1	1	2	1		1	7
Persons w/ Disabilities (PWD) - Medically	2					1					1	1	5
Persons w/ Disabilities (PWD) - Mobility [	1				2		1	1					5
Persons w/ Disabilities (PWD) - Prosthes	i 1												1
Persons w/ Disabilities (PWD) - Respirato	ory and Inhale	r Equipmen	t			1							1
Persons w/ Disabilities (PWD) - Service A			1		1	1							3
Persons w/ Disabilities (PWD) - Wheelch		3										1	5
Persons w/ Disabilities (PWD) - Wounded									1				1
Prohibited & Permitted Items	3	3	1						•				7
Prohibited & Permitted Items - Alcohol an			· ·										1
Prohibited & Permitted Items - Alcohol and Prohibited & Permitted Items - Beauty & C		1											1
Prohibited & Permitted Items - Beauty & C		1											
			4										1
Prohibited & Permitted Items - Food/Beve		1	1	4.4		40	40	40			4.4	-	4
Property - Special Handling	25	13	13	14	8	13	13	13	5	9	11	7	144
Property - Special Handling - Damaged It		1	1		2	2	1	3	1	2	5	1	23
Property - Special Handling - Damaged It		2	3	5	1	2	2	4			1	1	22
Property - Special Handling - Missing Iten		8	7	6	4	2	4	3	1	2	3	3	57
Property - Special Handling - Missing Iten		2	2	3	1	7	6	3	3	5	2	2	42
Screening	13	12	23	10	13	16	26	21	16	17	9	26	202

g - Crew Member or Airline Emp g - Gate Pass g - Inconsistency					•	ol - FOIA							
g - Gate Pass	10-Oct	11-Nov	12-Dec	01-Jan (	02-Feb (	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
0	loyee				1	1				1			3
a Inconciptonov							1		1				2
g - inconsistency	2	2	4	1	1	2	6	2	2	1	3	7	33
g - Lengthy Lines	1	3	6	4	3	1	4	5	1	1	2	5	36
g - Procedures/Process	10	7	13	5	8	10	12	13	11	14	2	14	119
g - Retrieving Abandoned/Confis	cated Items					1	3	1	1		2		3
g - Shoe Screening						1							
ecurity Specialist			1										
to Security Specialist - Reportab	le Communic	ation	1										
to coodinity openianot interpolitab			1										
General			1										
Scholar	452	459	451	440	368	405	432	506	420	481	440	483	5,337
ermation Required/Incufficient In			451		300	405	432	506	420			403	
al Information Required/Insufficie													
	1			2		1	1			1		1	15
		1	1								1		5
	1					1	1	1	2	1		1	
Wheelchair Assistance				1									
						1							
Known Shipper						1							
•	4	6	8	2	4	1	8	3	5	2	7	4	54
nts - Civil Rights Violation (TSA E	mplovee)											1	2
			1			1	1		1		1		
	2	2		2	1	- '		2					30
			4		4		5		3		4		
								1					
		1	1				2			2			
	nsgender										1		
nts - Transgender Screening		2	2						1		1		(
										2			
General										1			
										1			
	18	37	27	15	33	53	//1	50	16		56	18	534
	40	31	21	40	33	33	41		40	41	30	40	305
	4	4	4				4					0	7
		1	ı				1	I					
r Service - TSO	46	36	26	45	33	53		57	46	41		46	525
							1				1		2
P - General											1		
P - Status							1						
ssenger Screening Program	332	353	357	329	281	290	287	353	284	344	297	330	3,837
													3
		,,	2	2	4	3			1	1			17
		15					2				0		8
		338		321	276			343	281	337	288	322	3,730
	1		1			2	2						(
												1	
net Inquiries								1					
nternet Inquiries - General								1					
	2				2	3	1		2	1	1	1	10
Missing or Damaged Lock	2				2	3	1		2	1	1	1	13
		1	1	1			1			4		1	12
			1	1								1	12
•	5				0			0	11		16		120
													50
0 , ,			2	4	4			4	- /	3	10	6	6
0 1 7													
	3	1	2	4		1	3			2			3
diction - No Referral					1			2	4		1	1	!
diction - Refer to CBP	2			1	1		1	2		1	1	3	1:
diction - Refer to FAA				1									
diction - Refer to Other	1	1	2	2	2	1	2		2	1	1	1	1
lation/Civil Penalties							1					1	
	-al						1					1	
Violation/Civil Penalties - Gener	ui						- '		1			- '	
Violation/Civil Penalties - Gener													
									1				
man - General	2	2	2	4	3	5	4		3		2	2	
man - General - Children							1						
man - General	2	2	2	4	3	5			3		2	2	
man - General - Children							1						2
man - General  - Children  - Flyer  - Flyer as Observer					2		1						2
man - General  - Children - Flyer - Flyer as Observer - Non-Flyer	2	2	2	4	2	5	1 2	8	3	19	2	2	2
man - General  - Children - Flyer - Flyer as Observer - Non-Flyer isabilities (PWD)	2	2	2		2		1 2	8		19	2	2	2
man - General  - Children - Flyer - Flyer as Observer - Non-Flyer visabilities (PWD) w/ Disabilities (PWD) - Autism S	2 5 pectrum	5 1	2	4	2	5	1 2	8	3	19	2	2	8
man - General  - Children - Flyer - Flyer as Observer - Non-Flyer iisabilities (PWD) w/ Disabilities (PWD) - Autism S w/ Disabilities (PWD) - Breast C	2 5 pectrum ancer	5 1 1	4	4	2	5	1 2 1 9	8	3		2	2	8
man - General  - Children - Flyer - Flyer as Observer - Non-Flyer iisabilities (PWD) w/ Disabilities (PWD) - Autism S w/ Disabilities (PWD) - Breast C w/ Disabilities (PWD) - Cancer (e	2 5 pectrum ancer general) Not	5 1 1 Breast Can	2 4 1	4	2	5	1 2	8	3	1	8	11 1	8
man - General  - Children - Flyer - Flyer as Observer - Non-Flyer 'isabilities (PWD) w/ Disabilities (PWD) - Autism S w/ Disabilities (PWD) - Breast C w/ Disabilities (PWD) - Cancer (w/ Disabilities (PWD) - Cognitive	5 pectrum ancer general) Not	2 5 1 1 Breast Can	2 4 1	2	2	5	1 2 1 9	8	3	2	8	11 1	8
- Children - Flyer - Flyer as Observer - Non-Flyer visabilities (PWD) w/ Disabilities (PWD) - Autism S w/ Disabilities (PWD) - Breast C w/ Disabilities (PWD) - Cancer (w/ Disabilities (PWD) - Cognitive w/ Disabilities (PWD) - Diabetes	5 pectrum ancer general) Not	5 1 1 Breast Can	2  4 1 cer I Disability	4	2	5	1 2 1 9		3	1	8	11 1	8
man - General  - Children - Flyer - Flyer as Observer - Non-Flyer 'isabilities (PWD) w/ Disabilities (PWD) - Autism S w/ Disabilities (PWD) - Breast C w/ Disabilities (PWD) - Cancer (w/ Disabilities (PWD) - Cognitive	5 pectrum ancer general) Not	2 5 1 1 Breast Can	2 4 1	2	2	5	1 2 1 9	8	3	2	8	11 1	8
- Children - Flyer - Flyer as Observer - Non-Flyer visabilities (PWD) w/ Disabilities (PWD) - Autism S w/ Disabilities (PWD) - Breast C w/ Disabilities (PWD) - Cancer (w/ Disabilities (PWD) - Cognitive w/ Disabilities (PWD) - Diabetes	2 5 pectrum ancer general) Not //Developme	2 5 1 1 Breast Can	2  4 1 cer I Disability	2	2	5	1 2 1 9		3	2	8	11 1	8
- Children - Flyer - Flyer as Observer - Non-Flyer disabilities (PWD) - Autism S W Disabilities (PWD) - Autism S W Disabilities (PWD) - Cancer ( W Disabilities (PWD) - Cognitive W Disabilities (PWD) - Diabetes W Disabilities (PWD) - General W Disabilities (PWD) - Hearing I W Disabilities (PWD) - Hearing I	2 pectrum ancer general) Not //Developme	5 1 1 Breast Can ntal /Menta 1	4 1 Ceer I Disability	2	2	5	1 2 1 9	1	8	2	8	11 1	88
- Children - Flyer - Flyer as Observer - Non-Flyer isabilities (PWD) w/ Disabilities (PWD) - Autism S w/ Disabilities (PWD) - Cancer (w/ Disabilities (PWD) - Cognitive w/ Disabilities (PWD) - Diabetes w/ Disabilities (PWD) - General w/ Disabilities (PWD) - Hearing I w/ Disabilities (PWD) - Hearing I w/ Disabilities (PWD) - Medical I	5 pectrum ancer general) Not /Developme mpairment Devices - Atta	5 1 1 Breast Can ntal /Menta 1	4 1 Ceer I Disability	2	2	3	1 9	1	3 8 1	2 1	2 8 1 1	11 1 1 1 1	88
man - General  - Children - Flyer - Flyer as Observer - Non-Flyer isabilities (PWD) - Autism S - W Disabilities (PWD) - Autism S - W Disabilities (PWD) - Cancer ( - W Disabilities (PWD) - Cancer ( - W Disabilities (PWD) - Cognitive - W Disabilities (PWD) - General - W Disabilities (PWD) - Hearing I - W Disabilities (PWD) - Medical I	5 pectrum ancer general) Not //Developme	5 1 1 Breast Can ntal /Menta 1	4 1 Ceer I Disability	2	2	5	1 2 1 9	1	3 8 1	2	2 8 1 1	11 1	20
man - General  - Children - Flyer - Flyer as Observer - Non-Flyer isabilities (PWD) w/ Disabilities (PWD) - Autism S w/ Disabilities (PWD) - Breast C w/ Disabilities (PWD) - Cancer (w/ Disabilities (PWD) - Cognitive w/ Disabilities (PWD) - Diabetes w/ Disabilities (PWD) - General w/ Disabilities (PWD) - Hearing I w/ Disabilities (PWD) - Medicall	5 pectrum ancer general) Not be /Developme  mpairment Devices - Atta 2 plants (joint)	5 1 1 Breast Can ntal /Menta 1	4 1 Ceer I Disability	2	2	3	1 2 1 9 1 1 1	1	3 8 1	1 2 1 2 3	2 8 1 1 1 2	11 1 1 1 1 2	26 88 4 4 6 6
man - General  - Children - Flyer - Flyer as Observer - Non-Flyer risabilities (PWD) w/ Disabilities (PWD) - Autism S w/ Disabilities (PWD) - Breast C w/ Disabilities (PWD) - Cancer (r w/ Disabilities (PWD) - Cognitive w/ Disabilities (PWD) - Diabetes w/ Disabilities (PWD) - Hearing I w/ Disabilities (PWD) - Medical I w/ Disabilities (PWD) - Medical I w/ Disabilities (PWD) - Medil II w/ Disabilities (PWD) - Medil II w/ Disabilities (PWD) - Medal II w/ Disabilities (PWD) - Medil II w/ Disabilities (PWD) - Medal II w/ Disabilities (PWD) - Medil II w/ Disabilities (PWD) - Medil II w/ Disabilities (PWD) - Mobility I	5 pectrum ancer general) Not e /Developme  Devices - Atta 2 plants (joint)	5 1 1 Breast Can ntal /Menta 1	4 1 Ceer I Disability	2	2	3	1 9	1	3 8 1	2 1	2 8 1 1 1 2	11 1 1 1 1 2 2 1	26
man - General  - Children - Flyer - Flyer as Observer - Non-Flyer isabilities (PWD) w/ Disabilities (PWD) - Autism S w/ Disabilities (PWD) - Breast C w/ Disabilities (PWD) - Cancer (w/ Disabilities (PWD) - Cognitive w/ Disabilities (PWD) - Diabetes w/ Disabilities (PWD) - General w/ Disabilities (PWD) - Hearing I w/ Disabilities (PWD) - Medicall	2  5 pectrum ancer general) Not //Developme  periment Devices - Att 2 plants (joint) 1 Ostomates	5 1 1 Breast Can ntal /Mental 1 2 ached to the	4 1 Ceer I Disability	2	2	3	1 9 1 1	1	3 8 1	1 2 1 2 3	2 8 1 1 1 2 1	11 1 1 1 1 2	29
	Il Information Required/Insufficie  Lost Baggage Policy/Regulations/Service Wheelchair Assistance  Known Shipper  Ints - Civil Rights Violation (TSA Ents - National Origin Ints - Race Ints - Screening of Religious or Critis - Sex/Gender/Gender Identity Ints - Sexual Orientation - Not Transts - Transgender Screening  General  Status  Fruice Fruice - CSM Fruice - CSM Fruice - TCC Fruice - TSO  Pruice - TSO  Reservice - TSO	Policy/Regulations/Service Wheelchair Assistance Wheelchair Assistance  Ans - Civil Rights Violation (TSA Employee) Ints - National Origin Ints - Race Its - Screening of Religious or Cultural Garme Its - Sex/Gender/Gender Identity Its - Sexual Orientation - Not Transgender Its - Sexual Orientation - Not Transgender Its - Transgender Screening  General Status Invice Its - Service - CSM Its - Service - CSM Its - Service - TCC Its - Service - TCC Its - Service - TCC Its - Service - TSO Its - Service - TS	Information Required/Insufficient Informatic   1	Information Required/Insufficient   1	Information Required/Insufficient Informatic   1								

gories	10-Oct	11-Nov	12-Dec	ct Center (T 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Service A	1										1		
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)				1							
Persons w/ Disabilities (PWD) - Visual Im										1			
Persons w/ Disabilities (PWD) - Wheelcha			2	1	1	1	2	4	3	6		2	
Property - Special Handling	7	15	11	15	11	5	8	15	12	5	5	13	12
Property - Special Handling - Damaged It	-	5	4	3	5	2		3	1	1	1	3	
Property - Special Handling - Damaged It		2	2	3					3		2	3	
Property - Special Handling - Missing Iten	2	7	3	4	2	1	5	6	2	3	1	3	
Property - Special Handling - Missing Iten	3	1	2	5	4	2	3	6	6	1	1	4	
Request for Assistance	0	'		0	1	1	- 0	0	0	'	1		
Request for Assistance - Other					1	1					1		
Screening	43	24	32	26	20	28	52	52	39	48	41	56	4
Screening - Crew Member or Airline Empl	1	1	4	3	20	1	1	1	39	1	41	1	4
Screening - Grew Member of Affiline Employers	6	4	4			2	3	3	4		5	4	
	0	4	4	1		1	3	3	4	6	5	4	
Screening - International Screening	47		0				40	4.4	40	1		40	- 4
Screening - Lengthy Lines	17	5	8	6		5	19	14	16	12	5	16	1
Screening - Procedures/Process	19	13	16	15	17	19	29	31	18	27	31	35	2
Screening - Retrieving Abandoned/Confis	cated Items	1		1	2			3	1	1			
Screening - Shoe Screening					1								
SIDA (Security Identification Display Area)								1					
SIDA (Security Identification Display Area	f							1					
2024	532												5
Airline	1												
Airline - Policy/Regulations/Service	1												
Civil Rights	2												
Civil Rights - Race	1												
Civil Rights - Transgender Screening	1												
Customer Service	56												
Customer Service - TCC	1												
Customer Service - TSO	55												
Expedited Passenger Screening Program	377												3
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	7												
Expedited Passenger Screening Program	368												3
Expedited Passenger Screening Program	1												
Locks	1												
Locks - Missing or Damaged Lock	1												
Lost and Found	3												
Lost and Found - Airport/TSA	3												
Mishandling of Passenger Property	7												
Mishandling of Passenger Property - Dam	-												
	2												
Mishandling of Passenger Property - Dam	5												
No Jurisdiction	3												
No Jurisdiction - No Referral	1												
No Jurisdiction - Refer to CBP	2												
Persons w/ Disabilities (PWD)	2												
Persons w/ Disabilities (PWD) - Hearing I	1												
Persons w/ Disabilities (PWD) - Wheelcha	1												
Property - Special Handling	15												
Property - Special Handling - Damaged Ite	3												
Property - Special Handling - Damaged Ite	1												
Property - Special Handling - Missing Iten	7												
Property - Special Handling - Missing Iten	4												
Screening	65												
Screening - Inconsistency	7												
Screening - Lengthy Lines	33												
Screening - Procedures/Process	25												

				ct Center (									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ATW	25	13	4	8	7	12	15	9	11	8	8	10	130
2022	4	5		2	2	6	8	1	5	5	5	5	48
Civil Rights									1				
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender							1				1
Customer Service	1										1		2
Customer Service - TSO	1										1		2
Expedited Passenger Screening Program	3	4		1	2	3	7		4	5	3	5	37
Expedited Passenger Screening Program		cation Prog	ıram				1		1			1	3
Expedited Passenger Screening Program	3	4		1	2	3	6		3	5	3	4	34
No Jurisdiction				1									
No Jurisdiction - Refer to Other				1									
Patdown						1							
Patdown - Flyer						1							1
Property - Special Handling		1											
Property - Special Handling - Missing Iten	ns - Checke	1											
Screening						2	1	1			1		į
Screening - Inconsistency						1	1	1					
Screening - Procedures/Process						1					1		2
2023	14	8	4	6	5	6	7	8	6	3	3	5	75
Civil Rights								1					1
Civil Rights - Race								1					1
Expedited Passenger Screening Program	13	8	4	. 6	4	6	6	7	6	1	3	5	69
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ıram					1					1
Expedited Passenger Screening Program	13	8	4	. 6	4	6	6	6	6	1	3	5	68
Patdown										1			
Patdown - Children										1			
Persons w/ Disabilities (PWD)							1						
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	cal Supplies			1						
Screening	1				1					1			
Screening - Procedures/Process	1				1					1			
2024	7												7
Expedited Passenger Screening Program	6												6
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	5												į
Screening	1												1
Screening - Procedures/Process	1												1

			IOA OOIILA	ct center (	oo, bata	001 - 1 OIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ATY		2		1	1	1					1		6
2022		2		1		1							4
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity	- Not Transເ	1											1
Expedited Passenger Screening Program		1				1							2
Expedited Passenger Screening Program	- TSA PreC	1				1							2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checke	1									1
2023					1						1		2
Customer Service											1		1
Customer Service - Others											1		1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program	- TSA PreC	heck			1								1

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

			SA Contact										
Categories	10-Oct	11-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AUS	352	219	225	177	157	253	319	247	254	238	257	268	2,966
2022	59	92	97	60	59	130	167	136	137	111	136	137	1,321
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights	3		2	1		1	1		1	1	2	1	13
Civil Rights - Constitutional Rights	_									1			1
Civil Rights - Hair Patdowns	1		1										2
Civil Rights - Race						1	1		1		1	1	5
	ation			1		1	1		ı		- 1	1	
Civil Rights - Racial Profiling or Discrimin				1									1
Civil Rights - Screening of Religious or Cu		ents									1		1
Civil Rights - Sex/Gender/Gender Identity													1
Civil Rights - Transgender Screening	1		1										2
Customer Service	7	12	8	5	3	15	9	5	9	4	4	3	84
Customer Service - CSM			1										1
Customer Service - TSO	7	12	7	5	3	15	9	5	9	4	4	3	83
DHS TRIP											1		1
DHS TRIP - General											1		1
Expedited Passenger Screening Program	36	69	70	41	41	88	128	118	116	92	122	117	1,038
Expedited Passenger Screening Program			1	71	71	00	120	110	110	52	122	117	1,000
							4	-					
Expedited Passenger Screening Program		1	2				1	1					5
Expedited Passenger Screening Program		9	8	2	2	2	1	4	3	2	4	5	45
Expedited Passenger Screening Program		59	59	39	39	86	125	113	113	90	117	112	985
Expedited Passenger Screening Program	- TSA/DHS	Employees	s - Opt In				1				1		2
Locks					1		3					1	5
Locks - Missing or Damaged Lock					1		3					1	5
Mishandling of Passenger Property	1	1	3		3		2	1		2	1	2	16
Mishandling of Passenger Property - Dam	l aned/Missir	na ItemsC		ane			2	1		1		1	5
		ig itemso	, 00	age	2			- '			- 1		
Mishandling of Passenger Property - Dam			3		3						1		8
Mishandling of Passenger Property - Disa	rrayed Item	1								1		1	3
No Jurisdiction			3	1			1	2					7
No Jurisdiction - No Referral			1				1	1					3
No Jurisdiction - Refer to Other			2	1				1					4
Patdown	2	1		1	1	1	4	1	2	3		3	19
Patdown - Flyer	2	1		1	1	1	3	1	2	3		3	18
Patdown - Flyer as Observer	_						1						1
Persons w/ Disabilities (PWD)	4	2	2	1		2	4	1	2	3		2	23
Persons w/ Disabilities (PWD) - Autism S	-			· ·		1	4	- '		3			1
			-I Disabilib			ı				4			
Persons w/ Disabilities (PWD) - Cognitive		entai /ivienta	al Disability							1			1
Persons w/ Disabilities (PWD) - Diabetes												1	2
Persons w/ Disabilities (PWD) - Diapers/0	Sarments/Dr	essings/Ma	isks				1						1
Persons w/ Disabilities (PWD) - General							1			1			2
Persons w/ Disabilities (PWD) - Hearing I	mpairment		1										1
Persons w/ Disabilities (PWD) - Internal N	1												1
Persons w/ Disabilities (PWD) - Medical [		ached to th	e Body									1	1
Persons w/ Disabilities (PWD) - Medically			o 200,				1		1				4
Persons w/ Disabilities (PWD) - Metal Im							1	1					3
		- 4 \ A / lb l - lb -	-: 04	-1				<u>'</u>		1			
Persons w/ Disabilities (PWD) - Mobility [		ot wheelcha	air or Scoolei	Γ)						1			
Persons w/ Disabilities (PWD) - Prosthes													1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway	1	1		1			1				4
Prohibited & Permitted Items	1		1										2
Prohibited & Permitted Items - Food/Beve	rages		1										1
Prohibited & Permitted Items - Liquids/Ge	1												1
Property - Special Handling	3			4	2	8	6	2	2	3	1	3	34
Property - Special Handling - Damaged It		-On			1	5	4	1			1	1	13
Property - Special Handling - Damaged It		OII			1	1	1	1	1		'	1	7
1 7 1				4	- 1			- '					
Property - Special Handling - Missing Iten	1			1		1	1		1			1	6
Property - Special Handling - Missing Iten	1			3		1				3			8
Screening	2	7	8	6	8	15	9	6	5	3	4	5	78
Screening - Crew Member or Airline Emp	oyee						1						1
Screening - Inconsistency			1	1		1	2		1			1	7
Screening - Lengthy Lines		2	1	1	5	8	1	2			1	1	22
Screening - Procedures/Process	2	4	6	3	3	6	4	4	4	3	2	2	43
Screening - Retrieving Abandoned/Confis							1				1	1	3
Screening - Shoe Screening				1							'		1
Screening - Streening with Cash		1		1									1
2023	440		400	447	00	400	450	444	447	407	404	404	
	143	127	128	117	98	123	152	111	117	127	121	131	1,495
Airline		1										1	2
Airline - Lost Baggage												1	1
Airline - Policy/Regulations/Service		1											1
Civil Rights		2	2		2	4	2	2	1	2	3	4	24
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights											1		1
Civil Rights - National Origin										1			1
Civil Rights - Not Specified										1			1
Civil Rights - Race		1	1			2			1	- 1	1	2	8
	Not To								I				
Civil Rights - Sex/Gender/Gender Identity	- NOC Fransç	1			2	2	2	2			1	2	12
Claims										1	1		2
Claims - General										1			1
Claims - Status											1		1
Customer Service	8	4	8	10	7	8	6	8	3	7	8	5	82
Customer Service - Others					1								1
Customer Service - TSO	8	4	8	10	6	8	6	8	3	7	8	5	81
Expedited Passenger Screening Program	122	101	103	83	79	95	124	81	91	93	89	98	1,159
Expedited Passenger Screening Program  Expedited Passenger Screening Program			103		18	90	124	01	91	93	09	30	
				1			_						1
Expedited Passenger Screening Program		1	1	_			1	1		_		1	5
Expedited Passenger Screening Program	5	4	2	3		4	1		5	5	2	1	32

ries	10-Oct		12-Dec	Center (TO 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
												•	
Expedited Passenger Screening Program		95	100	79	79	91	122	80	85	88	87	96	1,1
Expedited Passenger Screening Program	- TSA/DHS	1							1				
Intranet/Internet Inquiries										1			
Intranet/Internet Inquiries - General										1			
Locks											1	2	
Locks - Missing or Damaged Lock											1	2	
Lost and Found		4				4					'		
		1				1							
Lost and Found - Airport/TSA		1				1							
Mishandling of Passenger Property		4	3	6	1	2	1	2	5	3	4	5	
Mishandling of Passenger Property - Dam	aged/Missii	1	2	4			1	1	3	3	4	4	
Mishandling of Passenger Property - Dam	aged/Missir	3	1	2	1	1		1	1			1	
Mishandling of Passenger Property - Disa						1			1				
	liayed items	sCarry-Orr Or	Crieckeu	4		- 1							
No Jurisdiction				1					1				
No Jurisdiction - Refer to CBP									1				
No Jurisdiction - Refer to Other				1									
Patdown	1	3		2	3	5	3	2	4	2	1		
Patdown - Flyer	1	3		1	3	5	3	2	2	2	1		
Patdown - Flyer as Observer	· ·			1									
•				- 1									
Patdown - Non-Flyer									2				
Persons w/ Disabilities (PWD)	1	2	2	3	1		4	2	4	2		3	
Persons w/ Disabilities (PWD) - Autism S	pectrum						1						
Persons w/ Disabilities (PWD) - Diabetes								1	1				
Persons w/ Disabilities (PWD) - Diapers/0	armente/D	1											
	Jamielila/D	1											
Persons w/ Disabilities (PWD) - General												1	
Persons w/ Disabilities (PWD) - Medical D													
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication a	nd Medic	1			1	1		2		1	
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	1		1			2						
Persons w/ Disabilities (PWD) - Prosthesi		and Casts										1	
Persons w/ Disabilities (PWD) - Service A		and Oasis	4									'	
` '			1										
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway	1	1	1				3				
Property - Special Handling	4	5	5	1	3	3	2	2	2	5	4	1	
Property - Special Handling - Damaged Ite	3	2	2	1		1	1		2	3	1	1	
Property - Special Handling - Damaged Ite		1	1		1		1	1		1	1		
					2	2	- '	1		1	1		
Property - Special Handling - Missing Item		2				2		1		- 1			
Property - Special Handling - Missing Item			2								1		
Screening	7	4	5	11	2	5	10	12	6	11	10	12	
Screening - Crew Member or Airline Empl	1		2	1			1		1	1			
Screening - Inconsistency	1	1		4						2	1	1	
Screening - Lengthy Lines							1	1	2		4		
							- '	- '		4	- 4		
Screening - Military										1			
Screening - Procedures/Process	4	3	3	6	2	3	8	11	3	6	5	10	
Screening - Retrieving Abandoned/Confis	1					2				1			
024	150												
Civil Rights	1												
Civil Rights - Sex/Gender/Gender Identity	1												
,													
Customer Service	7												
Customer Service - TSO	7												
Expedited Passenger Screening Program	117												
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	4												
Expedited Passenger Screening Program	112												
Locks	2												
Locks - Missing or Damaged Lock	2												
Mishandling of Passenger Property	5												
Mishandling of Passenger Property - Dam													
Mishandling of Passenger Property - Dam													
Mishandling of Passenger Property - Dam													
Patdown	4												
Patdown - Flyer	4												
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Diabetes	1												
Property - Special Handling	5												
Property - Special Handling - Damaged Ite	4												
Property - Special Handling - Missing Item	1												
Screening	8												
9													
Screening - Inconsistancy													
Screening - Inconsistency	2												
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	2 2												

				t Center (T									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AVL	53	19	28	16	5	19	26	21	28	25	35	21	296
2022	10	8	14	7	1	9	9	6	17	7	21	11	120
Customer Service		1	1						1	1			4
Customer Service - TSO		1	1						1	1			4
Expedited Passenger Screening Program	9	6	9	4	1	7	8	5	14	6	15	10	94
Expedited Passenger Screening Program	2	3		2		1		1	1		3		13
Expedited Passenger Screening Program	7	3	9	2	1	6	8	4	13	6	12	10	81
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domest	ic	1											1
Mishandling of Passenger Property									1		2		3
Mishandling of Passenger Property - Dam											2		2
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsCh	necked Bag	gage					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) - Prosthesi		and Casts									1		1
Prohibited & Permitted Items	1		1										2
Prohibited & Permitted Items - Food/Beve			1										1
Prohibited & Permitted Items - General	1												1
Property - Special Handling		_	1	2		1		1	1			1	7
Property - Special Handling - Damaged Ite						1		1	1				3
Property - Special Handling - Damaged Ite												1	1
Property - Special Handling - Missing Item				1									1
Property - Special Handling - Missing Item	ıs - Checked		1	1									2
Screening			1	1		1	1				2		6
Screening - Inconsistency							1						1
Screening - Procedures/Process			1	1		1					2		5
2023	15	11	14	9	4	10	17	15	11	18	14	10	148
Civil Rights		1								1	1	1	4
Civil Rights - Race		1											1
Civil Rights - Sex/Gender/Gender Identity-	- Not Transge	ender								1	1	1	3
Customer Service	1						1	2			1	1	6
Customer Service - TSO	1						1	2			1	1	6
Expedited Passenger Screening Program	8	10	12	8	3	9	16	10	11	15	12	6	120
Expedited Passenger Screening Program	1						2						3
Expedited Passenger Screening Program	7	10	12	8	3	9	14	10	11	15	12	6	117
Mishandling of Passenger Property	1			1				1				1	4
Mishandling of Passenger Property - Dam													1
Mishandling of Passenger Property - Dam				1				1					2
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked									1	1
Patdown	1				1								2
Patdown - Flyer	1				1								2
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically	Necessary I	Medication	and Medica	al Supplies				1					1
Property - Special Handling	2												2
Property - Special Handling - Damaged Ite	2												2
Screening	2		2			1		1		2		1	9
Screening - Crew Member or Airline Empl	2		1										3
Screening - Lengthy Lines						1							1
Screening - Procedures/Process								1		2		1	4
Screening - Retrieving Abandoned/Confise	cated Items		1										1
2024	28												28
Civil Rights	1												1
Civil Rights - Age	1												1
Customer Service	2												2
Customer Service - TCC	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	18												18
Expedited Passenger Screening Program	18												18
Patdown	1												1
Patdown - Flyer	1												1
Screening	6												6
Screening - Inconsistency	1												1
Screening - Lengthy Lines	4												4
													1
Screening - Procedures/Process	1												

					CC) Data 1								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AVP	7	6	7	2	2	7	7	3	6	6	5	7	6
2022	2	2	5	2		4	2		2	5	4	2	30
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimina	ation	1											1
Customer Service			1							1			2
Customer Service - TSO			1							1			2
Expedited Passenger Screening Program	2	1	4	1		3	2		2	2	3	2	22
Expedited Passenger Screening Program	- TSA Appl	ication Prog	ıram							1	1	1	3
Expedited Passenger Screening Program	2	1	4	1		3	2		2	1	2	1	19
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checked							1			
Patdown						1				1			2
Patdown - Flyer						1				1			2
Property - Special Handling				1									
Property - Special Handling - Damaged Ite	ems - Chec	ked		1									
Screening											1		1
Screening - Inconsistency											1		1
2023	2	4	2		2	3	5	3	4	1	1	5	32
Customer Service					1				1				2
Customer Service - TSO					1				1				2
Expedited Passenger Screening Program	1	4	1			3	4	3	3			5	24
Expedited Passenger Screening Program	- TSA Appl	ication Prog	ıram						2				2
Expedited Passenger Screening Program	1	4	1			3	4	3	1			5	22
Patdown			1		1								2
Patdown - Flyer			1										
Patdown - Flyer as Observer					1								
Screening	1						1			1	1		2
Screening - Inconsistency	1						1						2
Screening - Procedures/Process										1	1		2
2024	3												3
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	2												2

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

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

			A Contact C		•								
Categories	10-Oct	11-Nov	12-Dec 0	1-Jan 0	2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BDL	167	69	96	58	82	118	115	120	100	81	101	94	1,201
2022	31	27	48	21	33	66	60	60	54	50	49	48	547
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights	2		3		1	2	1	1		3	1		14
Civil Rights - Hair Patdowns			2										2
Civil Rights - Not Specified							1						1
Civil Rights - Profiling						1							1
Civil Rights - Race					1					2	1		4
Civil Rights - Racial Profiling or Discrimin	2				1						- '		2
		nonial Ita	1										
Civil Rights - Screening of Religious Cultu			1										
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder				1							1
Civil Rights - Transgender Screening								1		1			2
Claims									1				1
Claims - General									1				1
Customer Service	6	3	5	4	3	3	1	7	5	5		2	48
Customer Service - TSO	6	3	5	4	3	3	1	7	5	5	4	2	48
Expedited Passenger Screening Program	15	20	38	15	26	57	51	47	36	34	40	42	421
Expedited Passenger Screening Program	ı - DoD									1			1
Expedited Passenger Screening Program	- TSA Appl	3	2	2	2			1	3	2	1	5	21
Expedited Passenger Screening Program	15	17	36	13	24	57	51	46	33	30	39	37	398
Expedited Passenger Screening Program	- TSA/DHS E	mployees -	Opt In							1			1
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domest	tic			1									1
Mishandling of Passenger Property								1	3		1	1	6
Mishandling of Passenger Property - Dam	naged/Missing	ItemsCar	rv-on Luggac	ie					1			1	2
Mishandling of Passenger Property - Dan								1	2		1		4
Patdown			u Dayya	o ~			1	'	2				3
Patdown - Flyer							1		2				3
Persons w/ Disabilities (PWD)	2					1	1		1	2		1	7
Persons w/ Disabilities (PWD) - Diabetes						- 1			1	1		ı	
										- 1			2
Persons w/ Disabilities (PWD) - Hearing I		VACIO Laborito	0										1
Persons w/ Disabilities (PWD) - Mobility [		vvneeicnair	or Scooter)							1		1	2
Persons w/ Disabilities (PWD) - Ostomy/0									1				1
Persons w/ Disabilities (PWD) - Touch Av						1							1
Property - Special Handling	2	2	1	1	1	1		1	3	1		1	14
Property - Special Handling - Damaged It				1		1			1			1	5
Property - Special Handling - Missing Iter		1	1										3
Property - Special Handling - Missing Iter	ns - Checke	1			1			1	2	1			6
Screening	4	1	1		2	2	6	3	3	5	3	1	31
Screening - Children										1			1
Screening - Crew Member or Airline Emp	loyee										1		1
Screening - Inconsistency	1	1						1		1		1	5
	1	1						1	1	1		1	5 1
Screening - Lengthy Lines		1	1		2	2	6						1
Screening - Lengthy Lines Screening - Procedures/Process	3			37	2	2 <b>52</b>	6 <b>55</b>	2	2	3	2		1 23
Screening - Lengthy Lines Screening - Procedures/Process 2023		42	1 <b>48</b>	37	2 <b>49</b>	2 <b>52</b>	6 <b>55</b>		2		2	46	23 <b>601</b>
Screening - Lengthy Lines Screening - Procedures/Process 2023 Airline	3			37				2	2 46 1	3	2		23 <b>601</b> 2
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline Airline - Lost Baggage	3			37				2	2	3	2	<b>46</b> 1	1 23 <b>601</b> 2 1
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service	3	42	48	37		52		2	2 46 1	3 <b>31</b>	2 <b>52</b>	46	1 23 <b>601</b> 2 1
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights	3		<b>48</b>	37				2	2 46 1	3	2 <b>52</b>	<b>46</b> 1	1 23 <b>601</b> 2 1
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin	3	42	48	37		<b>52</b>		2	2 46 1 1	3 <b>31</b>	2 <b>52</b>	<b>46</b> 1	1 23 <b>601</b> 2 1 1 9
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race	3 83	<b>42</b>	<b>48</b>	37		3		2	2 46 1	3 <b>31</b>	2 <b>52</b>	<b>46</b> 1	1 23 601 2 1 1 9 1
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity	3 83	42	<b>48</b>	37		<b>52</b>		2	2 46 1 1	3 31	2 <b>52</b> 1	<b>46</b> 1	1 23 601 2 1 1 9 1 4
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening	3 <b>83</b> - Not Trans(	1	1 1		49	3 2 1	55	60	2 46 1 1 2	3 <b>31</b> 1	2 <b>52</b> 1	<b>46</b> 1	1 23 601 2 1 1 9 1 4 2 2
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening  Customer Service	3 83	1 1 11	<b>48</b>	37		3		2	2 46 1 1	3 31	2 <b>52</b> 1	<b>46</b> 1	1 23 601 2 1 1 9 1 4 2 2 54
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM	3 83 83 Not Transs	1 1 11 1	1 1	2	2	3 2 1	2	2 <b>60</b>	2 46 1 1 2 1	3 31 1	1 1 6	<b>46</b> 1 1 7	1 23 601 2 1 1 9 1 4 2 2 54
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO	- Not Trans(	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 2 1 5	2 2	2 <b>60</b> 7	2 46 1 1 2 1 1 2	3 31 1 1 1 3 3 3 3	2 <b>52</b> 1 1 6 6 6	<b>46</b> 1 1 7 7 7	1 23 601 2 1 1 9 1 4 2 2 54 1 53
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program	3 83 83 Not Trans( 6 6 63	1 1 1 11 1 10 29	1 1	2	2	3 2 1	2	2 <b>60</b>	2 46 1 1 2 1	3 31 1	2 <b>52</b> 1 1 6	<b>46</b> 1 1 7 7 7	1 23 601 2 1 1 1 9 1 4 2 2 2 54 1 1 53 471
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	3 83 83 Not Trans( 6 6 63 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 40	2 2 33	2 2 42	3 2 1 5	2 2	7 7 50	2 46 1 1 2 1 1 2	3 31 1 1 1 3 3 3 3	2 <b>52</b> 1 1 6	<b>46</b> 1 1 7 7 7	1 23 601 2 1 1 9 1 4 2 2 2 54 1 1 53 471 3
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	3 83 83 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	1 1 1 11 1 10 29	1 1 1	2	2	52 3 2 1 5 5 41 1	2 2	2 <b>60</b> 7	2 46 1 1 2 1 1 2	3 31 1 1 1 3 3 3 3	2 <b>52</b> 1 1 6	<b>46</b> 1 1 7 7 7	1 23 601 2 1 1 9 1 4 2 2 54 1 1 53 471
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	3 83 83 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	1 1 1 11 1 10 29	1 1 1 40	2 2 33	2 2 42	52 3 2 1 5 5 41 1	2 2	7 7 50	2 46 1 1 2 1 2 2 35	3 31 1 1 1 3 3 3 3	2 <b>52</b> 1 1 1 6 6 39	46 1 1 7 7 33	1 23 601 2 1 1 9 1 4 2 2 2 54 1 1 53 471 3
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	3 83 83 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	1 1 1 11 10 29 1	1 1 1 1 40	2 2 33 1	2 2 42 3	52 3 2 1 5 5 41 1	2 2 46	7 7 50	2 46 1 1 2 1 2 2 35	3 31 1 1 1 3 3 3 20	2 <b>52</b> 1 1 1 6 6 39	46 1 1 7 7 33	1 23 601 2 1 1 9 1 4 2 2 2 54 1 53 471 3 14
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Srangender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	3 83 83 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	1 1 1 11 10 29 1	1 1 1 1 40	2 2 33 1	2 2 42 3 39	52 3 2 1 5 5 41 1	2 2 46	7 7 50	2 46 1 1 2 1 2 2 35	3 31 1 1 1 3 3 3 20	2 <b>52</b> 1 1 1 6 6 39	46 1 1 7 7 33	1 23 601 2 1 1 9 1 4 2 2 2 54 1 53 471 3 14
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program	3 83 83 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	1 1 1 11 10 29 1	1 1 1 1 40	2 2 33 1	2 2 42 3 39 1	52 3 2 1 5 5 41 1	2 2 46	7 7 50	2 46 1 1 2 1 2 2 35	3 31 1 1 1 3 3 3 20	2 52 1 1 6 6 39	46 1 1 7 7 33	1 23 601 2 1 1 1 9 1 1 4 2 2 2 54 1 1 53 471 3 14 454 1 1
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	- Not Trans( 6 6 63 1 1 4 58	1 1 1 11 10 29 1	1 1 1 40 2 38	2 2 33 1 32	2 2 42 3 39 1	52 3 2 1 5 5 41 1 1 39	2 2 46	7 7 50	2 46 1 1 2 1 1 2 2 35	3 31 1 1 1 3 3 20 20	2 52 1 1 6 6 39	46 1 1 7 7 33	1 23 601 2 1 1 1 9 1 1 4 2 2 2 54 1 1 53 471 3 14 454 1 1 8
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property	3 83 83 83 64 64 65 65 65 65 65 65 65 65 65 65 65 65 65	1 1 1 1 1 10 29 1 28	1 1 1 40 2 38 1 1 1	2 2 33 1 32	2 2 42 3 39 1 1	52 3 2 1 5 5 41 1 1 39	2 2 46	7 7 50	2 46 1 1 2 1 2 35 1 34	3 31 1 1 1 3 3 20 20 11	2 52 1 1 6 6 39	46 1 1 7 7 33	1 23 601 2 1 1 1 9 1 1 4 2 2 2 54 1 1 53 471 3 14 454 1 1 8 2 2
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	3 83 83 83 83 83 83 83 83 83 83 83 83 83	1 1 1 1 1 10 29 1 28	1 1 1 40 2 38 1 1 1	2 2 33 1 32	2 2 42 3 39 1	52 3 2 1 5 5 41 1 1 39	2 2 46	7 7 50	2 46 1 1 2 1 2 35 1 34	3 31 1 1 1 3 3 20 20 11	2 52 1 1 6 6 39	46 1 1 7 7 33	1 23 601 2 1 1 9 1 1 4 2 2 2 54 471 3 14 454 1 1 8 2 2 4
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Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	3 83 83 83 83 83 83 83 83 83 83 83 83 83	1 1 1 1 1 10 29 1 28	1 1 1 40 2 38 1 1 1 ecked Baç	2 2 33 1 32	2 2 42 3 39 1 1	52 3 2 1 5 5 41 1 1 39	2 2 46	7 7 50	2 46 1 1 2 1 2 35 1 34	3 31 1 1 1 3 3 20 20 11	2 52 1 1 6 6 39	46 1 1 7 7 33	1 23 601 2 1 1 1 9 1 1 4 2 2 2 54 1 1 3 14 454 1 1 8 2 2 4 4 2 1 1
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other	3 83 83 83 Not Trans( 6 6 63 1 1 4 58 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 10 29 1 28	1 1 1 40 2 38 1 1 1	2 2 33 1 32	2 2 42 3 39 1 1	52 3 2 1 5 5 41 1 1 39	2 2 46 46	7 7 50	2 46 1 1 2 1 2 35 1 34	3 31 1 1 3 3 20 20 20 1 1 1	2 <b>52</b> 1 1 1 6 6 39	46 1 1 7 7 33 33	1 23 601 2 1 1 1 9 9 1 1 4 2 2 5 4 1 1 1 8 2 2 4 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other	3 83 83 83 83 83 83 83 83 83 83 83 83 83	1 1 1 1 1 10 29 1 28	1 1 1 40 2 38 1 1 1 ecked Baç	2 2 33 1 32	2 2 42 3 39 1 1	52 3 2 1 5 5 41 1 1 39	2 2 46	7 7 50	2 46 1 1 2 1 2 35 1 34	3 31 1 1 1 3 3 20 20 11	2 <b>52</b> 1 1 1 6 6 39	46 1 1 7 7 33 33	1 23 601 2 1 1 1 9 1 1 4 2 2 5 4 1 1 1 8 2 4 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown	3 83 83 83 83 83 83 83 83 83 83 83 83 83	1 1 1 1 1 10 29 1 28	1 1 1 40 2 38 1 1 1 ecked Baç	2 2 33 1 32 1	2 2 42 3 39 1 1	52 3 2 1 5 5 41 1 1 39	2 2 46 46	7 7 50	2 46 1 1 2 1 2 35 1 34	3 31 1 1 1 3 3 20 20 1 1 1 1	2 <b>52</b> 1 1 1 6 6 39 39	46 1 1 7 7 7 33 33	1 23 601 2 1 1 1 9 1 1 1 1 8 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer	3 83 83 83 Not Trans( 6 6 63 1 1 4 58 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 10 29 1 28	1 1 1 40 2 38 1 1 1 ecked Baç	2 2 33 1 32	2 2 42 3 39 1 1	52 3 2 1 5 5 41 1 1 39	2 2 46 46	7 7 50	2 46 1 1 2 1 2 35 1 34	3 31 1 1 3 3 20 20 20 1 1 1	2 <b>52</b> 1 1 1 6 6 39 39	46 1 1 7 7 7 33 33 1 1	1 23 601 2 1 1 1 9 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Da	3 83 83 83 83 83 83 83 83 83 83 83 83 83	1 1 1 1 1 10 29 1 28	1 1 1 40 2 38 1 1 1 ecked Baç	2 2 33 1 32 1	2 2 42 3 39 1 1	52 3 2 1 5 5 41 1 1 39	2 2 46 46	7 7 50	2 46 1 1 2 1 2 35 1 34	3 31 1 1 1 3 3 20 20 1 1 1 1 1 1 4 4	2 52 1 1 6 6 39 39	46 1 1 7 7 33 33 1 1 1	1 23 601 2 1 1 9 1 1 4 2 2 2 54 1 1 1 8 2 2 4 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	3 83 83 83 83 83 83 83 83 83 83 83 83 83	1 1 11 10 29 1 28  ItemsC	1 1 1 40 2 38 1 1 1 ecked Bac	2 2 33 1 32 1 1	2 2 42 3 3 9 1 1 1	52 3 2 1 5 5 41 1 1 39	2 2 46 46	7 7 50 2 48	2 46 1 1 2 1 2 35 1 34	3 31 1 1 1 3 3 20 20 1 1 1 1 1 1 4 4	2 52 1 1 1 6 6 39 39 39 1 1 1 1 2 1 1	46 1 1 7 7 33 33 1 1 1	1 23 601 2 1 1 1 9 9 1 1 4 4 2 2 5 4 1 1 8 2 2 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction Ro Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av	3 83 83 83 83 83 83 83 83 83 83 83 83 83	1 1 1 1 1 1 1 29 1 28 ItemsC ItemsChe	1 1 1 40 2 38 1 1 1 ecked Bag 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 33 1 32 1 1	2 2 42 3 39 1 1 1	52 3 2 1 5 5 41 1 1 39	2 2 46 46	7 7 50 2 48	2 46 1 1 2 1 2 35 1 34	3 31 1 1 1 3 3 20 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 52 1 1 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1	46 1 1 7 7 33 33 1 1 1	1 23 601 2 1 1 9 9 1 1 4 4 2 2 5 4 1 1 8 2 2 1 1 1 1 1 0 1 1 2 2 1 1 1 1 1 1 1 1
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dan Mishandling of Pa	3 83 83 83 83 83 83 83 83 83 83 83 83 83	1 1 11 10 29 1 28 ItemsC ItemsChe Idedication a Wheelchair rauma)	1 1 1 40 2 38 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 33 1 32 1 1	2 2 42 3 39 1 1 1	52 3 2 1 5 5 41 1 1 39	2 2 46 46	2 <b>60</b> 7  7  50  2 48	2 46 1 1 1 2 1 1 2 35 1 1 34	3 31 1 1 1 3 3 20 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 52 1 1 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1	46 1 1 7 7 33 33 1 1 1	1 23 601 2 1 1 9 1 1 4 4 2 2 5 4 1 1 1 8 2 4 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline - Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Transgender / Gender Identity Civil Rights - Transgender Screening Customer Service - CSM Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Nedicially Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling	3 83 83 83 83 83 83 83 83 83 83 83 83 83	1 1 11 10 29 1 28  ItemsC ItemsChe Idedication a Wheelchair rauma) Gegway 1	1 1 1 40 2 38 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 33 1 32 1 1	2 2 42 3 39 1 1 1	52 3 2 1 5 5 41 1 1 39	2 2 46 46	7 7 50 2 48	2 46 1 1 1 2 1 2 35 1 34	3 31 1 1 1 3 3 20 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 52 1 1 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1	46 1 1 7 7 33 33 1 1 1	1 23 601 2 1 1 9 1 1 4 2 2 54 1 1 1 8 2 2 4 2 1 1 1 1 1 1 1 1 2 2 2 1 1 1 1 1
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Nobility I Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch AN Persons w/ Disabilities (PWD) - Touch AN Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It	3 83 83 83 83 83 83 83 83 83 83 83 83 83	1 1 11 10 29 1 28  ItemsC ItemsChe Idedication a Wheelchair rauma) Gegway 1	1 1 1 40 2 38 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 33 1 32 1 1	2 2 42 3 39 1 1 1	52 3 2 1 5 5 41 1 1 39	2 2 46 46	2 <b>60</b> 7  7  50  2 48	2 46 1 1 1 2 1 2 35 1 34	3 31 1 1 1 3 3 20 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 52 1 1 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1	46 1 1 7 7 33 33 1 1 1	1 23 601 2 1 1 9 1 1 4 2 2 2 1 1 1 1 1 0 2 2 1 1 1 1 1 1 1 1 1
Screening - Lengthy Lines Screening - Procedures/Process  2023  Airline - Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Transgender / Gender Identity Civil Rights - Transgender Screening Customer Service - CSM Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Nedicially Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling	3 83 83 83 83 83 83 83 83 83 83 83 83 83	1 1 11 10 29 1 28  ItemsC ItemsChe Idedication a Wheelchair rauma) Gegway 1	1 1 1 40 2 38 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 33 1 32 1 1	2 2 42 3 39 1 1 1	52 3 2 1 5 5 41 1 1 39	2 2 46 46	2 <b>60</b> 7  7  50  2 48	2 46 1 1 1 2 1 2 35 1 34	3 31 1 1 1 3 3 20 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 52 1 1 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1	46 1 1 7 7 33 33 1 1 1	1 23 601 2 1 1 1 9 1 1 1 1 1 1 1 1 1 1 1 1 1 1

			TSA Contac	ct Center (	TCC) Data <sup>-</sup>	ΓοοΙ - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening	5		2		2	2	4	1	3	1	3	2	25
Screening - Inconsistency					1							1	2
Screening - Lengthy Lines	2						2				1		5
Screening - Procedures/Process	2		2		1	2	2	1	3	1	2	1	17
Screening - Retrieving Abandoned/Confis	1												1
2024	53												53
Civil Rights	2												2
Civil Rights - Perceived Religion	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	4												4
Customer Service - TSO	4												4
Expedited Passenger Screening Program	42												42
Expedited Passenger Screening Program	42												42
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Screening	2												2
Screening - Inconsistency	1												1
Screening - Procedures/Process	1												1

			TSA Contac	ct Center (	ICC) Data	1001 - FOI <i>F</i>	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BET	1		6	2	1		1				2	2	15
2022	1		1	1	1							2	6
Civil Rights				1									1
Civil Rights - Racial Profiling or Discriming	nation			1									1
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program			1		1							2	4
Expedited Passenger Screening Progran	n - TSA Appl	ication Pro	gram									1	1
Expedited Passenger Screening Progran	n - TSA Pre(	Check	1		1							1	3
2023			5	1			1				2		9
Civil Rights			1										1
Civil Rights - Not Specified			1										1
Expedited Passenger Screening Program			4										4
Expedited Passenger Screening Progran	n - TSA Pre(	Check	4										4
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
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
BFD		1	1	1	1		1				1		6
2022		1	1	1									3
Expedited Passenger Screening Program		1	1										2
Expedited Passenger Screening Program	- TSA PreC	1	1										2
Property - Special Handling				1									1
Property - Special Handling - Missing Item	ns - Carry-O	n		1									1
2023					1		1				1		3
Expedited Passenger Screening Program					1		1				1		3
Expedited Passenger Screening Program	- TSA PreC	heck			1		1				1		3

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

			OA COIILA	ct center (	CC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BFL	3	2		2		4	2	2	3	4	1	5	28
2022		2		1		2	1	1	1	4		3	15
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program		1					1		1	1		2	6
Expedited Passenger Screening Program	- TSA PreC	1					1		1	1		2	E
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - Dama	aged/Missir	g ItemsC	hecked Bag	ggage								1	1
Mishandling of Passenger Property - Disar	rayed Items	sCarry-on	or Checke	d						1			1
Persons w/ Disabilities (PWD)						2							2
Persons w/ Disabilities (PWD) - Medical D	evices - Att	ached to th	e Body			2							2
Property - Special Handling				1									1
Property - Special Handling - Damaged Ite	ms - Check	ed		1									1
Screening		1						1		1			3
Screening - Inconsistency		1											1
Screening - Procedures/Process								1					
Screening - Retrieving Abandoned/Confisc	cated Items									1			1
2023				1		2	1	1	2		1	2	10
Customer Service				1			1						2
Customer Service - TSO				1			1						2
Expedited Passenger Screening Program						2		1	1		1	2	7
Expedited Passenger Screening Program	- TSA PreC	heck				2		1	1		1	2	7
Property - Special Handling									1				1
Property - Special Handling - Missing Item	s - Carry-O	n							1				1
2024	3												3
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	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
2	1		1					1	1			6
	1		1					1	1			4
	1		1					1				3
- TSA PreC	1		1					1				3
									1			1
									1			1
2												2
2												2
2												2
	- TSA PreC 2 2	10-Oct 11-Nov 2 1 1 1 1 - TSA PreC 1	10-Oct 11-Nov 12-Dec 2 1 1 1 - TSA PreC 1 2 2	10-Oct   11-Nov   12-Dec   01-Jan     1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 2 1 1 1 1 - TSA PreC 1 1 2 2	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar	2 1 1 1 1 1 1 - TSA PreC 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   1	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May   06-Jun   07-Jul     2	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May   06-Jun   07-Jul   08-Aug     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

			I SA CUIILA	ci center (	ICC) Data	1001 - FOIF	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BGM	3						2	3	1	2	1	1	13
2022								1					1
Screening								1					1
Screening - Procedures/Process								1					1
2023	1						2	2	1	2	1	1	10
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Expedited Passenger Screening Program	1						1		1	1			4
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	- TSA PreC	heck					1		1	1			3
Patdown								1					1
Patdown - Flyer								1					1
Screening							1			1		1	3
Screening - Procedures/Process							1			1		1	3
2024	2												2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Screening	1												1
Screening - Procedures/Process	1												1

		T	SA Contac	t Center (	ΓCC) Data 1	Tool - FOIA	<b>L</b>						
ategories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BGR	23	3	4	1	8	6	7	8	13	5	12	6	96
2022	5	1	2	1	6	4	5	3	10	2	6	5	50
Civil Rights	1												
Civil Rights - Hair Patdowns	1												
Customer Service	1		1			1		1			1		
Customer Service - TSO	1		1			1		1			1		
Expedited Passenger Screening Program	2	1		1	5	2	4		7		3	5	3
Expedited Passenger Screening Program	- TSA Applic	ation Prog	ram	1					1				
Expedited Passenger Screening Program	2	1			5	2	4		6		3	5	2
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-on	or Checked	l							1		
No Jurisdiction						1							
No Jurisdiction - Refer to Other						1							
Patdown	1				1								
Patdown - Children					1								
Patdown - Flyer	1												
Property - Special Handling			1							1			
Property - Special Handling - Damaged Ite	ems - Carry-C	On								1			
Property - Special Handling - Missing Item	ns - Carry-On		1										
Screening							1	2	3	1	1		
Screening - Procedures/Process							1	2	3	1	1		
2023	6	2	2		2	2	2	5	3	3	6	1	3
Customer Service		1							1				
Customer Service - TSO		1							1				
Expedited Passenger Screening Program	4	1	2		2	2	2	4	1	2	4	1	2
Expedited Passenger Screening Program	- TSA Applic	ation Prog	ram					1					
Expedited Passenger Screening Program	4	1	2		2	2	2	3	1	2	4	1	2
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCa	arry-on Lug	gage							1		
Patdown	1												
Patdown - Flyer as Observer	1												
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway							1				
Screening	1							1		1	1		
Screening - Procedures/Process	1							1		1	1		
2024	12												1:
Customer Service	3												
Customer Service - TSO	3												
Expedited Passenger Screening Program	9												
Expedited Passenger Screening Program	9												- (

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

				Center (TCC	•								
Categories	10-Oct	11-Nov 12	2-Dec (	01-Jan 0	2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BHM	64	45	43	38	33	47	58	45	41	44	46	48	552
2022	13	20	10	8	15	27	28	19	24	27	23	22	236
Civil Rights							1		1				2
Civil Rights - Race							1		1				2
Customer Service	1	4	2	1	3	5	4	2	6	2	1	2	33
Customer Service - TSO	1	4	2	1	3	5	4	2	6	2	1	2	33
Duplicate E-mail		1			-		-						1
Duplicate E-mail - General		1											1
Expedited Passenger Screening Program	5	12	8	4	9	19	14	14	15	22	19	20	161
Expedited Passenger Screening Program		12	0	4	9	19	14		10	22	19	20	
			4			-	-	1					2
Expedited Passenger Screening Program		3	1	1	2	1	1	40		0.4	2	2	13
Expedited Passenger Screening Program		9	7	3	7	18	13	13	15	21	16	18	145
Expedited Passenger Screening Program		mployees - C	pt In							1			1
Locks	2				1					1			4
Locks - Missing or Damaged Lock	2				1					1			4
Mishandling of Passenger Property				1				1					2
Mishandling of Passenger Property - Dam	naged/Missing	ItemsChecl	ked Baς	1				1					2
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)	2	1		1						1	1		6
Persons w/ Disabilities (PWD) - Cognitive			isahility								1		1
Persons w/ Disabilities (PWD) - Diabetes		1	isability								'		
		1											1
Persons w/ Disabilities (PWD) - Medical [		ched to the Bo	ody							1			1
Persons w/ Disabilities (PWD) - Medically				1									3
Property - Special Handling	3							1	2				6
Property - Special Handling - Damaged It	1								2				3
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Iten								1					2
Screening		2		1	1	3	9	1		1	2		20
Screening - Inconsistency		1		'	- '	J	2	- '		- '			3
		1			4	-							
Screening - Lengthy Lines					1	1	4						6
Screening - Procedures/Process		1		1		2	3	1		1	2		11
2023	22	25	33	30	18	20	30	26	17	17	23	26	287
Airline					1								1
Airline - Lost Baggage					1								1
Civil Rights		1				1				1	1		4
Civil Rights - Race		1								1	1		3
Civil Rights - Sex/Gender/Gender Identity	- Not Transge					1							1
Customer Service	3	5	9	12	2	4	7	1	2		5	3	53
Customer Service - TSO		5	9				7						
	3			12	2	4		1	2		5	3	53
Expedited Passenger Screening Program	17	16	20	12	11	10	18	20	12	12	9	17	174
Expedited Passenger Screening Program		ation Program	1			1	1				1		3
Expedited Passenger Screening Program	17	16	20	12	11	9	17	20	12	12	8	17	171
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property		1		1						1	2		5
Mishandling of Passenger Property - Dam	i naged/Missing	ItemsCarry	on Lugga								2		2
Mishandling of Passenger Property - Dam		1	on Lugga	1						1			3
Patdown	1	1	1	'	1	2		1	1	- '	1		9
Patdown - Flyer	1	1	1		1	2		1	1				8
•	1	1	ı		1			1	1				8
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)					1	1	1				1		4
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Medically	Necessary N	Medication and	d Medical	Supplies			1				1		2
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)				1								1
Property - Special Handling	1			1	2			1		1			6
Property - Special Handling - Damaged It	ems - Carrv-C	)n		1	•								1
Property - Special Handling - Missing Iten					1					1			2
Property - Special Handling - Missing Iten					1			1		- 1			3
Request for Assistance	'				1			l l			1		
													1
Request for Assistance - Other						_		_	_		1	_	1
Screening		1	3	4		2	4	3	2	2	3	5	29
Screening - Crew Member or Airline Emp	loyee									1			1
Screening - Inconsistency				1				1					2
Screening - Lengthy Lines		1		1		1					1	3	7
Screening - Procedures/Process			2	2		1	4	2	2	1	2	2	18
Screening - Retrieving Abandoned/Confis	cated Items		1										1
2024	29		•										29
Civil Rights	1												1
Civil Rights - Race	1												1
Civil Rights - Race  Customer Service	5												5
Customer Service - TSO	5												5
Expedited Passenger Screening Program	15												15
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program	14												14
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam													1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Cancer (													
													1
Property - Special Handling	1												1
Property - Special Handling - Missing Iten													1
Screening	5												5
Screening - Crew Member or Airline Emp	1												1
Screening - Inconsistency	2												2
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1												1
25.251mig 1 1000dd105/1 100055	· '												

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

		Т	SA Contact	t Center (T	CC) Data 1	ool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BIL	18	11	16	9	12	8	10	8	14	10	19	9	144
2022	6	4	7		8	2	5	2	6	5	13	4	62
Civil Rights			1			1	1						3
Civil Rights - National Origin							1						1
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender	1			1							2
Customer Service					1						1		2
Customer Service - TSO					1						1		2
Expedited Passenger Screening Program	5	2	5		7	1	4	2	6	5	8	4	49
Expedited Passenger Screening Program	1	1	1		1								4
Expedited Passenger Screening Program	4	1	4		6	1	4	2	6	5	8	4	45
Patdown											2		2
Patdown - Flyer											2		2
Persons w/ Disabilities (PWD)	1										1		2
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General	1												1
Prohibited & Permitted Items		2											2
Prohibited & Permitted Items - Firearm/Ar	nmunition	1											1
Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols	1											1
Screening			1								1		2
Screening - Procedures/Process			1								1		2
2023	5	7	9	9	4	6	5	6	8	5	6	5	75
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	4	4	6	8	4	5	4	6	7	5	6	5	64
Expedited Passenger Screening Program	- DoD									1			1
Expedited Passenger Screening Program		1	1										2
Expedited Passenger Screening Program		3	5	8	4	5	4	6	7	4	6	5	61
Locks		2											2
Locks - Missing or Damaged Lock		2											2
Mishandling of Passenger Property		_	1			1							2
Mishandling of Passenger Property - Dam	ı naged/Missind	ItemsC	1			1							2
Patdown		,	1										1
Patdown - Flyer			1										1
Property - Special Handling	1			1			1		1				4
Property - Special Handling - Damaged It	ems - Carrv-0	On							1				1
Property - Special Handling - Damaged It													1
Property - Special Handling - Missing Iten				1			1						2
Screening			1										1
Screening - Lengthy Lines			1										1
2024	7												7
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	4												4
Property - Special Handling	2												2
Property - Special Handling - Damaged It													1
Property - Special Handling - Missing Iten													1
Screening Screening	1												1
Screening - Inconsistency	1												1
Corcorning moonolocomy													

						ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BIS	14	6	5	7	5	8	7	10	3	10	8	11	94
2022	3	3	2	3	4	4	2	5	2	6	5	5	44
Customer Service										1	1		2
Customer Service - TSO										1	1		2
Expedited Passenger Screening Program	3	2	1	3	4	2	1	4	2	2	3	5	32
Expedited Passenger Screening Program	- TSA Applic	cation Prog	ram							1			1
Expedited Passenger Screening Program	3	2	1	3	4	2	1	4	2	1	3	5	31
Patdown						1		1					2
Patdown - Flyer						1		1					2
Property - Special Handling		1											1
Property - Special Handling - Missing Iten	ns - Checke	1											1
Screening			1			1	1			3	1		7
Screening - Crew Member or Airline Emp	loyee					1							1
Screening - Procedures/Process			1				1			2	1		5
Screening - Retrieving Abandoned/Confis	cated Items									1			1
2023	5	3	3	4	1	4	5	5	1	4	3	6	44
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights						1							1
Civil Rights - National Origin						1							1
Customer Service	1	1					1				1	2	6
Customer Service - TSO	1	1					1				1	2	6
Expedited Passenger Screening Program	4	1	2	4	1	3	3	2	1	2	1	2	26
Expedited Passenger Screening Program	- TSA Applio	cation Proc	ram						1				1
Expedited Passenger Screening Program		1	2	4	1	3	3	2		2	1	2	25
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	naged/Missin	a ItemsC	arrv-on Lug	gage							1		1
Patdown			, ,,	, ,				1					1
Patdown - Flyer								1					1
Property - Special Handling			1				1	1					3
Property - Special Handling - Damaged It	ems - Check	ed					1	1					2
Property - Special Handling - Missing Iten			1										1
Screening								1		2		2	5
Screening - Inconsistency								1		1			2
Screening - Procedures/Process										1		2	3
2024	6											_	6
Expedited Passenger Screening Program	5												5
Expedited Passenger Screening Program	5												5
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												

			ISA Conta	ct Center (	ICC) Data	1001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BJI	2	3	1	1	1	1		2		1	1		1:
2022	1	2	1		1	1		2			1		9
Customer Service											1		
Customer Service - TSO											1		
Expedited Passenger Screening Program		1						2					
Expedited Passenger Screening Program	- TSA Appl	1											
Expedited Passenger Screening Program	ı - TSA PreC	heck						2					
Hazardous Materials Safety		1											
Hazardous Materials Safety - General		1											
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Bag	ggage	1								
Patdown			1										
Patdown - Non-Flyer			1										
Property - Special Handling						1							
Property - Special Handling - Damaged It	tems - Check	ked				1							
Screening	1												
Screening - Procedures/Process	1												
2023	1	1		1						1			
Expedited Passenger Screening Program		1								1			
Expedited Passenger Screening Program	- TSA PreC	1								1			
Screening	1			1									
Screening - Crew Member or Airline Emp	loyee			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
BKW	1	2	2		1		1				1		8
2022	1		1										2
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	1		1										2
2023		2	1		1		1				1		6
Expedited Passenger Screening Program		2	1		1		1						5
Expedited Passenger Screening Program	<ul> <li>TSA PreC</li> </ul>	2	1		1		1						5
Property - Special Handling											1		1
Property - Special Handling - Missing Item	s - Checke	d									1		1

				act Center (									
Categories		11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BLI	5	4		1 3		3		10	4	7	9	11	67
2022		1			2	2	3	4	4	6	7	5	34
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity	Not Transge	ender								1			1
Customer Service		1					1	2		1			5
Customer Service - TSO		1					1	2		1			5
Expedited Passenger Screening Program					2	2	2	2	2	3	5	3	21
Expedited Passenger Screening Program					1	2	2	2	2	3	5	3	20
Expedited Passenger Screening Program	- TSA/DHS E	Employees	- Opt In		1								1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dam	aged/Missing	ltemsC	hecked B	aggage								1	1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway									1		
Screening									1	1	1	1	4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process									1		1	1	3
2023	2	3		1 3	3 2	1	3	6		1	2	6	30
Customer Service				1			1				1		3
Customer Service - TSO				1			1				1		3
Expedited Passenger Screening Program	1	3		2	2		2	4			1	5	18
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	- TSA PreC	3		2	2		2	4			1	5	17
Hazardous Materials Safety						1							1
Hazardous Materials Safety - General						1							1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disa	rraved Items-	Carry-on	or Check	ed								1	
No Jurisdiction	,	,		1									
No Jurisdiction - Refer to CBP				1									
Patdown					1								1
Patdown - Children					1								1
Property - Special Handling	1				1			1					3
Property - Special Handling - Damaged Ite	ems - Carry-0	On						1					1
Property - Special Handling - Damaged Ite													1
Property - Special Handling - Missing Item					1								1
Screening	io Orioonou							1		1			2
Screening - Inconsistency								1					1
Screening - Procedures/Process								'		1			1
2024	3												3
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	2												2
Patdown	1												
	1												1
Patdown - Flyer	1												1

			ISA Conta	ct Center ( <sup>-</sup>	CC) Data	001 - FOIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BLV	2	1	2	3	1		4	3	6	1	2	1	26
2022	1			2				1	5		1		10
Customer Service									3				3
Customer Service - TSO									3				3
Expedited Passenger Screening Program				1					1				2
Expedited Passenger Screening Program	- TSA PreC	heck		1					1				2
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	arry-on Lug	gage				1					1
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling	1												1
Property - Special Handling - Damaged Ite	1												1
Screening									1		1		2
Screening - Crew Member or Airline Empl	oyee										1		1
Screening - Inconsistency									1				1
2023		1	2	1	1		4	2	1	1	1	1	15
Customer Service							1			1	1		3
Customer Service - TSO							1			1	1		3
Expedited Passenger Screening Program		1	1	1			3	2	1			1	10
Expedited Passenger Screening Program	- TSA Appli	cation Prog	1										1
Expedited Passenger Screening Program	- TSA PreC	1		1			3	2	1			1	9
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	n and Medic	al Supplies	1								1
Screening			1										1
Screening - Procedures/Process			1										1
2024	1												1
Customer Service	1												1
Customer Service - TSO	1												1

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

Screening - Lengthy Lines	921
Additional Information Required/interallicient information	921
Additional Information Required/multificent Information - EAGLE ONLY   1   1   1   1   1   1   1   1   1	
Additional Information Required Institution Information - EMAIL (ONLY)  Affire - Additional Sugging Institution	1 2
Airline - Lots Begginge	
Affaire - Load Baggage	_
Affinis - Protophylapidatorial Service  Affinis - Protophylapidatorial Service  Out Rights - Name  Out Rights - Recrait Religion  Cuel Rights - Rano  Out Rights - Ranoon  Out	8
Antine-Wheelorial Assistance CDIR Bright - National Origin Coli Rights - National Political Original O	2
Civil Rights - National Origin	5
Covid Rights - National Origin	1
Civil Rights - Pace   Civil Rights - Race   Civil Rights -	
Coul Rights - Race   1	1
Civil Rights - Repair Profiting or Discrimination   2	
Customer Service	2
Customer Service - Others	2
Customer Service - TSO	
Expedited Passenger Screening Program 33 49 35 37 47 61 54 88 78 65 71 81 Expedited Passenger Screening Program 4 1 1 1 1 1 1 1 1 Expedited Passenger Screening Program 3 7 4 4 4 1 1 2 7 2 1 1 1 Expedited Passenger Screening Program 3 7 4 4 4 1 1 2 7 2 7 2 1 1 Expedited Passenger Screening Program 3 7 4 4 4 1 1 2 7 7 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1
Expedited Passenger Screening Program	
Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  29 42 31 32 43 60 52 88 70 62 70 81  Hazardous Materials Safety - General  Hazardous Materials Safety - General  Lost and Found  Lost and Found  Lost and Found  Lost and Found  Airport TSA  Lost and Found  Lost and Found  Airport TSA  2 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
Expedited Passenger Screening Program 3 7 4 4 4 4 1 2 7 7 2 1  Expedited Passenger Screening Program 29 42 31 32 43 60 52 88 70 62 70 8t  Hazardous Materials Safety - General Locks	1
Expedited Passenger Screening Program   29   42   31   32   43   60   52   88   70   62   70   81	3
Hazardous Materials Safety Hazardous Materials Safety Locks	35
Hazardous Materials Safety - General	5 664
Locks Missing or Damaged Lock 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1
Locks - Missing or Damaged Lock	1
Lost and Found Airport/TSA 2 1 1 1 2  Mishandling of Passenger Property Damaged/Missing Items-Carry-on Luggage 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
Lost and Found - Airport/TSA	
Mishandling of Passenger Property	6
Mishandling of Passenger Property - Damaged Missing Items—C         1         1         1         1         1         1         1         1         1         3         4         Mishandling of Passenger Property - Disarreyed Item         1         2         2         1         3         3         5         5         1         2         2         1         3         2         1         1         1         2         2         1         1         2         2         1         1	6
Mishandling of Passenger Property - Disarrayed Items	1 17
Mishandling of Passenger Property - Disarrayed Item	1 4
No Jurisdiction No Referal	10
No Jurisdiction - Ne Referral   1	3
Notice of Violation(Violi Penaltities   Notice of Violation(Violi Penaltities   Notice of Violation(Violi Penaltities   Secretal   Notice of Violation(Violi Penaltities   Notice of Violatics   Notice of Violation	3
Notice of Violation/Civil Penalties - General	2
Notice of Violation/Civil Penalties - General   Patdown	1
Patdown	1 1
Patdown - Flyer	1 1
Persons w Disabilities (PWD)   3	1 16
Persons w Disabilities (PWD) - Autism Spectrum	1 15
Persons w/ Disabilities (PWD) - Autism Spectrum	1
Persons w   Disabilities (PWD) - Cognitive / Developmental / Mental Disability   1	15
Persons w/ Disabilities (PWD) - Diabetes   1	1
Persons w/ Disabilitites (PWD) - Internal Medical Devices   2	2
Persons w/ Disabilities (PWD) - Medically	2
Persons w/ Disabilities (PWD) - Ostomy/Östomates	2
Persons w/ Disabilities (PWD) - Ostomy/Östomates	3
Persons w/ Disabilities (PWD) - Respirate   1	1
Persons w/ Disabilities (PWD) - Respirate   1	1
Persons w/ Disabilities (PWD) - Wheelcha   1	1
Property - Special Handling	2
Property - Special Handling - Damaged Items - Carry	
Property - Special Handling - Damaged It	1 9
Property - Special Handling - Missing Item	8
Property - Special Handling - Missing Items - Checke	5
Screening	11
Screening - Inconsistency	
Screening - Lengthy Lines	3 11
Screening - Procedures/Process   1   3   3   5   3   3   6   2   1   2	3
Screening - Retrieving Abandoned/Confiscated Items	
2023   97   126   107   81   99   103   118   120   105   90   97   126   12	3
Additional Information Required/Insufficient Int	
Additional Information Required/Insufficient       1	
Airline       1       1       1         Airline - Policy/Regulations/Service       1       1       1       1         Civil Rights       1       1       1       2       1       2       3       2 <td>1 4</td>	1 4
Airline - Policy/Regulations/Service       1       1       1       1         Civil Rights       1       1       1       2       1       2       3	
Civil Rights     1     1     1     2     1     2     3     2     3       Civil Rights - Civil Rights - Constitutional Rights     1     1     1       Civil Rights - Headwear     1     1     1     1     1       Civil Rights - National Origin     1     1     1     1     1     1       Civil Rights - Race     1     1     1     1     1     1     1       Civil Rights - Sex/Gender/Gender Identity-Not Transgender     1     1     1     1     1     1	
Civil Rights - Civil Rights - Violation (TSA Employee)       1         Civil Rights - Constitutional Rights       1         Civil Rights - Headwear       1         Civil Rights - National Origin       1       1       1         Civil Rights - Race       1       1       1       1       1         Civil Rights - Sex/Gender/Gender Identity - Not Transgender       1       1       1       1       1	
Civil Rights - Constitutional Rights       1         Civil Rights - Headwear       1         Civil Rights - National Origin       1       1         Civil Rights - Race       1       1       1       1         Civil Rights - Sex/Gender/Gender Identity- Not Transgender       1       1       1       1	1
Civil Rights - Headwear         1           Civil Rights - National Origin         1         1           Civil Rights - Race         1         1         1         1         1           Civil Rights - Sex/Gender/Gender Identity- Not Transgender         1         1         1         1         1	1 1
Civil Rights - National Origin         1         1         1           Civil Rights - Race         1	1
Civil Rights - Race         1         1         1         1         1         1         1           Civil Rights - Sex/Gender/Gender Identity- Not Transgender         1         1         1         1         1         1         1	2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 1 1 1	
Similagino manogonaoi Sorooning	1
Customer Service 7 4 7 6 9 11 10 9 7 6 10 8	
Customer Service - Others 1	1
Customer Service - TSO 7 4 6 6 9 11 10 9 7 6 10 8	
Expedited Passenger Screening Program 77 95 87 62 77 76 97 97 80 68 69 103	
Expedited Passenger Screening Program - DoD  Expedited Passenger Screening Program - DoD  1 1	2
Expedited Passenger Screening Program 3 8 9 3 2 1 1 2	
Expedited Passenger Screening Program 74 87 78 62 77 76 94 95 79 67 67 100	
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	
Locks 1 2	3
Locks - Missing or Damaged Lock 1 2	3
Lost and Found 1 1 1 2	
	2 5
·	2 30
	2 30
Mishanding of Lassenger Froperty - Daily 1 3 Z 1 I 3 Z Z	_ 15

egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	1	4	1	1		1	1	1	1		1		1:
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-or	or Checke	( 1				2					
No Jurisdiction		1						2					;
No Jurisdiction - No Referral		1						2					;
Ombudsman						1							
Ombudsman - General						1							
Patdown		3		1	2	1	1	1		5	3		1
Patdown - Children		1											
Patdown - Flyer		2		1	2	1	1	1		5	3		10
Persons w/ Disabilities (PWD)	2	5			1			1	2	1	1	1	1:
Persons w/ Disabilities (PWD) - Cognitive	Developm			/				1					
Persons w/ Disabilities (PWD) - Diabetes		1							1				
Persons w/ Disabilities (PWD) - Hearing I			1										
Persons w/ Disabilities (PWD) - Medically		1							1				
Persons w/ Disabilities (PWD) - Mobility [		2											
Persons w/ Disabilities (PWD) - Prosthesi					1								
Persons w/ Disabilities (PWD) - Touch Av										1			
Persons w/ Disabilities (PWD) - Visual Im		, a daima j											
Persons w/ Disabilities (PWD) - Wheelch		1									1	1	
Property - Special Handling	5	4		5	1	2	4	1	4	1	2	1	3
Property - Special Handling - Damaged It	1	2					3		1	1		1	1
Property - Special Handling - Damaged It	1		1			2			- 1	- 1		- 1	'
Property - Special Handling - Missing Iten	1	2						1	1		1		
Property - Special Handling - Missing Iten	2						1	- 1	2		1		
Screening	1	6	3	2	8	10		3		5	5	6	5
		1			0	10		3	5	5	5	0	5
Screening - Crew Member or Airline Emp	ioyee										1		
Screening - Gate Pass				-	4	4		-	0	-		0	4
Screening - Inconsistency			1	1				1	2	1	1	2	1
Screening - Lengthy Lines				-	1			0	1		0		
Screening - Procedures/Process	1	5	2	1	6	8	2	2	2	4	3	4	4
2024	126												12
Advanced Imaging Technology (AIT)	1												
Advanced Imaging Technology (AIT) - Fly													
Civil Rights	1												
Civil Rights - Race	1												
Customer Service	6												
Customer Service - TSO	6												
Expedited Passenger Screening Program	106												10
Expedited Passenger Screening Program	3												
Expedited Passenger Screening Program	103												10
Mishandling of Passenger Property	2												
Mishandling of Passenger Property - Dam	2												
Patdown	1												
Patdown - Flyer	1												
Persons w/ Disabilities (PWD)	2												
Persons w/ Disabilities (PWD) - Medically	1												
Persons w/ Disabilities (PWD) - Touch Av	1												
Property - Special Handling	4												
Property - Special Handling - Damaged It	1												
Property - Special Handling - Missing Iten	1												
Property - Special Handling - Missing Iten	2												
Screening	3												
Screening - Inconsistency	1												
Screening - Procedures/Process	2												

			Contact Co										
Categories	10-Oct 1	11-Nov 1	2-Dec 01	l-Jan 0	2-Feb 0	3-Mar 0	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BOI	72	46	61	49	46	55	37	50	47	35	5 56	50	604
2022	12	16	22	11	22	27	21	25	25	17	7 26	22	246
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights					1				1			1	3
Civil Rights - Race					- '							1	1
Civil Rights - Sex/Gender/Gender Identit	Not Transger	ndor			4				4				
	y- Not Transger				1				1				2
Customer Service		2	1	1			1	2	1				8
Customer Service - TSO		2	1	1			1	2	1				8
Expedited Passenger Screening Program	10	12	17	10	15	21	19	19	18	12	2 24	16	193
Expedited Passenger Screening Program	n - DoD					1							1
Expedited Passenger Screening Program	m 2	1		1			1		1		1		7
Expedited Passenger Screening Program		11	17	9	15	20	18	19	17	12	2 23	16	185
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domes	stic					1							1
Locks	1				1	- 1						1	
													2
Locks - Missing or Damaged Lock					1							1	2
Mishandling of Passenger Property		1							1				2
Mishandling of Passenger Property - Da		ItemsCarry	/-on Luggag∉	е					1				1
Mishandling of Passenger Property - Da	maged/Missii	1											1
No Jurisdiction											1		1
No Jurisdiction - No Referral											1		1
Patdown			1			1		1	3	2	)		8
Patdown - Flyer			1			1		1	3	1			7
			1			1		1	J	1			1
Patdown - Non-Flyer	-									1	1		1
Persons w/ Disabilities (PWD)					1	1	1	2				1	6
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Medical		edication an	d Medical Su	upplies		1	1						2
Persons w/ Disabilities (PWD) - Metal In	nplants (joint)											1	1
Persons w/ Disabilities (PWD) - Mobility	Disability (Not \	Wheelchair	or Scooter)					1					1
Persons w/ Disabilities (PWD) - Visual II			,					1					1
Property - Special Handling	1		3		1	2		1	1	2	)		11
Property - Special Handling - Damaged	Items - Carry O	n	2		- '			'	'		·		2
					4								
Property - Special Handling - Damaged		1	1		1								2
Property - Special Handling - Missing Ite						1				1			3
Property - Special Handling - Missing Ite	ms - Checked					1		1	1	1			4
Screening	1	1			2	1				1	1 1	3	10
Screening - Inconsistency	1												1
Screening - Procedures/Process		1			2	1				1	1 1	3	9
2023	33	30	39	38	24	28	16	25	22	18	3 30	28	331
Additional Information Required/Insufficient I	nformation			1				1					2
Additional Information Required/Insufficion		- EMAIL ON	LY	1				1					
Additional Information Required/Insuffici		- EMAIL ON					1	1					2
Civil Rights	ent Information ·	- EMAIL ON	1				1	1					2
Civil Rights  Civil Rights - Civil Rights Violation (TSA)	ent Information ·	- EMAIL ON											2
Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Race	ent Information ·       Employee)		1				1	1					2 3 1 1
Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit	ent Information -     Employee)   ry- Not Transger		1	1									2 3 1 1 1
Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Customer Service	ent Information ·       Employee)		1 1 3	2				1	2		1	1	2 3 1 1 1 1 10
Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit	ent Information -     Employee)   ry- Not Transger		1	1				1	2 2		1 1	1 1	2 3 1 1 1
Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Customer Service	ent Information		1 1 3	2	22	21		1		12	1		2 3 1 1 1 1 10
Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Customer Service Customer Service - TSO	ent Information Employee) Ly- Not Transger 1 1 24	nder	1 1 3 3	2 2	22	21	1	1	2	12	1	1	2 3 1 1 1 1 10 10
Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	ent Information Employee) ty- Not Transger 1 1 24 n - DoD	nder	1 1 3 3	2 2	22	21	1	1	2 17	12	1 2 24	1	2 3 1 1 1 1 10 246
Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	ent Information Employee) cy- Not Transger 1 1 24 n - DoD n 3	nder 22	1 1 3 3 27	2 2 2 24			1 12	1 20	2 17 1	1	1 2 24	1 21	2 3 1 1 1 10 10 246 1 8
Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Customer Service Customer Service - TSO Expedited Passenger Screening Program	ent Information Employee) cy- Not Transger 1 1 24 n - DoD n 3	22 2 20	1 1 3 3 27	2 2 2 24	22	21	1	1	2 17	1 11	1 2 24 1 1 1 23	1	2 3 1 1 1 10 10 246 1 8 237
Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Customer Service Customer Service - TSO Expedited Passenger Screening Program	ent Information Employee) cy- Not Transger 1 1 24 n - DoD n 3	22 2 20 1	1 1 3 3 27	2 2 2 24			1 12	1 20	2 17 1	1	1 2 24 1 1 1 23	1 21	2 3 1 1 1 1 10 246 1 8 237
Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General	ent Information Employee) cy- Not Transger 1 1 24 n - DoD n 3	22 2 20	1 1 3 3 27	2 2 24 1			1 12	1 20	2 17 1	1 11 1	1 2 2 4 1 1 1 2 3	1 21	2 3 1 1 1 10 10 246 1 8 237 3
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Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling - Passenger Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite	ent Information  Employee)  Ly- Not Transger  1 1 24 1 24 1 3 1 21  In Disability (Not Value)  Litterms - Checlems - Carry-On the control of	22 20 1 1 2 ItemsC 1 1 1 1 1 1 1 1 1	1 1 3 3 27 1 26	2 2 2 24 1 1 3 3 3	1 1	21 2 1 1 1 2 2 1 1	1 12 12 11 1 1 1	20 20 20	2 17 1 16 1 1	1 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 21 21 21 1	2 3 1 1 1 10 246 1 8 237 3 1 2 7 2 1 1 1 1 0 0 6 1 1 1 1 0 0 0 0 0 0 0 0 0
Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property - Da Mishandling of Passenger Property - Di No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabete Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Mobility Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/A Property - Special Handling Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite	ent Information  Employee)  Ly- Not Transger  1 1 24 1 24 1 3 1 21  In Disability (Not Value)  Litterms - Checlems - Carry-On the control of	22 2 20 1 1 2 ItemsC 1 1 1 1 1 1 3	1 1 3 3 27 1 26 1 1 1 1 1 1 1 1	2 2 2 2 4 1 1 3 3 3 3 1 1 1 2 2 1 1 4 4	1 1	21 2 1 1 1 2 2 1 1	1 12 12 11 1 1 1	20 20 20	2 17 1 16 1 1	1 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 21 21 21 1	2 3 1 1 10 246 1 8 237 3 3 1 2 11 1 2 7 2 2 11 1 1 0 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da Mishandling of Passenger Property - Dis No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabete Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Mobility Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/A Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency	ent Information  Employee)  Ly- Not Transger  1 1 24 1 24 1 3 1 21  In Disability (Not Value)  Litterms - Checlems - Carry-On the control of	22 2 20 1 1 2 ItemsC 1 1 1 1 1 1 3	1 1 3 3 27 1 26 1 1 1 1 1 1 1 1	2 2 2 2 4 1 1 3 3 3 3 1 1 1 2 2 1 1 4 4	1 1	21 2 1 1 1 2 1 1 2	1 12 12 11 1 1 1	20 20 20	2 17 1 16 1 1	1 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 21 21 21 1	2 3 1 1 10 246 1 8 237 3 3 1 2 11 1 2 7 2 2 1 1 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property - Damaged Lock Mishandling of Passenger Property - Damaged Property - Damaged Property - Dismostration No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabete Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Mobility Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing Ite Property - Special Inconsistency Screening - Inconsistency Screening - International Screening Screening - Lengthy Lines	ent Information  Employee)  Sy- Not Transger  1	22 20 11 1 2 ItemsC 1 1 1  1 1 1 3 1	1 1 3 3 27 1 26 1 1 1 1 1 1 1 1 1 1	2 2 2 2 4 1 1 3 3 3 1 1 1 2 1 1 4 2 2 1 1 4 2 2	1 1	21 2 1 1 1 2 1 1 2	1 12 12 11 1 1 1	20 20 21 1	2 17 1 16 1 1 1	1 11 11 11 11 11 11 11 11 11 11 11 11 1	1 1 2 2 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 21 21 21 1 1	2 3 1 1 1 10 10 246 1 8 237 3 1 2 11 2 11 10 10 10 10 10 10 1 1 1 1 1
Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property  Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property - Damaged Lock Mishandling of Passenger Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Special Handling - Missing Ite Screening - Inconsistency Screening - Inconsistency Screening - International Screening Screening - Procedures/Process	ent Information  Employee)  Sy- Not Transger  1	22 2 20 1 1 2 ItemsC 1 1 1 1 1 1 3	1 1 3 3 27 1 26 1 1 1 1 1 1 1 1	2 2 2 2 4 1 1 3 3 3 3 1 1 1 2 2 1 1 4 4	1 1	21 2 1 1 1 2 1 1 2	1 12 12 11 1 1 1 1 1	20 20 20	2 17 1 16 1 1	1 11 11 11 11 11 11 11 11 11 11 11 11 1	1 1 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 21 21 21 1 1	2 3 1 1 10 10 246 1 8 237 3 1 2 11 2 7 2 1 1 10 10 6 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property - Damaged Lock Mishandling of Passenger Property - Damaged Property - Special Handling - Damaged Property - Sp	ent Information  Employee)  Ly- Not Transger  1	22 20 11 1 2 ItemsC 1 1 1  1 1 1 3 1	1 1 3 3 3 27 1 26 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 2 4 1 1 3 3 3 1 1 1 2 1 1 4 2 2 1 1 4 2 2	1 1	21 2 1 1 1 2 1 1 2	1 12 12 11 1 1 1 1 1	20 20 21 1	2 17 1 16 1 1 1	1 11 11 11 11 11 11 11 11 11 11 11 11 1	1 1 2 2 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 21 21 21 1 1	2 3 1 1 10 10 246 1 8 237 3 1 2 11 2 7 2 1 1 10 10 6 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property - Damaged Property - Damaged Passenger Property - Damaged Passenger Property - Damaged Passenger Property - Damaged Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Mobility Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2024 Customer Service	ent Information  Employee)  Sy- Not Transger  1	22 20 11 1 2 ItemsC 1 1 1  1 1 1 3 1	1 1 3 3 3 27 1 26 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 2 4 1 1 3 3 3 1 1 1 2 1 1 4 2 2 1 1 4 2 2	1 1	21 2 1 1 1 2 1 1 2	1 12 12 11 1 1 1 1 1	20 20 21 1	2 17 1 16 1 1 1	1 11 11 11 11 11 11 11 11 11 11 11 11 1	1 1 2 2 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 21 21 21 1 1	2 3 1 1 1 10 10 246 1 8 237 3 1 2 11 2 7 2 11 10 10 6 1 1 1 3 1 1 1 1 1 1 2 2 7 2 2 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property  Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dismosuriation No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Mobility Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/A Property - Special Handling Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - International Screening Screening - Lengthy Lines Screening - Procedures/Process  2024 Customer Service Customer Service - TSO	ent Information  Employee)  Sy- Not Transger  1	22 20 11 1 2 ItemsC 1 1 1  1 1 1 3 1	1 1 3 3 3 27 1 26 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 2 4 1 1 3 3 3 1 1 1 2 1 1 4 2 2 1 1 4 2 2	1 1	21 2 1 1 1 2 1 1 2	1 12 12 11 1 1 1 1 1	20 20 21 1	2 17 1 16 1 1 1	1 11 11 11 11 11 11 11 11 11 11 11 11 1	1 1 2 2 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 21 21 21 1 1	2 3 1 1 10 246 1 8 237 3 3 1 2 11 1 2 7 2 7 2 1 1 1 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property  Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dismontant Property - Secondary  Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Mobility Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/A Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2024  Customer Service - TSO Expedited Passenger Screening Program	ent Information  Employee)  Sy- Not Transger  1	22 20 11 1 2 ItemsC 1 1 1  1 1 1 3 1	1 1 3 3 3 27 1 26 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 2 4 1 1 3 3 3 1 1 1 2 1 1 4 2 2 1 1 4 2 2	1 1	21 2 1 1 1 2 1 1 2	1 12 12 11 1 1 1 1 1	20 20 21 1	2 17 1 16 1 1 1	1 11 11 11 11 11 11 11 11 11 11 11 11 1	1 1 2 2 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 21 21 21 1 1	2 3 1 1 1 10 10 246 1 8 237 3 1 2 11 2 11 10 10 10 10 10 10 24 1 1 1 2 7 2 1 1 1 1 1 2 7 2 1 1 1 1 2 7 2 1 1 1 1
Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property  Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dismosuriation No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Mobility Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/A Property - Special Handling Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - International Screening Screening - Lengthy Lines Screening - Procedures/Process  2024 Customer Service Customer Service - TSO	ent Information  Employee)  Sy- Not Transger  1	22 20 11 1 2 ItemsC 1 1 1  1 1 1 3 1	1 1 3 3 3 27 1 26 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 2 4 1 1 3 3 3 1 1 1 2 1 1 4 2 2 1 1 4 2 2	1 1	21 2 1 1 1 2 1 1 2	1 12 12 11 1 1 1 1 1	20 20 21 1	2 17 1 16 1 1 1	1 11 11 11 11 11 11 11 11 11 11 11 11 1	1 1 2 2 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 21 21 21 1 1	2 3 1 1 10 10 246 1 8 237 3 1 2 11 2 7 2 11 10 10 10 10 10 10 11 3 1 1 1 1 1 2 2 2 11 1 1 2 7 2 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
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Screening	4												4
Screening - Procedures/Process	2												2
Screening - Retrieving Abandoned/Confis	2												2

		TS			CC) Data To								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BOS	873	542	528	421	439	534	580	550	559	557	569	635	6,787
2022	157	205	188	158	156	252	274	297	284	295	308	332	2,906
Additional Information Required/Insufficient Information	formation			1					2			1	4
Additional Information Required/Insufficien		n - EMAIL O	NLY	1					2			1	4
Airline	1		1										2
Airline - Policy/Regulations/Service	1		1										2
Civil Rights	3	4	2	4	1	3	5	4	7	4	4	3	44
Civil Rights - Headwear	, and the second							2				1	3
Civil Rights - National Origin		1										1	2
Civil Rights - Not Specified								1					1
Civil Rights - Race						2	1	'	3	2	4	1	13
Civil Rights - Racial Profiling or Discrimina	2	2	2	2	1		'		-			'	9
Civil Rights - Screening of Religious Cultu		1											1
Civil Rights - Sex/Gender/Gender Identity				1			3	1	4				10
Civil Rights - Transgender Screening				1		1	1			2			5
Customer Service	18	9	15	9	9	11	17	26	21	27	21	22	205
Customer Service - CSM	10	9	10	3	9	1	17	20	21	21	21		1
Customer Service - Others			1			- '							1
Customer Service - TSO	18	9	14	9	9	10	17	26	21	27	21	22	203
DHS TRIP	10	9	14	9	9	10	17	20	21	21	1	22	1
DHS TRIP - General			4								1		1
Duplicate E-mail	2		1										3
Duplicate E-mail - General	2		1										3
Expedited Passenger Screening Program	91	149	137	109	126	205	215	235	216	230	241	271	2,225
Expedited Passenger Screening Program		1	1		1	1	1	1	1	1	1		10
Expedited Passenger Screening Program	2	16	16	8	6	3	8	8	5	11	8	2	93
Expedited Passenger Screening Program		132	119	101	119	201	206	226	210	218	232	267	2,118
Expedited Passenger Screening Program	1		1									2	4
Hazardous Materials Safety									1	1		1	3
Hazardous Materials Safety - General									1	1		1	3
Identification (ID) Requirements	1	1	1	1		1							5
Identification (ID) Requirements - Domest	1	1	1	1									4
Identification (ID) Requirements - Real ID						1							1
Locks		1					3						4
Locks - Missing or Damaged Lock		1					3						4
Lost and Found	1			1	1	2		1	2			1	9
Lost and Found - Airport/TSA	1			1	1	2		1	2			1	9
Mishandling of Passenger Property	3	1	3	4		2	1	4	9	3	8	5	43
Mishandling of Passenger Property - Dam		1		1		1		2	4	2		3	21
Mishandling of Passenger Property - Dam			3	3			1	2	3		1	1	16
Mishandling of Passenger Property - Disa		Carry on o		3		1	'		2	1		1	6
No Jurisdiction	1	Carry-on o	CHECKEU	3	1	1	1	2		- 1	2	1	12
No Jurisdiction - No Referral	1			3	ļ.	- 1	1					ļ.	12
				1	- 1		1	1			2		5
No Jurisdiction - Refer to CBP	1			1	1						2	4	
No Jurisdiction - Refer to Other			0	2	-	1	4	1	-	0	-	1	6
Patdown	5	5	3	1	2	3	4	5	1	3		3	41
Patdown - Children			•						4		1	1	2
Patdown - Flyer	4	5	3	1	2	3	4	5	1	3		2	37
Patdown - Flyer as Observer	1										1		2
Persons w/ Disabilities (PWD)	7	16	3	1		2	8	3	4	4		4	53
Persons w/ Disabilities (PWD) - Autism S		1									1		3
Persons w/ Disabilities (PWD) - Diabetes				1			1		1				3
Persons w/ Disabilities (PWD) - Diapers/0	Sarments/D	1	1										2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Hearing I		1								1			4
Persons w/ Disabilities (PWD) - Internal N										1			1
Persons w/ Disabilities (PWD) - Medical [	Devices - Atta	ached to the	Body					1					1
Persons w/ Disabilities (PWD) - Medically	1	3				1	1		2				8
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)		1					1					2
Persons w/ Disabilities (PWD) - Mobility [	. ,	4				1	1	1		1		3	11
Persons w/ Disabilities (PWD) - Ostomy/0													1
Persons w/ Disabilities (PWD) - Prosthesi		2								1		1	4
Persons w/ Disabilities (PWD) - Respirato		1					1						2
Persons w/ Disabilities (PWD) - Service A	1	2											3
Persons w/ Disabilities (PWD) - Touch Av							2		1				3
Persons w/ Disabilities (PWD) - Wheelcha		a dama,	1				2						4
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Alcohol and	l d Tobacco	1											1
Property - Special Handling	11	13	8	16	8	10	6	5	7	10	7	7	108
		8	3	9	2	6	5	1	4	5		4	57
Property - Special Handling - Damaged It		0	1	1		0	5	I I	4	5	3	1	6
Property - Special Handling - Damaged It		4			1	0	4	4	4	2	4		
Property - Special Handling - Missing Iten		4	4	4	2	2	1	4	1	3		2	30
Property - Special Handling - Missing Iten		1	4.4	2	3	2	4.4	40	2	2		40	15
Screening	13	5	14	8	8	12	14	12	14	13	17	13	143
Screening - Crew Member or Airline Empl		_	1									_	1
Screening - Inconsistency	4	2			2	1	3	1	4	1	2	5	25
Screening - Lengthy Lines			2	1		3	1	2		1			10
Screening - Procedures/Process	8	3	11	5	5	8	9	9	10	10	12	6	96
Screening - Retrieving Abandoned/Confis	1			2	1		1			1	2	2	10
Screening - Traveling with Cash											1		1
2023	359	337	340	263	283	282	306	253	275	262	261	303	3,524
Airline				1						3	1		5
Airline - Baggage Requirements				1									1
Airline - Policy/Regulations/Service										3	1		4
Civil Rights	2	6	5	3	2	11	9	4	3	8		10	65
Civil Rights - Age										1		1	2

		TS	A Contact	Center (TC	CC) Data To	ol - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb (	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Constitutional Rights										1			1
Civil Rights - Headwear					1								1
Civil Rights - National Origin		1								1		1	3
Civil Rights - Not Specified		'		1						- '		- '	1
		4		- 1			4		4				
Civil Rights - Perceived Religion		1				3	1		1				6
Civil Rights - Profiling									1				1
Civil Rights - Race	2	2	3	2		3	2	3	1	3		5	26
Civil Rights - Sex/Gender/Gender Identi	ty- Not Trans	1	2		1	3	5				2	2	16
Civil Rights - Sexual Orientation - Not T	ransgender						1						1
Civil Rights - Transgender Screening		1				2		1		2		1	7
Claims			1						1				2
Claims - General			1										1
Claims - Status									1				1
Customer Service	9	15	16	15	16	22	13	8	27	26	24	32	223
Customer Service - CSM	9	10	10	10		22	13	0	21	20	24	32	
					1								1
Customer Service - Others						1							1
Customer Service - TCC					1							1	2
Customer Service - TSO	9	15	16	15	14	21	13	8	27	26	24	31	219
DHS TRIP				1						1			2
DHS TRIP - General				1						1			2
Expedited Passenger Screening Program	299	289	288	208	236	222	254	197	198	186	176	201	2,754
			200	200	230	222	204	197	130	100	170	201	
Expedited Passenger Screening Progra		1											1
Expedited Passenger Screening Progra		1	4			1					1		8
Expedited Passenger Screening Progra		12	2	5	11	5	3	3	3	3	2	5	70
Expedited Passenger Screening Progra	m 282	275	281	203	225	216	251	194	194	183	172	196	2,672
Expedited Passenger Screening Progra		Employees	1						1		1		3
Hazardous Materials Safety					1						1		2
Hazardous Materials Safety - General					1						4		2
		4		A	ı					0	I		
Locks		1	1	1					1	2	1		7
Locks - General									1				1
Locks - Missing or Damaged Lock		1	1	1						2	1		6
Lost and Found		1							1	1	1	3	7
Lost and Found - Airport/TSA		1							1	1	1	3	7
Mishandling of Passenger Property	4	5	7	7	3	4	8	6	6	4	10	7	71
Mishandling of Passenger Property - Da		1											1
Mishandling of Passenger Property - Da		2	3	5	2	2	4	5	6	2	4	4	41
									0				
Mishandling of Passenger Property - Da		2	4	1	1	2	3	1		2	6	3	27
Mishandling of Passenger Property - Di	sarrayed Items	sCarry-on o	r Checked	1			1						2
No Jurisdiction	1			2		1					5		9
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to CBP	1			2		1					1		5
No Jurisdiction - Refer to Other											3		3
Patdown	8	2	2	3	3	3	1	3	14	3	9	8	59
	- 0			3	3	J		3	1	1	9	1	3
Patdown - Children											_		
Patdown - Flyer	8	2	2	3	3	3	1	2	13	2	7	7	53
Patdown - Flyer as Observer											2		2
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	3	3	3	4	5	2	5	7	6	5	5	7	55
Persons w/ Disabilities (PWD) - Autism	Spectrum				1	2				2			5
Persons w/ Disabilities (PWD) - Breast	Cancer			1									1
Persons w/ Disabilities (PWD) - Cancer		Breast Cano	or	•				1					1
	,							'	4				
Persons w/ Disabilities (PWD) - Cogniti		entai /ivientai	Disability						1				1
Persons w/ Disabilities (PWD) - Diabete							1						1
Persons w/ Disabilities (PWD) - Genera	l				1				1			1	3
Persons w/ Disabilities (PWD) - Hearing	Impairment										1		1
Persons w/ Disabilities (PWD) - Interna	Medical Devi	ces					1					1	2
Persons w/ Disabilities (PWD) - Medica			Body	1	1							1	3
Persons w/ Disabilities (PWD) - Medica		1	1					3	1	1	3	2	12
		I	1				4	3	1	I	3		
Persons w/ Disabilities (PWD) - Metal I	-	_	_	_			1						2
Persons w/ Disabilities (PWD) - Mobility		2	2	2	1		1		2		1		13
Persons w/ Disabilities (PWD) - Ostomy								1					1
Persons w/ Disabilities (PWD) - Prosthe	sis/Amputees	and Casts			1							1	2
Persons w/ Disabilities (PWD) - Respira	tory and Inhal	er Equipmen	it							1			1
Persons w/ Disabilities (PWD) - Service	Animals							1	1				2
Persons w/ Disabilities (PWD) - Touch		/trauma)						1					1
Persons w/ Disabilities (PWD) - Wheeld							1	1				1	2
		Cegway					I					I	
Persons w/ Disabilities (PWD) - Wound	_									1			1
Property - Special Handling	8	6	8	6	6	2	2	11	5	6	4	8	72
Property - Special Handling - Damaged		4	4	2	2	1	2	3	5	2		4	37
Property - Special Handling - Damaged	Ite 2			1	1			1			1	1	7
Property - Special Handling - Missing It		2	1	3	2			3		1	1	3	16
Property - Special Handling - Missing It			3	-	1	1		4		3			12
Request for Assistance	200000			1						1			2
Request for Assistance - Other			_	1						1			2
Screening	25	9	9	11	11	15	14	17	13	16	22	27	189
Screening - Crew Member or Airline En			1		1								2
Screening - Inconsistency	8	2	2	3	3	1	1	3	1	6	3	1	34
Screening - Lengthy Lines	4	1		1	1			1	1		1	1	11
Screening - Procedures/Process	13	6	6	6	6	13	12	13	10	9	18	25	137
	_	U	U	1	U	1	12	10		1	10	20	
Screening - Retrieving Abandoned/Con				1		1	1		1	1			5
2024	357												357
Additional Information Required/Insufficient													1
Additional Information Required/Insuffic	er 1												1
Civil Rights	2												2
Civil Rights - Race	1												1
Civil Rights - Transgender Screening	1												<u>_</u>
C ragino Transgondo Corcolling	-												<u> </u>

			TSA Conta	ct Center (	TCC) Data	Tool - FOIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service	32												3
Customer Service - TSO	32												3
DHS TRIP	1												
DHS TRIP - General	1												
Expedited Passenger Screening Program	258												25
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	2												
Expedited Passenger Screening Program	255												25
Mishandling of Passenger Property	8												
Mishandling of Passenger Property - Dam	6												
Mishandling of Passenger Property - Dam	2												
No Jurisdiction	3												
No Jurisdiction - Refer to CBP	2												
No Jurisdiction - Refer to Other	1												
Patdown	9												
Patdown - Flyer	9												
Persons w/ Disabilities (PWD)	5												
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	1												
Persons w/ Disabilities (PWD) - Mobility D	1												
Property - Special Handling	5												
Property - Special Handling - Damaged Ite	5												
Screening	33												3
Screening - Inconsistency	1												
Screening - Lengthy Lines	4												
Screening - Procedures/Process	28												2

			I SA CUIILA	, center (	ICC) Data	001 - 1 012							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BPT			3		1	1	4	1	1	1	3	2	17
2022			1				2	1			1		5
Customer Service			1					1					2
Customer Service - TSO			1					1					2
Expedited Passenger Screening Program							2				1		3
Expedited Passenger Screening Program	- TSA PreC	Check					2				1		3
2023			2		1	1	2		1	1	2	2	12
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity	/- Not Trans	gender									1		1
Customer Service			2							1			3
Customer Service - TSO			2							1			3
Expedited Passenger Screening Program					1	1	1		1		1	1	6
Expedited Passenger Screening Program	- TSA PreC	Check			1	1	1		1		1	1	6
Patdown												1	1
Patdown - Flyer												1	1
Screening							1						1
Screening - Procedures/Process							1						1

			IOA COIIIac		oo, bata								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BQK			2	3	1	2	1	3		1	2	1	16
2022			1	3		2		1			1		8
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program			1	1		2		1			1		6
Expedited Passenger Screening Program	- TSA PreC	heck	1	1		2		1			1		6
Screening				1									1
Screening - Procedures/Process				1									1
2023			1		1		1	2		1	1	1	8
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity-	Not Transo	gender						1					1
Expedited Passenger Screening Program			1		1		1				1	1	5
Expedited Passenger Screening Program	- TSA PreC	heck	1				1				1	1	4
Expedited Passenger Screening Program	- TSA/DHS	Employee	s - Opt In		1								1
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown										1			1
Patdown - Flyer										1			1

						Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BQN	4	3	3	2		5	2	4	3	5	4	9	44
2022		3	1			3		3	1		1	4	16
Civil Rights												2	2
Civil Rights - Race												2	2
Customer Service						1			1				2
Customer Service - Others						1							1
Customer Service - TSO									1				1
Expedited Passenger Screening Program		1	1			2		1			1	2	8
Expedited Passenger Screening Program	- TSA PreC	1	1			2		1			1	2	8
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown		1											1
Patdown - General		1											1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Medically	Necessary	1											
Screening								1					1
Screening - Procedures/Process								1					1
2023	1		2	2		2	2	1	2	5	3	5	25
Customer Service				1						2	2 1	4	8
Customer Service - TSO				1						2	2 1	4	8
Expedited Passenger Screening Program	1		2	1		1	1	1	1	2	2 1		11
Expedited Passenger Screening Program	1		2	1		1	1	1	1	2	2 1		11
Mishandling of Passenger Property						1					1		2
Mishandling of Passenger Property - Dam	aged/Missii	ng ItemsC	hecked Ba	ggage		1					1		2
Property - Special Handling												1	1
Property - Special Handling - Missing Item	s - Checke	d										1	1
Screening							1		1	1			3
Screening - Inconsistency									1				1
Screening - Procedures/Process							1			1			2
2024	3												3
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	2												2
Property - Special Handling	1												1
Property - Special Handling - Damaged Ite	1												1

			ISA Conta	ct Center (	TCC) Data	001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BRD	1	1	1		1					1	1	1	7
2022			1		1							1	3
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreC	Check										1	
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	1										
2023	1	1								1	1		4
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Expedited Passenger Screening Program	1									1			2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	- TSA PreC	Check								1			1
Screening											1		1
Screening - Procedures/Process											1		1

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

Catagorias	40.0-4		TSA Contac					05.14	00 1	07 1.1	00.4	00.0	T - 4 - 1
Categories	10-Oct	11-Nov	12-Dec	01-Jan		03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BRO	2	1	1	2	5	4		3	2	3	4	4	3
2022	1	1	1	2	1	2		2	1	1			1
Airline								1					
Airline - Policy/Regulations/Service								1					
Customer Service						1							
Customer Service - TSO						1							
Expedited Passenger Screening Program	1		1	2	1				1	1			
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	<ul> <li>TSA PreC</li> </ul>	heck	1	2	1				1	1			
No Jurisdiction								1					
No Jurisdiction - No Referral								1					
Screening		1											
Screening - Procedures/Process		1											
TWIC						1							
TWIC - Status						1							
2023					4	2		1	1	2	4	4	1
Civil Rights					1								
Civil Rights - Race					1								
Customer Service					1							1	
Customer Service - TSO					1							1	
Expedited Passenger Screening Program					1	2		1	1	2	1	1	
Expedited Passenger Screening Program	- TSA PreC	heck			1	2		1	1	2	1	1	
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - General											1		
Property - Special Handling					1								
Property - Special Handling - Damaged Ite	ems - Carry-	On			1								
Screening											2	2	
Screening - Procedures/Process											2	2	
2024	1												
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	1												

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

			SA COIIIa	ci Center (	CC) Data	1001 - FOIA	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BTM	1	1		1					1	1	1	1	7
2022	1	1		1						1			4
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimina	1												1
Expedited Passenger Screening Program		1								1			2
Expedited Passenger Screening Program	- TSA PreC	1								1			2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Wounded	Warrior			1									1
2023									1		1	1	3
Expedited Passenger Screening Program											1	1	2
Expedited Passenger Screening Program	- TSA PreC	heck									1	1	2
SIDA (Security Identification Display Area)									1				1
SIDA (Security Identification Display Area	) - General								1				1

					CC) Data								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BTR	14	10	9	7	4	23	11	10	11	14	15	16	144
2022	4	4	3	3	2	8	7	3	7	9	9	10	69
Airline											1		
Airline - Policy/Regulations/Service											1		
Customer Service	1					1	1		1				4
Customer Service - TSO	1					1	1		1				4
Duplicate E-mail	1												
Duplicate E-mail - General	1												
Expedited Passenger Screening Program	2	3	3	3	1	7	4	3	6	9	5	10	5
Expedited Passenger Screening Program	- TSA Applic	ation Progr	am		1							1	
Expedited Passenger Screening Program	2	3	3	3		7	4	3	6	9	5	9	5
Mishandling of Passenger Property											2		
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsCa	rry-on Lugg	gage							2		
Patdown							1						
Patdown - Flyer							1						
Property - Special Handling					1								
Property - Special Handling - Damaged Ite	ems - Carry-	On			1								
Screening		1					1						
Screening - Procedures/Process		1					1						
TWIC											1		
TWIC - Status											1		
2023	2	6	6	4	2	15	4	7	4	5	6	6	6
Civil Rights						1							
Civil Rights - Race						1							
Customer Service				1					1	1			
Customer Service - TSO				1					1	1			
Expedited Passenger Screening Program	2	5	6	3	2	14	2	6	3	3	6	6	5
Expedited Passenger Screening Program	2	5	6	3	2	14	2	6	3	3	6	6	5
Locks		1											
Locks - Missing or Damaged Lock		1											
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsCh	ecked Bag	gage				1					
Persons w/ Disabilities (PWD)							2						
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)						1						
Persons w/ Disabilities (PWD) - Mobility D	isability (No	t Wheelcha	ir or Scoote	er)			1						
Screening										1			
Screening - Crew Member or Airline Empl	oyee									1			
2024	8												
Expedited Passenger Screening Program	7												
Expedited Passenger Screening Program	7												
Screening	1												
Screening - Procedures/Process	1												-

		T	SA Contact	Center (T	CC) Data 1	ool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BTV	35	15	24	24	21	25	23	18	16	11	24	29	265
2022	6	4	8	6	8	9	15	10	9	3	14	12	104
Civil Rights		1	1	1									3
Civil Rights - Racial Profiling or Discrimin	ation		1	1									2
Civil Rights - Transgender Screening		1											1
Customer Service	1	1	1	1		1	2		2	2	2		13
Customer Service - TSO	1	1	1	1		1	2		2	2			13
Expedited Passenger Screening Program	5	1	5	3	8	7		8	7	1	8	10	75
Expedited Passenger Screening Program			1	1	1	- 1	2	1	'	1	0	10	7
Expedited Passenger Screening Program		1	4	2	6	7		5	7	- '	8	10	
						- 1	10		- 1		0	10	65
Expedited Passenger Screening Program	-   SAVDITS    -	inployees	- Opt III		1			2					3
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	naged/Missing	ItemsCa	irry-on Lugga	age							1		1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dre	ssings/Mas	sks								1		1
Property - Special Handling				1				1			1		3
Property - Special Handling - Missing Iten	ns - Carry-On			1				1					2
Property - Special Handling - Missing Iten											1		1
Screening	25554	1	1			1	1	1			1	1	7
Screening - Inconsistency		1				1					1		3
Screening - Procedures/Process		'	1				1	1			- '	1	4
2023	14	11	16	18	13	16	8	8	7	8	10	17	146
		11	10	10	13	10	0	•	- 1	0	10		
Additional Information Required/Insufficient In		ELANU C										1	1
Additional Information Required/Insufficie	nt Information	- EMAIL C	DNLY									1	1
Civil Rights							3			1			4
Civil Rights - Hair Patdowns							1						1
Civil Rights - Race							2						2
Civil Rights - Transgender Screening										1			1
Customer Service		3		2	1			2			1	1	10
Customer Service - Others				1									1
Customer Service - TSO		3		1	1			2			1	1	9
Expedited Passenger Screening Program	10	6	11	14	7	10	4	6	5	5		11	92
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program		6	11	14	7	10	4	6	4	5	3	10	90
Expedited Passenger Screening Program				14	- '	10		0	1	J		10	1
	1	Imployees	- Opt III		0				1	4			
Mishandling of Passenger Property					2					1			4
Mishandling of Passenger Property - Dam	1				2					1			4
Patdown				1		1					2		4
Patdown - Flyer				1		1					1		3
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)									1			1	2
Persons w/ Disabilities (PWD) - Autism S	pectrum								1				1
Persons w/ Disabilities (PWD) - Medically	/ Necessary N	Medication	and Medical	Supplies								1	1
Property - Special Handling			1										1
Property - Special Handling - Damaged It	ems - Carry-0	)n	1										1
Screening	3	2	4	1	3	5	1		1	1	4	3	28
Screening - Inconsistency			-	1	1	1	•				1	2	6
Screening - Lengthy Lines	1	2	4	- '	- '	- '					1		8
	1		4		2	2			4	4	1	4	
Screening - Procedures/Process	2				2	3	4		1	1	2	1	12
Screening - Retrieving Abandoned/Confis						1	1						2
2024	15												15
Customer Service	3												3
Customer Service - TSO	3												3
Expedited Passenger Screening Program	8												8
Expedited Passenger Screening Program	8												8
Patdown	1												1
Patdown - Flyer	1												1
Screening	3												3
Screening - Procedures/Process	3												3
Ocicetility - 1 Tocedules/1 Tocess	3												3

			SA Contact										
ategories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BUF	63	39	33	44	42	60	46	44	40	50	63	53	57
2022	13	13	18	14	16	33	29	21	31	29	29	30	27
Airline			1			1							
Airline - Policy/Regulations/Service			1			1							
Customer Service	2	7	1		1	1	1		1		2	1	1
Customer Service - TSO	2	7	1		1	1	1		1		2	1	1
Expedited Passenger Screening Program	9	4	12	12	15	29	27	19	22	26	25	25	22
Expedited Passenger Screening Program	1		1			3	3	1			2		1
Expedited Passenger Screening Program	8	4	11	12	15	26	24	18	22	26	23	25	21
Mishandling of Passenger Property	1		2						1			2	
Mishandling of Passenger Property - Dam		ItemsCa		age					1			1	
Mishandling of Passenger Property - Dam	1		2									1	
No Jurisdiction		1				1			1	1			
No Jurisdiction - Refer to CBP									1				
No Jurisdiction - Refer to Other		1				1				1			
Patdown				1				1		1			
Patdown - Flyer								1		1			
Patdown - Flyer as Observer				1									
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Service A	nimals								1				
Property - Special Handling	1	1	2					1	1		1	2	
Property - Special Handling - Damaged Ite	1												
Property - Special Handling - Damaged Ite	ms - Checl	1	2					1				2	
Property - Special Handling - Missing Item	s - Carry-On										1		
Property - Special Handling - Missing Item	s - Checked								1				
Screening				1		1	1		4	1	1		
Screening - Lengthy Lines										1	1		
Screening - Procedures/Process				1		1	1		4				
2023	20	26	15	30	26	27	17	23	9	21	34	23	27
Civil Rights		1											
Civil Rights - Race		1											
Customer Service	1	2						2	1	2			
Customer Service - Others		1											
Customer Service - TSO	1	1						2	1	2			
Expedited Passenger Screening Program	15	21	13	28	24	22	15	16	6	17	32	19	22
Expedited Passenger Screening Program	2	1	1	2							1	1	
Expedited Passenger Screening Program	13	20	12	26	24	22	15	16	6	17	31	18	22
Mishandling of Passenger Property	1		1					2					
Mishandling of Passenger Property - Dam	1		1					2					
Patdown												1	
Patdown - Flyer												1	
Persons w/ Disabilities (PWD)	1		1	1	1	2		1					
Persons w/ Disabilities (PWD) - General			1										
Persons w/ Disabilities (PWD) - Medical [	1			1	1								
Persons w/ Disabilities (PWD) - Medically		Medication	and Medica		'	1		1					
Persons w/ Disabilities (PWD) - Medically						1		!					
Property - Special Handling	isability (140t	1	iii oi ocoole	1)	1	1	1	1			1		
Property - Special Handling - Damaged Ite	me - Corne	1			1		- 1	ı			1		
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite					- 1		1						
		·u					- 1	4					
Property - Special Handling - Missing Item	s - Checked 2	1		1		2	1	1	2	2	1	2	- 1
Screening Crow Momber or Airling Emple		1		1		1	1	1	2	2	1	3	1
Screening - Crew Member or Airline Emplo						1							
Screening - Inconsistency	1												
Screening - Lengthy Lines						_		1	_				
Screening - Procedures/Process	1	1		1		2	1		2	2	1	3	1
2024	30												3
Expedited Passenger Screening Program	29												2
Expedited Passenger Screening Program	29												2
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
BUR	93	51	63		46	61	53	60	56	56	74	75	729
2022	18	23	29		16	25	30	29	29	31	36		316
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	l	1	2										3
Civil Rights - Racial Profiling or Discrimin		1	1										1
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening	- Not Transge	ender	1										1
Customer Service	4	2		1	2	3	1	4	5	2	1		29
Customer Service - TSO	4	2		1	2	3	1	4	5	2	1		29
Expedited Passenger Screening Program	8	17	16	7		19	23	18	19	19	30	31	220
Expedited Passenger Screening Program		1					1						2
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program		4	1		1					1	3		10
Expedited Passenger Screening Program	8	12	15	7	12	19	22	18	19	18	26 1	31	207
Locks  Locks - Missing or Damaged Lock							1 1				1		2
Lost and Found			1				'				ļ		1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property		1		1			1	1			2	3	9
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	arry-on Lug	gage							1	3	4
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			1
No Jurisdiction - Refer to FAA		4				0	4	4	4	1		4	1
Patdown Patdown - Flyer		1				2	1	1	1 1	4		1 1	11
Patdown - General		1					'	'					10
Persons w/ Disabilities (PWD)	1	'			1				1	1		1	5
Persons w/ Disabilities (PWD) - Medically	Necessary I	Medication	and Medic	al Supplies					1	1			2
Persons w/ Disabilities (PWD) - Prosthesi				- ''									1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/	trauma)										1	1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway			1								1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Ge	1												1
Property - Special Handling			3						1				6
Property - Special Handling - Damaged It			1						1				3
Property - Special Handling - Damaged It  Property - Special Handling - Missing Iten			1										2
Screening	3	1	3			1	3	5	2	4	2	3	27
Screening - Inconsistency	3	- '	3				1	J		4		3	1
Screening - Lengthy Lines			1					1					2
Screening - Procedures/Process	3	1	1				2	4	2	4	1	3	21
Screening - Retrieving Abandoned/Confis	cated Items		1			1					1		3
2023	40	28	34	30	30	36	23	31	27	25	38	36	378
Additional Information Required/Insufficient In					1					1		1	3
Additional Information Required/Insufficie	nt Informatior I	ı - EMAIL		4	1			4		1		1	3
Airline Leet Reggege			2	1				1					4
Airline - Lost Baggage Airline - Policy/Regulations/Service			2					1					3
Civil Rights		1		1		1	1	'			2		6
Civil Rights - National Origin						1					1		2
Civil Rights - Race				1							1		2
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender					1						1
Civil Rights - Transgender Screening		1											1
Claims												1	1
Claims - Status												1	1
Customer Service	5	2	3	1	1	1	2	1	1	2	9	2	30
Customer Service - Others											1		1
Customer Service - TSO	5	2			1	1	2	1	1	2	8		29
Expedited Passenger Screening Program	33	21	24		26	23	12	21	21	20	19	21 1	258
Expedited Passenger Screening Program Expedited Passenger Screening Program		21	22		26	22	11	21	21	20	18		249
Expedited Passenger Screening Program				17	20		1	21	21	20	10	19	249
Locks	TOAIDHO!	Imployees	э - Орс III				'	1					1
Locks - Missing or Damaged Lock								1					<u>.</u>
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property	1		1	2		1	2	2	2		1	2	14
Mishandling of Passenger Property - Dam	1			1					1			1	4
Mishandling of Passenger Property - Dam							2				1	1	6
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on				1		2	1				4
Patdown			2	2	1	2	2					2	11
Patdown - Children							•					1	1
Patdown - Flyer			2			2	2					1	10
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism S	nectrum			2				1	1			2	7
Persons w/ Disabilities (PWD) - Autism 3		ntal /Ment	al Disability	,				1	1				1
Persons w/ Disabilities (PWD) - Cognitive		ntai /iviei10	ur Disability	1					1				<u>1</u>
Persons w/ Disabilities (PWD) - Diabetes  Persons w/ Disabilities (PWD) - Medically		Medication	and Medic									1	1
Persons w/ Disabilities (PWD) - Mobility [												1	1
Persons w/ Disabilities (PWD) - Wheelch			55551					1				1	2
Property - Special Handling		3	1		1	1	2	1	1	1			11
Property - Special Handling - Damaged It	ems - Carry	2			1	1		1	1				7
Property - Special Handling - Damaged It										1			1
Property - Special Handling - Missing Iten	ns - Carry-C	1					1						2

			ISA Conta	ct Center (	CC) Data	Tool - FOIA							
egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Iten	ns - Checke	d					1						
Screening	1	1	1	4		6	2	2	1	1	7	5	:
Screening - Crew Member or Airline Empl	oyee										1		
Screening - Inconsistency		1		1				1			2		
Screening - Procedures/Process	1		1	3		6	2	1	1	1	3	5	
Screening - Retrieving Abandoned/Confis	cated Items										1		
2024	35												
Customer Service	2												
Customer Service - TSO	2												
Expedited Passenger Screening Program	23												
Expedited Passenger Screening Program	23												
Mishandling of Passenger Property	2												
Mishandling of Passenger Property - Dam	2												
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Mobility [	1												
Property - Special Handling	4												
Property - Special Handling - Damaged Ite	3												
Property - Special Handling - Missing Iten	1												
Screening	3												
Screening - Inconsistency	1												
Screening - Procedures/Process	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
BWI	364	208	197	200	181	208	244	261	256	262	257	261	2,899
2022	71	90	71	70	73	89	117	132	121	126	125	121	1,206
Airline			•	1			• • • • • • • • • • • • • • • • • • • •	102	1	1	1	1	5
Airline - Lost Baggage												1	1
Airline - Policy/Regulations/Service				1					1	1	1		4
Civil Rights	2		2			2	2	2				2	12
Civil Rights - Not Specified						1	1						2
Civil Rights - Race						1		1				2	4
Civil Rights - Racial Profiling or Discrimin	2		1										3
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder	1				1	1					3
Claims				1									1
Claims - Status				1									1
Customer Service	15	8	5	4	6	7	10	14	14	10	14	6	113
Customer Service - Others							1						1
Customer Service - TSO	15	8	5	4	6	7	9	14	14	10	14	6	112
Expedited Passenger Screening Program	42	60	51	50	53	63	87	103	89	92	95	90	875
Expedited Passenger Screening Program	- Active Duty	Military				1	1					1	3
Expedited Passenger Screening Program	- DoD	1	1	1		3	3	5	2		1	4	21
Expedited Passenger Screening Program	- Over 75				1								1
Expedited Passenger Screening Program	3	9	1	2	4	1	2	4	5	3	3	2	39
Expedited Passenger Screening Program	38	50	47	47	46	58	81	86	82	89	91	82	797
Expedited Passenger Screening Program	1		2		2			8				1	14
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domest	ic	1											1
Locks	1		1	2	1		1	2		1	1		10
Locks - General								1					1
Locks - Missing or Damaged Lock	1		1	2	1		1	1		1	1		9
Lost and Found		1	1	1		2		1	1	3			10
Lost and Found - Airport/TSA		1	1	1		2		1	1	3			10
Mishandling of Passenger Property		4		1		1	1	1		2	5	6	21
Mishandling of Passenger Property - Dam	naged/Missir	2									2	4	8
Mishandling of Passenger Property - Dam	naged/Missir	2				1	1	1		2	2	2	11
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on or	r Checked	1							1		2
No Jurisdiction			2	2	3	1			1		1		10
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to CBP					3				1				4
No Jurisdiction - Refer to Other			2	2		1							5
Patdown	2	1				4	2		3		1	1	14
Patdown - Children							1						1
Patdown - Flyer	2	1				4	1		3		1	1	13
Persons w/ Disabilities (PWD)	3	2	1	1	1	1	3	1	1	2		1	17
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	2	1										3
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Mental	Disability			1							1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General				1			1						2
Persons w/ Disabilities (PWD) - Internal M													1
Persons w/ Disabilities (PWD) - Medical I										1			1
Persons w/ Disabilities (PWD) - Medically	Necessary N	ledication a	nd Medical	Supplies	1		1	1	1				4
Persons w/ Disabilities (PWD) - Metal Imp													1
Persons w/ Disabilities (PWD) - Prosthesi		and Casts								1			1
Persons w/ Disabilities (PWD) - Wheelch	1											1	2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Medication	/Prescriptio	1											1
Property - Special Handling	1	6	1	3	4	7	3	2	2	5	2		41
Property - Special Handling - Damaged It		1	1	2	1	2	1	1		1		2	12
Property - Special Handling - Damaged It	1	1		1					1	2	1		7
Property - Special Handling - Missing Iten		4			2		1		1		1		9
Property - Special Handling - Missing Iten	ns - Checked				1	5	1	1		2		3	13
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening	5	6	7	4	5	1	8	6	9	10	4	9	74
Screening - Crew Member or Airline Emp	1		1										1
Screening - Inconsistency	1	1	1	1	2	1	2	1	2	2	1	1	16
Screening - Lengthy Lines			1				2	2	4		1	1	11
Screening - Procedures/Process	4	5	4	3	2		4	3	2	8	2	7	44
Screening - Retrieving Abandoned/Confis					1				1				2
2023	142	118	126	130	108	119	127	129	135	136	132	140	1,542
Additional Information Required/Insufficient In												1	1
Additional Information Required/Insufficie	nt Information											1	1
Civil Rights	1	3	1	1	2	2		3	3	7	2		25
Civil Rights - Age		1						1					2
Civil Rights - Constitutional Rights						1							1
Civil Rights - Headwear									1				1
Civil Rights - Race	1	2			1	1		2		5	2		14
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender		1					1				2
Civil Rights - Transgender Screening			1		1				1	2			5
Claims					1	1							2
Claims - General					1	1							2
Customer Service	11	9	16	10	10	13	9	16	13	15	22	21	165
Customer Service - TCC												1	1
Customer Service - TSO	11	9	16	10	10	13	9	16	13	15	22	20	164
Expedited Passenger Screening Program	111	92	97	100	81	85	98	90	88	79	73	94	1,088
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program		3	6	2	1	1	1	1				1	16
Expedited Passenger Screening Program		4	3	4	1 70	2	2	1	3	2	3		32
Expedited Passenger Screening Program	107	85	87	94	78	81	95	88	85	77	70	90	1,037

				TSA Conta	ct Center (1	ГСС) Data <sup>·</sup>	Tool - FOIA							
Categories		10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Expedited Passenger Screening Program	- TSA/DHS	Employee	s - Opt In		1	1							2
Ha	zardous Materials Safety				1									1
In the	Hazardous Materials Safety - General				1									1
Intr	ranet/Internet Inquiries		1											1
Loc	Intranet/Internet Inquiries - General	1	1				2	2	1	2			2	10
Loc	Locks - Missing or Damaged Lock	1					2	2		2			2	10
Los	st and Found	'							1	1	1			3
	Lost and Found - Airport/TSA								1	1	1			3
Mis	shandling of Passenger Property	5	3	3 2	2	3	2	1		3	4		10	44
	Mishandling of Passenger Property - Dam		2			1			2	2	2	1	4	14
	Mishandling of Passenger Property - Dam	4	1	2	2	2		1	3	1	1	3	6	20
	Mishandling of Passenger Property - Disa	1					2				1			4
No	Jurisdiction							1	1			1		
	No Jurisdiction - No Referral											1		
	No Jurisdiction - Refer to Other							1						2
Pat	tdown	2		3		1	2	2		1	8		1	24
	Patdown - Flyer	2		3	1	1	2	2	1	1	8	2		23
	Patdown - Flyer as Observer												1	
Pe	rsons w/ Disabilities (PWD)	1	2	2 1	1	1	1	1	1	2	5	3	1	2
	Persons w/ Disabilities (PWD) - Autism Sp									1				
	Persons w/ Disabilities (PWD) - Cognitive		1	4							1	1		
	Persons w/ Disabilities (PWD) - Diabetes	1		1										
	Persons w/ Disabilities (PWD) - General					1	1		1				4	
	Persons w/ Disabilities (PWD) - Hearing In				1								1	
	Persons w/ Disabilities (PWD) - Internal M			n and Madia	1						2			
	Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D							1		1				
	Persons w/ Disabilities (PWD) - Respirato				lei)			1		1	1			
	Persons w/ Disabilities (PWD) - Touch Av			ICIIL								1		
	Persons w/ Disabilities (PWD) - Wheelcha		rtiauina) 1								1			
Pro	operty - Special Handling	5			4	5	1	4	3	3	4		3	3
	Property - Special Handling - Damaged Ite				1		'	1		2	1		2	1
	Property - Special Handling - Damaged Ite				1			2	1	1				
	Property - Special Handling - Missing Item		n		1	1		1			1	2	1	
	Property - Special Handling - Missing Item				1	4	1				2			12
Sci	reening	5	8	3 6		4	10	9	7	19	13		7	11
	Screening - Children						1				1			
	Screening - Crew Member or Airline Empl	oyee	1											
	Screening - Inconsistency				5		1	1	2	3	2	4	1	19
	Screening - Lengthy Lines	1						1		3	2	2	2	11
	Screening - Procedures/Process	4	6	6	4	3	8	6	5	13	8	13	4	8
	Screening - Retrieving Abandoned/Confis	cated Items	1		1	1		1						4
2024		151												15 <sup>-</sup>
Air	line	1												
	Airline - Lost Baggage	1												
Cu	stomer Service	23												2
	Customer Service - TCC	1												
	Customer Service - TSO	22												2:
Exp	pedited Passenger Screening Program	105												10
	Expedited Passenger Screening Program	1												
	Expedited Passenger Screening Program	1												
	Expedited Passenger Screening Program	103												10
Loc		1												
NA:-	Locks - Missing or Damaged Lock	1												
IVIIS	shandling of Passenger Property	1												
NI-	Mishandling of Passenger Property - Dam	1												
INO	Jurisdiction	2												
	No Jurisdiction - No Referral  No Jurisdiction - Refer to Other	1												
Pat	tdown	4												
ı-aı	Patdown - Flyer	4												
Pai	rsons w/ Disabilities (PWD)	2												
1 6	Persons w/ Disabilities (PWD) - General	1												
	Persons w/ Disabilities (PWD) - General													
Pro	operty - Special Handling	3												
	Property - Special Handling - Damaged Ite	2												
	Property - Special Handling - Missing Item													
Sci	reening	9												
301	Screening - Lengthy Lines	1												
	Screening - Procedures/Process	8												
		Ü												•

ategories	10-Oct				02-Feb	ool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BZN	39	20	18	22	28	30	04-Apr	26	24	29			322
2022	5	6	7	6	6	17	10	15	11	13	18		125
Civil Rights	3	•	1	1		17	10	10	- ''	13	10	1	123
Civil Rights - Racial Profiling or Discrimin	ation		1	1								- 1	
Civil Rights - Screening of Religious or Ci		ante	- 1	1									
Civil Rights - Transgender Screening		51113		1								1	
Customer Service	1				2			1		2	1	1	8
Customer Service - TSO	1				2			1		2	1	1	
Expedited Passenger Screening Program	'	5	5	4	3	15	9	12	8	11	12		9
Expedited Passenger Screening Program	TCA Appli			1	3	15	9	12	1	- 11	12		9
Expedited Passenger Screening Program		5	5	3	3	14	9	11	7	11	12	7	
Mishandling of Passenger Property	- TOA FIEC	5	5	3	3	14	9	- 11	1	- 11	12		0
Mishandling of Passenger Property - Dan	  aged/Missin	a Items Carry	on Lugga	10					1				
Notice of Violation/Civil Penalties	aged/Missii	ig itemscarry	-on Lugga	Je.					- 1				
Notice of Violation/Civil Penalties - Gener	1												
Patdown	2	1	1					1	1				
Patdown - Flyer	2	1	1					1	1				
Persons w/ Disabilities (PWD)		I	ı		1	1		ı	ı				
Persons w/ Disabilities (PWD) - General					1	1							
					- 1	- 1						1	
Property - Special Handling Property - Special Handling - Damaged It	ome Corne	On										1	
	erris - Carry-	OII		1		1	1	1	1		5		1
Screening Screening - Children	ı			1		1	- 1	ı	ı		1	ı	
<u> </u>											1		
Screening - Inconsistency Screening - Procedures/Process	1			1			1	1	1		3	1	
2023	19	14	11	16	22	13	11	11	13	16	27	9	18
Airline	19	14	- ''	10	22	13	- 11		13	10	21	3	10
Airline - Policy/Regulations/Service										1			
, ,					0								
Civil Rights Civil Rights - Hair Patdowns					1					1			
<u> </u>					1								
Civil Rights - Race	Not Terms				1					-			
Civil Rights - Sex/Gender/Gender Identity  Customer Service	- Not Transg I			0		1		4	0	1	4	4	
Customer Service - TSO		4		2		1		4	2	2			2
	4.5	9	7	2	47		44	4	2	2	4	1	2
Expedited Passenger Screening Program	15 TCA Appli		7	14	17	8	11	4	9	10	17	7	12
Expedited Passenger Screening Program				1	47	0	4.4	4		40	47	7	
Expedited Passenger Screening Program	15	9	7	13	17	8	11	4	9	10	17	7	
Locks						1							
Locks - Missing or Damaged Lock		4				1		4	4		1		
Mishandling of Passenger Property	ogod/Missin	a Itama Carri	on Luggo					1	1		1		
Mishandling of Passenger Property - Dam			on Lugga	je				1	4				
Mishandling of Passenger Property - Dam		1	Nh a alva al						1		4		
Mishandling of Passenger Property - Disa	irrayed items	sCarry-on or C			4	4					1		
Patdown			3		1	1							
Patdown - Children			1		4	4							
Patdown - Flyer			2		1	1		4				4	
Persons w/ Disabilities (PWD)	2				1			1				1	
Persons w/ Disabilities (PWD) - Breast C					1								
Persons w/ Disabilities (PWD) - Medically		Medication and	Medical	Supplies				1				1	
Persons w/ Disabilities (PWD) - Wheelch													
Screening	2		1		1	2		1	1	2			1
Screening - Inconsistency			1					1			2		
Screening - Lengthy Lines						1							
Screening - Procedures/Process	2				1	1			1	2	3		1
2024	15												1
Customer Service	3												
Customer Service - TSO	3												
Expedited Passenger Screening Program	9												
Expedited Passenger Screening Program	9												
Lost and Found	1												
Lost and Found - Airport/TSA	1												
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												
Screening	1												

gories	10-Oct		A Contact Cont		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AE	31	8	19	14	23	19	17	21	21	19	20		23
2022	5	1	8	8	14	8	7	12	14	6			10
Civil Rights	1		2		14	1	'	12	14	0	10	14	10
-	1				- 1	- 1							
Civil Rights - Constitutional Rights									1				
Civil Rights - Race						1							
Civil Rights - Racial Profiling or Discrimina	1		1		1								
Civil Rights - Sex/Gender/Gender Identity-	Not Transge	nder	1										
Customer Service	1		1	2	2	2	2		5	1		2	
Customer Service - Others									1				
Customer Service - TSO	1		1	2	2	2	2		4	1		2	
Expedited Passenger Screening Program	2	1	5	3	7	3	3	8	5	2	6	10	
Expedited Passenger Screening Program -		Military		1									
Expedited Passenger Screening Program -	- DoD						1			1			
Expedited Passenger Screening Program -	TSA Applica	ation Progran	n	1					1				
Expedited Passenger Screening Program	2	1	5	1	7	3	2	8	4	1	6	10	
Locks		- '		'	- '	- 0		0		1	0	10	
Locks - Missing or Damaged Lock										1			
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Dama	aged/Missing	ItemsChec	cked Baggag	ge								1	
No Jurisdiction				1	1								
No Jurisdiction - No Referral				1									
No Jurisdiction - Refer to Other					1								
				4								4	
Patdown				1	1		1	2			2	1	
Patdown - Children							1				1		
Patdown - Flyer				1				2			1	1	
Patdown - Non-Flyer					1								
Persons w/ Disabilities (PWD)				1		1		1					
Persons w/ Disabilities (PWD) - General				1		1							
			O ( )	1		1							
Persons w/ Disabilities (PWD) - Mobility Di	isability (Not	Wheelchair	or Scooter)					1					
Property - Special Handling					1					1			
Property - Special Handling - Damaged Iter	ms - Carry-C	)n			1								
Property - Special Handling - Missing Items	s - Carry-On									1			
Screening	1				1	1	1	1	3	1	2		
Screening - Inconsistency									1	1	1		
Screening - Procedures/Process	1				1	1		1	2	- '	1		
ŭ .					- 1			- 1			- 1		
Screening - Retrieving Abandoned/Confisca							1						
2023	17	7	11	6	9	11	10	9	7	13	10	5	1
Civil Rights			2		2		1						
Civil Rights - Civil Rights Violation (TSA Er	mployee)		1										
Civil Rights - Race			1		1		1						
Civil Rights - Sex/Gender/Gender Identity-	Not Transas	nder			1								
		nuei			- 1								
Customer Service	1						3	2					
Customer Service - TSO	1						3	2					
Expedited Passenger Screening Program	14	4	6	6	6	10	6	5	6	10	9	4	
Expedited Passenger Screening Program -	DoD		1										
Expedited Passenger Screening Program	3					1				1			
Expedited Passenger Screening Program	11	4	5	6	6	9	6	5	6	9	9	4	
	- 11	4	5	0	0		0	5	0			4	
Mishandling of Passenger Property						1				1	1		
Mishandling of Passenger Property - Dama	aged/Missing	ItemsCarr	y-on Luggag	е		1				1			
Mishandling of Passenger Property - Dama	aged/Missing	ItemsChec	cked Baggag	ge							1		
No Jurisdiction			1										
No Jurisdiction - Refer to Other			1										
	4	4	'		4								
Patdown	1	1			1								
Patdown - Flyer	1	1			1								
Persons w/ Disabilities (PWD)										1		1	
Persons w/ Disabilities (PWD) - Metal Impl	ants (joint)									1			
Persons w/ Disabilities (PWD) - Mobility Di		Wheelchair	or Scooter)									1	
Screening	1	2	2					2	1	1			
	1								1				
		1						1		1			
Screening - Inconsistency								1	1				
Screening - Procedures/Process	1	1	1					- 1					
		1	1										
Screening - Procedures/Process		1						1	'				
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc	ated Items	1							'				

Categories	10-Oct	11-Nov	SA Contact	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CAK	10-001	6	6	5	5	9	8 8	9	4	7		7	86
2022	3	2	3	1	2	5	4	6	4	-	6	3	39
Civil Rights	,			•			7		1				1
Civil Rights - Sex/Gender/Gender Identity	I - Not Transo	ender							1				
Customer Service	1	Cildei		1									2
Customer Service - TSO	1			1									2
Expedited Passenger Screening Program	2	2	2		2	5	2	4	3		5	3	30
Expedited Passenger Screening Program		2				1					0		3
Expedited Passenger Screening Program			2		2	4	2	4	3		5	3	27
HAZMAT Endorsement			1					7	<u> </u>		3	<u> </u>	1
HAZMAT Endorsement - Status			1										
Mishandling of Passenger Property			- '				1						
Mishandling of Passenger Property - Disa	rraved Items	- Carry on	or Chackad				1						
Patdown	lirayed items	Carry-orr	or Checked				1	1					2
Patdown - Flyer							1	1					
Screening							1	1			- 1		2
Screening - Procedures/Process								1			1		2
2023	6	4	3	4	3	4	4	3		7	4	4	46
	-	4	1	4	3	4	4	3		- 1	4	4	46
Additional Information Required/Insufficient In			1										
Additional Information Required/Insufficie	nt Informatio I	n - EIVIAIL	1					4					1
Civil Rights								1					
Civil Rights - National Origin Customer Service								1		4			1
										1			1
Customer Service - TSO	_				•					1			1
Expedited Passenger Screening Program	5	4	1	4	3	3	2	2		4	2	4	34
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	5	4	1	4	3	3	2	2		4	2	3	33
Mishandling of Passenger Property	1 1									1			2
Mishandling of Passenger Property - Dan		g ItemsC	arry-on Lug	gage						1			1
Mishandling of Passenger Property - Dan	1 1												1
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Patdown							1						1
Patdown - Children							1						1
Property - Special Handling			1										1
Property - Special Handling - Damaged It	ems - Check	ed	1										1
Screening						1	1			1	1		4
Screening - Procedures/Process						1	1			1	1		4
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	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
CDB		1											1
2022		1											1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program	- TSA PreC	1											1

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

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

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

			ISA CUIILA	i center (	ICC) Dala	1001 - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CEC		3	1			1	1			1			7
2022		3	1				1			1			6
Civil Rights		1								1			2
Civil Rights - Age		1											1
Civil Rights - Race										1			1
Persons w/ Disabilities (PWD)		2	1										3
Persons w/ Disabilities (PWD) - Mobility I	Disability (N	1	1										2
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter	1											1
Property - Special Handling							1						1
Property - Special Handling - Missing Iter	ns - Checke	d					1						1
2023						1							1
Customer Service						1							1
Customer Service - TSO						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
n 1												1
										1		1
										1		1
i - TSA PreC	Check									1		1
	1 1 1 1	1 1	1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 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
CGI	1					1					1		3
2022						1							1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program	- TSA PreC	Check				1							1
2023											1		1
Screening											1		1
Screening - Procedures/Process											1		1
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

						ool - FOIA							
Categories				01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CHA	17	10	18	9	14	4	16	7	12	11	12	12	142
2022	6	5	9	5	4	3	10	5	6	7	6	7	73
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service	1	1	2					1	1		1	1	8
Customer Service - TSO	1	1	2					1	1		1	1	8
Expedited Passenger Screening Program	2	4	6	3	4	2	7	4	4	6	5	6	53
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program								1			1		2
Expedited Passenger Screening Program	2	4	6	3	3	2	7	3	4	6	4	6	50
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dam	aged/Missing It	emsChed	cked Bagga	age					1				1
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Property - Special Handling				2						1			3
Property - Special Handling - Damaged Ite				1									1
Property - Special Handling - Damaged Ite	ems - Checked									1			1
Property - Special Handling - Missing Item	ns - Carry-On			1									1
Screening	2		1				2						5
Screening - Inconsistency	1						1						2
Screening - Procedures/Process	1		1										2
Screening - Shoe Screening							1						1
2023	6	5	9	4	10	1	6	2	6	4	6	5	64
Civil Rights										1			1
Civil Rights - Headwear										1			1
Customer Service		1	1		2		1					1	6
Customer Service - TSO		1	1		2		1					1	6
DHS TRIP										1			1
DHS TRIP - General										1			1
Expedited Passenger Screening Program	6	3	5	3	6	1	5	1	6	2	6	2	46
Expedited Passenger Screening Program	6	3	5	3	6	1	5	1	6	2	6	2	46
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dam	aged/Missing It	emsC	1										1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)				1	1								2
Persons w/ Disabilities (PWD) - Medical [	Devices - Attach	ed to the E	Body		1								1
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication ar	nd Medic	1									1
Property - Special Handling		1											1
Property - Special Handling - Damaged Ite	ems - Carry	1											1
Screening	-		1		1			1				2	5
Screening - Crew Member or Airline Empl	oyee		1										1
Screening - Procedures/Process	-				1			1				2	4
2024	5												5
Expedited Passenger Screening Program	5												5
Expedited Passenger Screening Program	5												5

egories	10-Oct	11-Nov	SA Contact 12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	OE Marr	06 lue	07-Jul	Λο Διι~	00 Son	Total
HO		11-NOV 8	12-Dec 7	01-Jan 12	02-Feb		04-Apr 18	05-May 15	06-Jun	07-Jul 14	08-Aug	09-Sep	ı otal
	14					12			9				1
2022	6	3	2	5	6	9	8	7	4	7	4	2	
Additional Information Required/Insufficient Inf										1			
Additional Information Required/Insufficier	nt Information		DNLY							1			
Civil Rights		1				2							
Civil Rights - Age		1											
Civil Rights - Hair Patdowns						1							
Civil Rights - Race						1							
Customer Service		1		1		1	1	1		1			
Customer Service - Others							1						
Customer Service - TSO		1		1		1		1		1			
Expedited Passenger Screening Program	4	1	1	3	6	4	7	6	3	3	4	2	
Expedited Passenger Screening Program	- DoD									1			
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	3	1	1	3	6	4	7	6	3	2	4	2	
Locks						1							
Locks - Missing or Damaged Lock						1							
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Disa	rraved Items	Carry-on	or Checked							1			
Patdown	1	oung on	1										
Patdown - Flyer	1		1										
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Medically	Necessary N	Aedication :	and Medica	I Supplies		1							
Property - Special Handling	Necessary I	viculcation	and Medica	Oupplies		'			1				
	oma Carni	n.							1				
Property - Special Handling - Damaged Ite	anis - Carry-C	JII		1						- 4			
Screening	I			1						1 1			
Screening - Inconsistency				- 1						- 1			
Screening - Procedures/Process	1									_			
2023	4	5	5	7	8	3	10	8	5	7	4	7	
Civil Rights					1		4						
Civil Rights - Constitutional Rights					1								
Civil Rights - National Origin							1						
Civil Rights - Profiling							1						
Civil Rights - Race							1						
Civil Rights - Sex/Gender/Gender Identity-	Not Transge	ender					1						
Customer Service					1				1		1		
Customer Service - TSO					1				1		1		
Expedited Passenger Screening Program	4	4	4	7	5	3	6	6	3	5	3	6	
Expedited Passenger Screening Program	4	4	4	7	5	3	6	6	3	5	3	6	
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsCh	ecked Bagg	gage					1				
Patdown		1			1							1	
Patdown - Flyer		1			1							1	
Persons w/ Disabilities (PWD)								1					
Persons w/ Disabilities (PWD) - Prosthesis	s/Amputees	and Casts						1					
Screening			1					1		2			
Screening - Procedures/Process			1					1		2			
2024	4		•					•					
Expedited Passenger Screening Program	3												
Expedited Passenger Screening Program	3												
Property - Special Handling	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
CHS	150	77	60	67	52	82	91	99	99	64	88	83	1,012
2022	28	23		23	22	42	46	45	56	32	57	40	432
Civil Rights						2			1	1		1	5
Civil Rights - National Origin										1			1
Civil Rights - Race	Not Tooms					2						4	2
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra		ender							1			1	1
Customer Service	3	3	1	1	1		3	5	6	2	1	1	27
Customer Service - TSO	3	3		1	1		3	5	6	2	1	1	27
Expedited Passenger Screening Program	21	17		15	20	28	35	35	44	27	49	29	333
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program				1		1		1					4
Expedited Passenger Screening Program	- TSA Appl	2	2		1		1	1	1		4	2	14
Expedited Passenger Screening Program	20	14	11	14	19	27	34	33	43	27	45	27	314
Locks			1			1						2	4
Locks - Missing or Damaged Lock			1			1						2	4
Lost and Found						1	1						2
Lost and Found - Airport/TSA						1	1	0			4	0	2
Mishandling of Passenger Property	l nagod/Missir	1				2	1	1			1	1	10
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam		1				1	1	1			- 1	1	2
Mishandling of Passenger Property - Disa						'		1				1	2
No Jurisdiction	linayou nome	sOarry-Orr	or oncored					'	1			'	1
No Jurisdiction - Refer to Other									1				1
Patdown						1	1		1		1	1	5
Patdown - Flyer						1	1		1		1	1	5
Persons w/ Disabilities (PWD)	1	1			1	3	1						7
Persons w/ Disabilities (PWD) - Breast Ca	ancer				1								1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Hearing I	mpairment						1						1
Persons w/ Disabilities (PWD) - Medically													1
Persons w/ Disabilities (PWD) - Mobility [		1											1
Persons w/ Disabilities (PWD) - Prosthesi						1							1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway				1							1
Prohibited & Permitted Items	1		1_										2
Prohibited & Permitted Items - Firearm/Ar Prohibited & Permitted Items - General	nmunition 1		1										1
Property - Special Handling	1		1	5		2	2	3	1	1	1	1	1 18
Property - Special Handling - Damaged It	-		1	3		2	1	1	- 1	1	1	1	11
Property - Special Handling - Damaged It		ed	1	2			'	1		'	'		4
Property - Special Handling - Missing Iten			'				1	1					2
Property - Special Handling - Missing Iten									1				1
Screening	1		1	2		2	2		2	1	4	3	18
Screening - Inconsistency				1			1		1		2		5
Screening - Lengthy Lines							1						1
Screening - Procedures/Process	1		1	1		2				1	1	3	10
Screening - Retrieving Abandoned/Confis									1		1		2
2023	52	54	42	44	30	40	45	54	43	32	31	43	510
Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Info		ENAME	ONILY								1	1	2
Additional Information Required/Insufficier	nt informatio	n - EMAIL	ONLY								1	1	2
Airline Airline - Policy/Regulations/Service	1												<u> </u>
Civil Rights	1	3		1	1	1	1	1			1	1	10
Civil Rights - Race		2		1			'	'			1	1	5
Civil Rights - Sex/Gender/Gender Identity	ı - Not Transo				1	1	1	1					4
Civil Rights - Sexual Orientation - Not Tra		1											1
Customer Service	2	6			3	3		5	2	4	4	4	34
Customer Service - TSO	2	6			3	3		5	2	4	4	4	34
Expedited Passenger Screening Program	38	40	38	37	20	30	38	39	34	20	20	30	384
Expedited Passenger Screening Program	- DoD							1					1
Expedited Passenger Screening Program		3	2	2					1	3		1	13
Expedited Passenger Screening Program		37		35	20	30	38	37	33	17	20	29	369
Expedited Passenger Screening Program	- TSA/DHS	Employees	s - Opt In					1					1
Lost and Found		1											1
Lost and Found - Airport/TSA	4	1	4	4	4		-	-	4	0		4	1
Mishandling of Passenger Property	1	1	1	1 1	1		1	1	1	3		1	12
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam		1	1	1	1		1	1	1	1 2		1	
Patdown	2	- 1	1		3			1		2		2	10
Patdown - Children			'		2								2
Patdown - Flyer	2				1					2		2	7
Patdown - General	_		1										1
Persons w/ Disabilities (PWD)								1	1	1	2	1	6
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Internal N	nedical Devi	ces										1	1
Persons w/ Disabilities (PWD) - Medical [	Devices - Att	ached to th	ne Body							1			1
Persons w/ Disabilities (PWD) - Mobility D		t Wheelch	air or Scoote	r)							1		1
Persons w/ Disabilities (PWD) - Service A	Animals							1					1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/								1				1
Property - Special Handling	1	3		1		2	2	2	2		1		14
Property - Special Handling - Damaged It		3		1			1		2		1		8
Property - Special Handling - Damaged It						2		1					3
Property - Special Handling - Missing Iten		n					1	1					2
Property - Special Handling - Missing Iten													1
Screening Crow Mambas as Airling Empl	7		1	4	2	4	3	5	3	2	2	3	36
Screening - Crew Member or Airline Empl	оуее		1										1

			TSA Conta	ct Center (	ICC) Data	1001 - FUI	١						
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency										1		1	
Screening - Lengthy Lines	1							1	1				
Screening - Procedures/Process	6			4	2	3	3	4	2	1	2	2	
Screening - Retrieving Abandoned/Confis	cated Items					1							
2024	70												
Customer Service	6												
Customer Service - TSO	6												
Expedited Passenger Screening Program	58												
Expedited Passenger Screening Program	2												
Expedited Passenger Screening Program	56												
Mishandling of Passenger Property	2												
Mishandling of Passenger Property - Dam	2												
Patdown	1												
Patdown - Flyer	1												
Property - Special Handling	2												
Property - Special Handling - Damaged Ite	1												
Property - Special Handling - Missing Item	1												
Screening	1												
Screening - Procedures/Process	1												

				t Center (T									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CID	21	25	12	18	14	30	21	15	22	15	21	23	237
2022	3	8	5	4	4	19	11	7	6	8	6	13	94
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program	3	7	5	4	4	16	10	5	4	7	6	12	83
Expedited Passenger Screening Program		1	1	1		1					1		5
Expedited Passenger Screening Program	3	6	4	3	4	15	10	5	4	7	5	12	78
Patdown												1	1
Patdown - Non-Flyer												1	1
Property - Special Handling									1	1			2
Property - Special Handling - Damaged Ite									1				1
Property - Special Handling - Missing Item	ns - Checked	i								1			1
Screening		1				2	1	2	1				7
Screening - Inconsistency								1					1
Screening - Procedures/Process		1				1	1	1	1				5
Screening - Retrieving Abandoned/Confis	cated Items					1							1
2023	3	17	7	14	10	11	10	8	16	7	15	10	128
Civil Rights									1				1
Civil Rights - Headwear									1				1
Expedited Passenger Screening Program	3	15	7	14	9	11	10	7	13	6	13	8	116
Expedited Passenger Screening Program	- TSA Applie	cation Prog	ram						1				1
Expedited Passenger Screening Program		15	7	13	9	11	10	7	12	6	13	8	114
Expedited Passenger Screening Program	- TSA/DHS	Employees	- Opt In	1									1
Mishandling of Passenger Property					1				1	1		1	4
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsCa	arry-on Lug	gage	1								1
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsCl	necked Bag	gage					1	1		1	3
Screening		2						1	1		2	1	7
Screening - Crew Member or Airline Empl	loyee	1											1
Screening - Inconsistency		1											1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process									1		2	1	4
2024	15												15
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	12												12
Expedited Passenger Screening Program													4.0
													12
Persons w/ Disabilities (PWD)													
	12 1												
Persons w/ Disabilities (PWD)	12 1												12 1 1 1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
СКВ		2			1			1	1	3			8
2022		1			1			1	1	1			5
Expedited Passenger Screening Program		1			1				1	1			4
Expedited Passenger Screening Program	- TSA PreC	1			1				1	1			4
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checke	d				1					1
2023		1								2			3
Expedited Passenger Screening Program		1								1			2
Expedited Passenger Screening Program	- TSA PreC	1								1			2
Property - Special Handling										1			1
Property - Special Handling - Damaged It	ems - Carry	-On								1			1

Color   Colo	Categories	10-Oct		12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
Avine Arine - Palsyllegyllargoxidarox Sirroce														2,040	
Aftires - PolityPropagations Derive ( ) 1	2022	50	47	63	56	85	106	102	78	86	74	70	81	898	
Coli Rights - National Origin	Airline			1	1					1	1			4	
Civil Fights - Races   Civil Fights - Civil Fights - Races   Civil Fights - Civil Fights - Races   Civil Fights - Civil					1					1				4	
CMR Rights - Facase			1				1				1		3	8	
Cult Rigins - Racial Politing or Discrimination   1				1							4		4	1	
Cole Rights - Search Greenister) - Not Transperier	-	ation	1	1							ı		ı	2	
Civil Fights - Sexand Crienteian - Not Transpractor   1							1						1	2	
Claims			J. 1.40.											1	
Customer Service - 180					1									1	
Customer Service TSOF					1									1	
Expedited Passenger Streening Program	-													36	
Expeditive Plassenger Screening Program - Chool   1   1   1   1   1   1   1   1   1														36	
Expedited Passanger Screening Program   1 7 3 4 2 2 2 2 3 1 3 3 4 1			36	51	47	77	93	88	67		65	62	66	762	
Expedited Plassagner Screening Program 1 7 3 4 2 2 2 3 1 1 3 4 1 1 Expedited Plassagner Screening Program - TSADHS Employees 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			w Mombor				4			1				1	
Expedited Passerger's Greening Program   33   29   47   43   75   90   86   64   74   62   58   65				2	1	2		2	2	1	2	1	1	33	
Expeditive Plassarger Screening Program - TSACH-8 Employees 1   1   1   1   1   1   1   1   1   1														726	
Identification (ID) Requirements - Dimate					70	10	30	00	07	14	02	30	00	1	
Identification (ID) Requirements - Dimension   1			Imployout				1							2	
Identification (10)   Requirements - 1	. , ,													1	
Locks - General   1														1	
Mishandling of Passenger Property   Demanged Missing Items—Carry-on Luggage   Mishandling of Passenger Property - Damaged Missing Items—Carry-on of Checke   1	Locks	1												1	
Mishandring of Passenger Procety - DamagedMissing Interms—Carry-on Lagrage   Mishandring of Passenger Procety - Disarreyed Items—Carry-on or Checker   1   1   1   1   1   1   1   1   1	Locks - General	1												1	
Mishandling of Passenger Property - Damaged-Missing Internet	Mishandling of Passenger Property			1	1				2			2		6	
Mishandring of Passenger Property - Disarvayed Items—Carry-on or Checket   No. Jurisdiction - Refer to CBP				rry-on Lugo	gage									1	
No Jurisdiction - Refer to CBP				1					2			1		4	
No Jurisdiction - Refer to CBP		rrayed Items	Carry-on o	r Checked	1									1	
No Jurisdiction - Refer to Other     1								1						2	
Patdown - Children							1	4							
Patdown - Flyer		2	1	1			- 1		- 1	1	2	2	2	17	
Patdown - Flyer			I	- 1					I	- 1		3	3	17	
Petsons w Disabilities (PWD)   2   1   2   2   1   1   2   2   1   1		2	1	1			1	2	1	1	2	2	3	15	
Persons w   Disabilities (PWD)   Dispers   Garments   Dressings/Masks   1			'						'	'				1	
Persons w  Disabilities (PWD) - Diapers Gaments Dressings/Makes   1	•	2		1	2		1		1	2	2		1	12	
Persons w Disabilities (PWD) - Internal Medical   1	` '		ssings/Mas											1	
Persons w Disabilities (PWD) - Motel Implants (joint)   1					1									1	
Persons w Disabilities (PWD) - Mobility Oissobility (Not Wheelchair or Scooler)   Persons w Disabilities (PWD) - Prosthests/Amputees and Casts	Persons w/ Disabilities (PWD) - Medically	1								1				2	
Persons w Disabilities (PWD) - Ostomy/Ostomates	Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)			1									1	
Persons w Disabilities (PWD) - Wheelch   1			t Wheelchai	r or Scoote	er)				1		2			3	
Persons W Disabilities (PWD) - Wheelchs													1	1	
Property - Special Handling			and Casts				1							1	
Property - Special Handling - Damaged It	,													2	
Property - Special Handling - Missing Item - Checke				1		2		1	3	1	1			17	
Property - Special Handling - Missing Items - Checke			1				1		2	1	- 1			5	
Screening - Inconsistency			2	1		2	2	1		ı	ı			9	
Screening - Inconsistency					2					3	1	1	5	30	
Screening - Lengthy Lines   1			1											3	
Screening - Military   Screening - Procedures/Process   3   1   1   1   1   1   1   1   1   1	• • •					1		1	1					3	
Screening - Retrieving Abandoned/Confise   1													1	1	
Maditional Information Required/Insufficient Information	Screening - Procedures/Process	3	1			2	1	4		3			4	18	
Additional Information Required/Insufficient Information - EMAIL ONLY Airline Airline - Policy/Regulations/Service 1 Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity- Not Transgender Civil Rights - Sexual Orientation - Not Transgender Civil Rights - Sexual Orientation - Not Transgender Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Pr	Screening - Retrieving Abandoned/Confis	1		1	1	1					1			5	
Additional Information Required/Insufficient Information - EMAIL ONLY			98	80	110		91	100	95	98	64	78	59	1,047	
Airline														2	
Airline - Policy/Regulations/Service		nt Information	ı - EMAIL O	NLY		2								2	
Civil Rights			1											2	
Civil Rights - Headwear								4	4	1		0	4	2	
Civil Rights - National Origin			I		1								1	11	
Civil Rights - Not Specified	ŭ						I					1		1	
Civil Rights - Perceived Religion	•													1	
Civil Rights - Race	·											'	1	<u>_</u>	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender       1         Civil Rights - Sexual Orientation - Not Transgender       1         Civil Rights - Transgender Screening       1         Customer Service       8       6       5       3       5       3       6       5       3       6       5       3       6       5       3       5       3       6       5       3       5       3       6       5       3       5       3       5       5       3       5       5       3       5       5       3       6       5       7       3       6       7       7       4       6       7       7       4       5       3       5       5       3       6       6 <th col<="" td=""><td></td><td></td><td>1</td><td>1</td><td>1</td><td></td><td></td><td></td><td>1</td><td></td><td></td><td></td><td></td><td>4</td></th>	<td></td> <td></td> <td>1</td> <td>1</td> <td>1</td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td>4</td>			1	1	1				1					4
Civil Rights - Sexual Orientation - Not Transgender         1           Civil Rights - Transgender Screening         1           Customer Service         8         6         5         3         5         5         3         6         5         8         4           Customer Service - Others         -         -         -         -         -         1         -         -         1         -         -         -         1         -         -         -         -         8         4         - <th< td=""><td></td><td>เ - Not Transge</td><td>ender</td><td></td><td></td><td></td><td>1</td><td></td><td></td><td></td><td></td><td></td><td></td><td>1</td></th<>		เ - Not Transge	ender				1							1	
Customer Service         8         6         5         3         5         5         3         6         5         8         4           Customer Service - Others         Customer Service - TSO         8         6         5         3         5         5         3         6         5         7         4           Expedited Passenger Screening Program - DoD         2         7         7         96         76         76         80         76         47         54         50           Expedited Passenger Screening Program - DoD         2         2         4         2         1         1         1         1         1         50         5         3         6         5         7         4         50         6         76         76         76         76         80         76         47         54         50         5         3         6         76         70         76         76         76         76         76         76         76         76         76         76         76         76         76         76         76         76         76         76         77         77         77         77         77				1										1	
Customer Service - Others         1           Customer Service - TSO         8         6         5         3         5         5         3         6         5         7         4           Expedited Passenger Screening Program         62         75         73         96         76         76         80         76         47         54         50           Expedited Passenger Screening Program - DoD         2         1	Civil Rights - Transgender Screening							1						1	
Customer Service - TSO         8         6         5         3         5         5         3         6         5         7         4           Expedited Passenger Screening Program         62         75         73         96         76         76         80         76         47         54         50           Expedited Passenger Screening Program         DOD         2         2         1 <t< td=""><td>Customer Service</td><td>8</td><td>6</td><td></td><td>5</td><td>3</td><td>5</td><td>5</td><td>3</td><td>6</td><td>5</td><td>8</td><td>4</td><td>58</td></t<>	Customer Service	8	6		5	3	5	5	3	6	5	8	4	58	
Expedited Passenger Screening Program         62         75         73         96         76         76         80         76         47         54         50           Expedited Passenger Screening Program - DoD         2         1														1	
Expedited Passenger Screening Program - DoD         2         1           Expedited Passenger Screening Program         2         2         4         2         1         1         1         1           Expedited Passenger Screening Program         60         73         71         90         74         74         76         79         75         47         54         50           Locks         1         2         1														57	
Expedited Passenger Screening Program         2         2         2         4         2         1         1         1           Expedited Passenger Screening Program         60         73         71         90         74         74         76         79         75         47         54         50           Locks         1         2         1         1         1         1           Locks - Missing or Damaged Lock         1         2         1         1         1			75	73		76		76	80	76	47	54	50	841	
Expedited Passenger Screening Program         60         73         71         90         74         74         76         79         75         47         54         50           Locks         1         2         1									4					3	
Locks         1         2         1         1         1           Locks - Missing or Damaged Lock         1         2         1         1         1								70			47			15	
Locks - Missing or Damaged Lock 1 2 1 1 1		60	13		90		/4				4/	54	50	823	
														6	
EGG GIR - GAIM				1				1	1					1	
Lost and Found - Airport/TSA														1	
Mishandling of Passenger Property 1 2 2 2 1 2 2 3 1 1	·	1	2	2	2	1		2	2		3	1	1	19	
Mishandling of Passenger Property - Damaged/Missir 1 1 2 2 2 1 2 1		-												9	
Mishandling of Passenger Property - Daml 1 1 1 2 1 1 1 1 1					2	1		_		1		1		9	
Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked 1										1				1	
No Jurisdiction 1	No Jurisdiction									1				1	
No Jurisdiction - No Referral	No Jurisdiction - No Referral									1				1	

gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown	4	1		1		2	2	1	1				
Patdown - Flyer	4	1		1		2	2	1	1				
Persons w/ Disabilities (PWD)	4	3					1	1	2	1	2		
Persons w/ Disabilities (PWD) - Autism Sp	pectrum								1				
Persons w/ Disabilities (PWD) - Diabetes	1										1		
Persons w/ Disabilities (PWD) - Diapers/G	Sarments/D	1							1				
Persons w/ Disabilities (PWD) - General											1		
Persons w/ Disabilities (PWD) - Medical [	1												
Persons w/ Disabilities (PWD) - Medically	1	1											
Persons w/ Disabilities (PWD) - Respirato	ry and Inha	1					1						
Persons w/ Disabilities (PWD) - Visual Im	pairment									1			
Persons w/ Disabilities (PWD) - Wheelcha	1							1					
Property - Special Handling	1			1	3	2	2		2	1	3	2	
Property - Special Handling - Damaged Ite	ems - Carry-	On				1	1		1		1	1	
Property - Special Handling - Damaged Ite	ems - Check	ed			1	1				1		1	
Property - Special Handling - Missing Item	s - Carry-O	n			1						1		
Property - Special Handling - Missing Iten	1			1	1		1		1		1		
Screening	2	9	2	2 4	5	4	10	6	5	7	8	1	
Screening - Inconsistency		3	1	1	2	1	1		1	2	2		
Screening - Lengthy Lines	1	2		1			4	2	1	1	2		
Screening - Procedures/Process	1	4	1	2	3	2	5	4	2	3	4	1	
Screening - Retrieving Abandoned/Confise	cated Items					1			1				
Screening - Traveling with Cash										1			
2024	95												
Additional Information Required/Insufficient Inf	1												
Additional Information Required/Insufficier	1												
Customer Service	6												
Customer Service - TSO	6												
Expedited Passenger Screening Program	73												
Expedited Passenger Screening Program	2												
Expedited Passenger Screening Program	71												
Locks	2												
Locks - General	1												
Locks - Missing or Damaged Lock	1												
Mishandling of Passenger Property	2												
Mishandling of Passenger Property - Dam	2												
No Jurisdiction	1												
No Jurisdiction - Refer to Other	1												
Property - Special Handling	4												
Property - Special Handling - Damaged Ite	1												
Property - Special Handling - Damaged Ite	1												
Property - Special Handling - Missing Item	2												
Screening	6												
Screening - Inconsistency	1												
Screening - Lengthy Lines	2												
Screening - Procedures/Process	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
CLL	3	2	4	3		2	4		1	1	3	1	2
2022	1	2	•	1	_	_	•		1	1	2	1	_
Civil Rights	1												
Civil Rights - Constitutional Rights	1												
Customer Service												1	
Customer Service - TSO												1	
Expedited Passenger Screening Program		1									2		
Expedited Passenger Screening Program	- TSA PreC	1									2		
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Internal M	l ledical Devi	ces							1				
Prohibited & Permitted Items		1											
Prohibited & Permitted Items - Knives/Too	ols/Razors/S	1											
Screening				1						1			
Screening - Procedures/Process				1									
Screening - Retrieving Abandoned/Confis	cated Items									1			
2023	1		4	2	2	2	4	1			1		1
Customer Service				1	2								
Customer Service - TSO				1	2								
Expedited Passenger Screening Program	1		4	1		1	2	1					
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ıram				1						
Expedited Passenger Screening Program	1		4	1		1	1	1					
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checked	l			1						
Property - Special Handling						1							
Property - Special Handling - Damaged Ite	ems - Carry-	On				1							
Screening							1				1		
Screening - Crew Member or Airline Empl	oyee										1		
Screening - Procedures/Process							1						
2024	1												
Screening	1												
Screening - Procedures/Process	1												

		TS/	A Contact Ce	enter (TCC	C) Data Too	ol - FOIA							
Categories	10-Oct	11-Nov 1	12-Dec 01	-Jan 0	)2-Feb (	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CLT	431	237	269	185	191	257	286	294	321	315	268	316	3,370
2022	78	83	85	64	84	104	117	137	144	136	123	147	1,302
Airline					1				2	1	2		6
Airline - Lost Baggage										1	1		2
Airline - Policy/Regulations/Service					1				2		1		4
Civil Rights	2	1	2		1			1	1	1	2		11
Civil Rights - Race	_							1	1	1	2		5
Civil Rights - Racial Profiling or Discrimina	2	1	2					'					5
Civil Rights - Sex/Gender/Gender Identity					1								
Claims Claims	I Tallsye	nuei			1			1					1
Claims - General								1					1
Customer Service	9	12	15	4	3	8	9	10	10	10	15	12	117
Customer Service - CSM			1										1
Customer Service - Others											1		1
Customer Service - TSO	9	12	14	4	3	8	9	10	10	10	14	12	115
Duplicate E-mail			1										1
Duplicate E-mail - General			1										1
Expedited Passenger Screening Program	44	58	48	49	68	84	80	107	110	101	82	111	942
Expedited Passenger Screening Program	- Active Duty	Military		1						1		1	3
Expedited Passenger Screening Program									1	1	1		3
Expedited Passenger Screening Program		10	2	4	5	1	4	5	3	4	4	4	48
Expedited Passenger Screening Program		47	46	44	63	83	76	102	106	95	77	106	887
Expedited Passenger Screening Program		1											1
Identification (ID) Requirements	2	1		1		2							6
Identification (ID) Requirements - Domest		1		1		1							5
Identification (ID) Requirements - Real ID				1		1							1
	1		1			1	A				1		4
Locks Missing or Demograd Lock							1						
Locks - Missing or Damaged Lock	1		1				1				1		4
Lost and Found								1	1		1		3
Lost and Found - Airport/TSA								1	1		1		3
Mishandling of Passenger Property	2						3	3	1	2	3	3	17
Mishandling of Passenger Property - Dam	1						1	3	1	1	2	2	11
Mishandling of Passenger Property - Dam	1						1			1	1	1	5
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on or	Checked				1						1
No Jurisdiction	2	2				1		2		1	2		10
No Jurisdiction - No Referral	1	1						1					3
No Jurisdiction - Refer to CBP		1				1		1		1	1		5
No Jurisdiction - Refer to Other	1										1		2
Patdown	1	1			1	1	2	3	1	3	1	4	18
Patdown - Children												1	1
Patdown - Flyer	1				1	1	2	3	1	3	1	3	16
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	5	5	4	1	1		3		2	7	2	5	35
Persons w/ Disabilities (PWD) - Breast Ca		1	4	1	1		3			- 1			1
Persons w/ Disabilities (PWD) - Cognitive			Disability				1						1
			-	1			ı			1	1	1	7
Persons w/ Disabilities (PWD) - Diabetes		1	1	ı						- 1			
Persons w/ Disabilities (PWD) - Diapers/0		ssings/Masks	S									1	1
Persons w/ Disabilities (PWD) - Hearing I		1								1		1	3
Persons w/ Disabilities (PWD) - Internal M		es .	1							1			2
Persons w/ Disabilities (PWD) - Medical D													1
Persons w/ Disabilities (PWD) - Medically		ledication an	nd Medical Su	upplies	1		2		1				4
Persons w/ Disabilities (PWD) - Mobility D	1	1								2	1		5
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Respirato	ory and Inhaler	r Equipment								1			1
Persons w/ Disabilities (PWD) - Service A	nimals	1										1	2
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tr	rauma)	1										1
Persons w/ Disabilities (PWD) - Wheelcha	1		1						1	1		1	5
Prohibited & Permitted Items	2												2
Prohibited & Permitted Items - Food/Beve													1
Prohibited & Permitted Items - Liquids/Ge													1
Property - Special Handling	1		1	5	5	2	3	5	7	2	3	6	40
Property - Special Handling - Damaged Ite		n	-	1	1			1	2	2			7
Property - Special Handling - Damaged Ite				1	1		2	'	4			3	11
Property - Special Handling - Damaged Re			1	- 1	3	1		1	1		1	2	10
Property - Special Handling - Missing Item			1	3	3	1	1	3	1		2	1	12
Screening	7	3	13	4	4	6	16	4	9	8	9	6	89
		3		4	4	О	10	4	9	ð	9		
Screening - Crew Member or Airline Empl	oyee		1										1
Screening - Inconsistency		1	4	1		1	5	2	1	1			16
Screening - International Screening					1	-							1
Screening - Lengthy Lines	1					1	4		1			3	10
Screening - Procedures/Process	6	2	8	2	2	4	6	2	7	7	9	3	58
Screening - Retrieving Abandoned/Confis	1			1	1		1						3
2023	171	154	184	121	107	153	169	157	177	179	145	169	1,886
Airline	2	1	4						1	1	1		10
Airline - Lost Baggage			3										3
Airline - Policy/Regulations/Service	2	1	1							1	1		6
Airline - Wheelchair Assistance									1				1
Civil Rights	1	2	3	3	1	2	4	2	1	4	2	1	26
Civil Rights - Age							1	1		1			3
			1			1							2
Civil Rights - Constitutional Rights													
Civil Rights - Constitutional Rights Civil Rights - Not Specified			1										1
	1	2		2			1	1				1	
Civil Rights - Not Specified Civil Rights - Race	1 - Not Transge		1	2	1		1 2	1		1	2	1	9
Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity			1		1	1		1		1	2	1	9
Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra			1	2	1	1		1	1	1	2	1	9 6 3
Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity			1		1	1 13		1	1 15		2	16	9

					Center (TCC		OOI - FOIA							
Categories		10-Oct	11-Nov <i>′</i>			)2-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Customer Service - Others			1	1									
	Customer Service - TSO	17	10	16	7	11	13	12	11	15	16	13	16	15
DH	IS TRIP				1									
	DHS TRIP - General				1									
Exp	pedited Passenger Screening Program	126	123	127	89	83	116	134	119	129	123	102	133	1,40
	Expedited Passenger Screening Program	1												
	Expedited Passenger Screening Program	5	3	5	4	1	5		4	2	3	2	3	3
	Expedited Passenger Screening Program	120	119	122	85	82	111	134	114	127	120	100	130	1,36
	Expedited Passenger Screening Program	- TSA/DHS	1						1					
Fre	eedom of Information Act (FOIA)											1		
	Freedom of Information Act (FOIA) - Gene	eral										1		
Ha	zardous Materials Safety												1	
	Hazardous Materials Safety - General												1	
Loc	cks	2	1				1	2		2				
	Locks - Missing or Damaged Lock	2	1				1	2		2				
Los	st and Found						1							
	Lost and Found - Airport/TSA						1							
Mis	shandling of Passenger Property	4	2	3	3		3	4	6	3	5	6		3
	Mishandling of Passenger Property - Dam	aged/Missii	1	2	1		1	3	4	2	3	4		2
	Mishandling of Passenger Property - Dam		1	1	2		2	1	2	1	2	2		1
No	Jurisdiction	2	1	•			1	1		2	2		2	1
140	No Jurisdiction - No Referral	1	· ·							1			1	'
	No Jurisdiction - Refer to CBP	1	1					1		1	1			
	No Jurisdiction - Refer to Other	'	- 1				1	- 1		1	1		1	
D-4		4		0			1	4	0			4	ı	
Pai	tdown Flyer	1		2			1	1	2	5	5	1		1
	Patdown - Flyer	1					1	1	2	4	5	1		
	Patdown - Flyer as Observer			1										
	Patdown - Non-Flyer									1				
Pei	rsons w/ Disabilities (PWD)	1		2	2	3	2		2	1	3	2	2	2
	Persons w/ Disabilities (PWD) - Diabetes			1		1								
	Persons w/ Disabilities (PWD) - General										1			
	Persons w/ Disabilities (PWD) - Internal M	ledical Device	s									1		
	Persons w/ Disabilities (PWD) - Medical I	1												
	Persons w/ Disabilities (PWD) - Medically	Necessary M	edication a	nd Medic	1	1	1				1		1	
	Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheelch	1							1			
	Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees a	nd Casts			1				1		1		
	Persons w/ Disabilities (PWD) - Respirato	ry and Inhaler	Equipment										1	
	Persons w/ Disabilities (PWD) - Visual Im								1					
	Persons w/ Disabilities (PWD) - Wheelcha		egway		1		1		1					
Pro	operty - Special Handling	2	4	6	3	4	2	2	4	6	3	3	2	
- 110	Property - Special Handling - Damaged Ite			1	<u> </u>	3	1	1		1	0	3		1
	Property - Special Handling - Damaged Ite		4	1	1	3		1				3		
	Property - Special Handling - Missing Item		2	- 1	2	1		1	4	4	2		2	
				4		- 1	4	ı	4					
	Property - Special Handling - Missing Item	is - Checke	2	4			1			1	1			
Re	equest for Assistance	(14011000)								1				
	Request for Assistance - Wounded Warrio									1				
Sci	reening	13	10	20	12	5	11	9	11	11	17	14	12	14
	Screening - Children	1												
	Screening - Crew Member or Airline Empl	oyee		9	1		2	1			1	1		1
	Screening - Inconsistency	2	2	6	3	1		1		1	1	2		1
	Screening - Lengthy Lines	1	1		2		1			2	1	1	1	1
	Screening - Procedures/Process	8	6	5	5	4	7	7	11	8	13	10	11	9
	Screening - Retrieving Abandoned/Confis	1	1		1		1				1			
2024		182												18
Air	line	1												
	Airline - Policy/Regulations/Service	1												
Cu	stomer Service	14												1
	Customer Service - TSO	14												1
Evi	pedited Passenger Screening Program	146												14
	Expedited Passenger Screening Program	140												- 1-
	Expedited Passenger Screening Program	4												
	Expedited Passenger Screening Program st and Found	141												14
LOS		2												
	Lost and Found - Airport/TSA	2												
Mis	shandling of Passenger Property	3												
	Mishandling of Passenger Property - Dam	3												
No	Jurisdiction	2												
	No Jurisdiction - Refer to Other	2												
Pe	rsons w/ Disabilities (PWD)	2												
	Persons w/ Disabilities (PWD) - General	1												
	Persons w/ Disabilities (PWD) - Wheelcha	1												
Pro	operty - Special Handling	2												
	Property - Special Handling - Missing Item													
	Property - Special Handling - Missing Item													
Sci	reening	10												
301	Screening - Crew Member or Airline Empl	10												
	Screening - Lengthy Lines Screening - Procedures/Process	7												

					CC) Data Too								
ategories								05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CMH	175	95	99	96	104	121	130	104	105	130	116	104	1,379
2022	28	38	39	35	27	61	62	50	46	60	54	50	550
Civil Rights		1		1					1			2	5
Civil Rights - Race												1	1
Civil Rights - Racial Profiling or Discrimina	ation			1									1
Civil Rights - Sex/Gender/Gender Identity	- Not Transger	nder							1			1	2
Civil Rights - Transgender Screening		1											1
Customer Service	6	9	7	4	5	8	5	2	3	4	5	4	62
Customer Service - CSM	· ·	1	,			0	- 0						1
Customer Service - TSO	_		7	4	_	0	-	0	2	4	_	4	
	6	8	7	4	5	8	5	2	3	4	5	4	61
Expedited Passenger Screening Program	16	18	23	23	17	45	46	44	34	41	39	35	381
Expedited Passenger Screening Program			1				2				2	1	6
Expedited Passenger Screening Program	1		1		1	2	2	7	1	1			16
Expedited Passenger Screening Program	15	18	21	23	16	43	41	37	33	40	37	34	358
Expedited Passenger Screening Program		mplovees - (	Opt In				1						1
Locks		,	-			1							1
Locks - Missing or Damaged Lock						1							
Lost and Found	4					- '							
	1												
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property		1				2	4		1	2	1	5	16
Mishandling of Passenger Property - Dam	aged/Missii	1				1	2			1	1	3	9
Mishandling of Passenger Property - Dam		ItemsChec	ked Bagga	ae			2		1	1		2	6
Mishandling of Passenger Property - Disa				J -		1							1
	l ayou nomo	1		2	1	'	2	1	2		7	- 1	
Patdown		I	2	3	1		2	1	2			1	20
Patdown - Flyer		1	2	3	1		2	1	2		7	1	20
Persons w/ Disabilities (PWD)	1		1	1	1	1					1		6
Persons w/ Disabilities (PWD) - Internal M	ledical Device	S		1									1
Persons w/ Disabilities (PWD) - Medically	1					1					1		3
Persons w/ Disabilities (PWD) - Mobility D		Wheelch	1										1
Persons w/ Disabilities (PWD) - Ostomy/0			•		1								1
Prohibited & Permitted Items			2										
	Prooming #	0	2										2
Prohibited & Permitted Items - Beauty & G	rooming item:	S											1
Prohibited & Permitted Items - General			1										1
Property - Special Handling	2	4		1	2	3	3		2	6			23
Property - Special Handling - Damaged Ite	ems - Carry	2			1	1			1	4			9
Property - Special Handling - Damaged Ite	2			1		1				2			6
Property - Special Handling - Missing Item		1				1							2
Property - Special Handling - Missing Item		1			1	'	3		1				6
Screening	2	4	4	2	1	1	2	3	3	7	1	3	33
Screening - Children				1									1
Screening - Crew Member or Airline Empl	oyee								1				1
Screening - Inconsistency	1	1					1			2			5
Screening - Lengthy Lines	1												1
Screening - Procedures/Process		3	3	1	1	1	1	3	2	5	1	3	24
Screening - Retrieving Abandoned/Confise	cated Items		1		'	'	!						1
2023	75	57	60	61	77	60	68	54	59	70	62	54	757
		5/	60	01	- 11	60		54	59	70	62	54	
Additional Information Required/Insufficient Inf							1						1
Additional Information Required/Insufficier	nt Information	- EMAIL ON	LY				1						1
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights	1	1		3	2	1	2	1		3			14
Civil Rights - Constitutional Rights				1				1					2
				- '						4			
Civil Rights - Headwear										1			1
Civil Rights - National Origin		1		1			1						3
Civil Rights - Race	1				2	1	1			2			7
Civil Rights - Sex/Gender/Gender Identity	- Not Transger	nder		1									1
Customer Service	4	3	6	9	9	2	7	2	9	10	4	10	75
Customer Service - TSO	4	3	6	9	9	2	7	2	9	10	4	10	75
Expedited Passenger Screening Program													
, , , , , , , , , , , , , , , , , , , ,	59 D-D	46	43	37	54	43	47	34	42	34	45	34	518
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program			2	1	4								9
Expedited Passenger Screening Program		45	41	36	50	43	47	34	42	34	45	33	507
Expedited Passenger Screening Program	- TSA/DHS E	mployees - 0	Opt In									1	1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
	4			^		^						-	
Mishandling of Passenger Property	1 1/0.4	1	1	2	2	2		1	1	3		4	18
Mishandling of Passenger Property - Dam			1	1		2			1	1		3	9
Mishandling of Passenger Property - Dam	1	1		1	2			1		2		1	9
No Jurisdiction										1		1	2
No Jurisdiction - No Referral												1	1
No Jurisdiction - Refer to Other										1			1
	1	2	3	3	5	2	2	5	1	3	2	2	31
Patdown	1		3	3	5			5	- 1				
Patdown - Children										1			1
Patdown - Flyer	1	2	3	3	5	2	2	5	1	2	2	2	30
Persons w/ Disabilities (PWD)	4		1		1	1	1	3	2	2	4		19
Persons w/ Disabilities (PWD) - Autism S	1					1							2
Persons w/ Disabilities (PWD) - Breast Ca	1							1					1
Persons w/ Disabilities (PWD) - Cognitive													1
	1						4						
							1		1				2
Persons w/ Disabilities (PWD) - Diabetes													
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I	mpairment							1					1
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical [	mpairment Devices - Attac		1					1					1
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I	mpairment Devices - Attac			Supplies				1	1		2		
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical [	mpairment Devices - Attac Necessary M			Supplies				1	1	1	2		1
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp	mpairment Devices - Attac Necessary Molants (joint)	edication an	d Medical S	Supplies				1	1	1			1 3 1
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I	mpairment Devices - Attac Necessary Melants (joint) Disability (Not	edication an Wheelchair	d Medical S	Supplies	4			1	1	1	2		1 3 1 2
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I 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	mpairment Devices - Attac Necessary Molants (joint) Disability (Not Nos/Amputees al	edication an Wheelchair	d Medical S	Supplies	1				1	1			1 3 1 2 1
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I	mpairment Devices - Attac Necessary Molants (joint) Disability (Not Nos/Amputees al	edication an Wheelchair	d Medical S	Supplies	1			1	1	1			1 3 1 2

gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Wheelcha	2									1			;
Property - Special Handling	1	2			2		1		1	2	2		1
Property - Special Handling - Damaged Ite	ems - Carry	1											
Property - Special Handling - Damaged Ite	ems - Check	ed			1				1				
Property - Special Handling - Missing Item	s - Carry-O	n									1		
Property - Special Handling - Missing Item	1	1			1		1			2	1		
Request for Assistance										1			
Request for Assistance - Other										1			
Screening	4	2	6	7	2	8	7	8	2	11	5	3	6
Screening - Crew Member or Airline Empl	oyee			1								1	
Screening - Inconsistency		1	2	2	1	2	1			1	1		1
Screening - Lengthy Lines	1			1			1	1			1		
Screening - Procedures/Process	2	1	4	3	1	6	5	7	2	10	3	2	4
Screening - Shoe Screening	1												
2024	72												7
Civil Rights	2												
Civil Rights - Race	1												
Civil Rights - Sex/Gender/Gender Identity	1												
Customer Service	12												1
Customer Service - TSO	12												1
Expedited Passenger Screening Program	47												4
Expedited Passenger Screening Program	47												4
Lost and Found	1												
Lost and Found - Airport/TSA	1												
Patdown	4												
Patdown - Flyer	4												
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Diabetes	1												
Property - Special Handling	1												
Property - Special Handling - Missing Item	1												
Screening	4												
Screening - Inconsistency	1												
Screening - Procedures/Process	3												

				ct Center (		Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CMI	2	2	2			2	4	3	3	2	2	2	24
2022		1	1			1	2	2	1	1		1	10
Civil Rights							1						
Civil Rights - Race							1						
Customer Service			1										
Customer Service - TSO			1										1
Expedited Passenger Screening Program		1					1	2		1		1	6
Expedited Passenger Screening Program	- TSA PreC	1					1	2		1		1	(
Patdown									1				
Patdown - Flyer									1				
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies		1							
2023	1	1	1			1	2	1	2	1	2	1	13
Civil Rights		1											1
Civil Rights - Race		1											
Customer Service								1	1				2
Customer Service - TSO								1	1				2
Expedited Passenger Screening Program	1		1			1	2		1	1	1		3
Expedited Passenger Screening Program	1		1			1	2		1	1	1		3
Patdown												1	1
Patdown - Flyer												1	1
Screening											1		1
Screening - Procedures/Process											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
CMX		1	2			1	2			1	1		8
2022			1			1	1			1			4
Expedited Passenger Screening Program						1	1			1			3
Expedited Passenger Screening Program	- TSA PreC	heck				1	1			1			3
Screening			1										1
Screening - Procedures/Process			1										1
2023		1	1				1				1		4
Expedited Passenger Screening Program		1	1				1						3
Expedited Passenger Screening Program	- TSA PreC	1	1				1						3
Property - Special Handling											1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		
Property - Special Handling - Damaged Ite	ems - Check	ced									1		1

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

			ISA Conta	ict Center (	ICC) Data	1001 - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
COD	4	1				3	1	2	2	1	2	3	1
2022						2	1	2	2	1	2		1
Customer Service											1		
Customer Service - TSO											1		
Expedited Passenger Screening Program						1		2	1	1			
Expedited Passenger Screening Program	- TSA Appli	cation Pro	gram						1				
Expedited Passenger Screening Program	- TSA PreC	heck				1		2		1			
Locks									1				
Locks - Missing or Damaged Lock									1				
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Ba	iggage							1		
Property - Special Handling							1						
Property - Special Handling - Missing Iten	ns - Checke	d					1						
Screening						1							
Screening - Procedures/Process						1							
2023	2	1				1						3	
Customer Service												3	
Customer Service - TSO												3	
Expedited Passenger Screening Program	2					1							
Expedited Passenger Screening Program	2					1							
Patdown		1											
Patdown - Flyer		1											
2024	2												
Expedited Passenger Screening Program	2												
Expedited Passenger Screening Program	2												

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
COS	48	33	33	24	21	37	29	45	31	39	37		429
2022	7	18	14	12	14	21	19	24	11	17	17		201
Airline	•		1		• •					••			1
Airline - Policy/Regulations/Service			1										1
Business, Suggestions, and Ideas		1											1
Business, Suggestions, and Ideas - Gene	ral	1											1
Civil Rights											2		2
Civil Rights - Race											1		1
Civil Rights - Sex/Gender/Gender Identity											1		1
Customer Service	1	2	2			1	1	5	1	1		2	16
Customer Service - Others	1												1
Customer Service - TSO		2	2			1	1	5	1	1	40	2	15
Expedited Passenger Screening Program	DoD 4	11	8	9	8	20	17	17	8	12	12	18	144
Expedited Passenger Screening Program Expedited Passenger Screening Program		2			1	2		3	1	2	1		6 8
Expedited Passenger Screening Program		8	7	9	7	18	17	14	6	10	11	18	129
Expedited Passenger Screening Program			1	9	- '	10	17	14	0	10	- 11	10	129
Identification (ID) Requirements	I GARBING EN	1		1									2
Identification (ID) Requirements - Domest	ic	1		1									2
Lost and Found										1			
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property		1		1						1			3
Mishandling of Passenger Property - Dam	naged/Missing I	temsCa	rry-on Lug	1									1
Mishandling of Passenger Property - Dam		1											1
Mishandling of Passenger Property - Disa	rrayed Items0	Carry-on o	or Checked							1			1
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
Patdown		1			1			1				1	4
Patdown - Flyer		1			1			1				1	4
Persons w/ Disabilities (PWD)					1						1		2
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Medically	Necessary Me	edication a	and Medica	Supplies							1		1
Property - Special Handling	1		1		2					1			5
Property - Special Handling - Damaged It			1		1								2
Property - Special Handling - Missing Item					1								1
Property - Special Handling - Missing Iten		4	0	4	4			4	4	1	0		2
Screening Inconsistency	1	1	2	1	1		1	1	1	1	2		18
Screening - Inconsistency Screening - Lengthy Lines	1											3 1	<u>4</u> 1
Screening - Procedures/Process		1	2	1	1		1	1	1	1	2		13
TWIC				- '			'	'	1	'			1
TWIC - Status									1				<u>.</u>
2023	20	15	19	12	7	16	10	21	20	22	20	25	207
Civil Rights	-		1				1			1			3
Civil Rights - Age										1			1
Civil Rights - Transgender Screening			1				1						2
Customer Service	1		1			1	1	1		4	1	2	12
Customer Service - TSO	1		1			1	1	1		4	1	2	12
Expedited Passenger Screening Program	16	15	13	9	5	14	5	19	14	11	16	18	155
Expedited Passenger Screening Program		2										1	3
Expedited Passenger Screening Program		13	13	9	5	14	5	19	14	11	15	17	151
Expedited Passenger Screening Program	- TSA/DHS En	nployees	- Opt In								1		1
HAZMAT Endorsement			1										1
HAZMAT Endorsement - Status			1										
Locks									1				1
Locks - Missing or Damaged Lock								4	1			4	1
Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	agod/Missing I	tome Co	rn, on Luga	000				1		2		1	4
Mishandling of Passenger Property - Dam								1		2		I	1 3
No Jurisdiction	laged/ivilssing i	itemscm	ecked bagg	jage				ı		1			
No Jurisdiction - No Referral										1			1
Patdown	1		1	1			1		3	'	1	1	9
Patdown - Children				1			- '		3		1	'	1
Patdown - Flyer	1		1	1					2			1	6
Patdown - Flyer as Observer									1				1
Patdown - General							1						1
Persons w/ Disabilities (PWD)							1			1			2
Persons w/ Disabilities (PWD) - Medically	Necessary Me	edication a	and Medica	Supplies			1			1			2
Property - Special Handling				2						1			3
Property - Special Handling - Damaged It	ems - Checked									1			1
Property - Special Handling - Missing Iten	ns - Checked			2									2
Screening	2		2		2	1	1		2	1	2	3	16
Screening - Inconsistency			2			1					1		4
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2				1				2	1	1	3	10
Screening - Retrieving Abandoned/Confis							1						1
2024	21												21
Expedited Passenger Screening Program	18												18
Expedited Passenger Screening Program													18
Patdown Children	1												1
Patdown - Children	1												1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling	1												1
													1
Property - Special Handling - Damaged It													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
COU	7	3	6	11	1	7	5	5	3	3	2	1	54
2022		3	3	7		5	3	2	2		1	1	27
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimina	ation		1										1
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program		2	1	6		5	2	2	2		1	1	22
Expedited Passenger Screening Program	- TSA Appl	1				1					1		3
Expedited Passenger Screening Program	- TSA PreC	1	1	6		4	2	2	2			1	19
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling			1										1
Property - Special Handling - Damaged Ite	ems - Carry	-On	1										1
Screening							1						1
Screening - Procedures/Process							1						1
2023	5		3	4	1	2	2	3	1	3	1		25
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	5		3	1		2	2	1		1			15
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	4		3	1		2	2	1		1			14
No Jurisdiction										1			
No Jurisdiction - No Referral										1			
Ombudsman					1								
Ombudsman - General					1								
Patdown								1		1	1		3
Patdown - Flyer								1		1	1		3
Property - Special Handling				1					1				2
Property - Special Handling - Damaged Ite	ems - Check	red		1					1				2
Screening				1				1					2
Screening - Lengthy Lines				1									1
Screening - Procedures/Process								1					1
2024	2												2
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	2												2

			ISA Contac	a Center (1	CC) Data	OOI - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CPR	4	3	1	3	3	3	1	3	2	2		2	27
2022		1			1	2	1	1	1	1			8
Expedited Passenger Screening Program		1				2		1		1			į
Expedited Passenger Screening Program	- TSA PreC	1				2		1		1			
Patdown					1								
Patdown - Flyer					1								
Persons w/ Disabilities (PWD)							1						
Persons w/ Disabilities (PWD) - Internal N	ledical Devi	ces					1						
Screening									1				
Screening - Procedures/Process									1				
2023	1	2	1	3	2	1		2	1	1		2	10
Expedited Passenger Screening Program		2	1	2	2	1		2		1		1	1
Expedited Passenger Screening Program	- TSA Appli	cation Prog	gram			1							
Expedited Passenger Screening Program	- TSA PreC	2	1	2	2			2		1		1	1
Mishandling of Passenger Property				1								1	
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	gage								1	
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checked	1									
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Medically	1												
Screening									1				
Screening - Procedures/Process									1				
2024	3												:
Expedited Passenger Screening Program	3												
Expedited Passenger Screening Program	3												1

egories	40 Oct 44					ool - FOIA		OF M	06 1	07 11	00 4	00 0	T-4-
				11-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
RP	11	8	6	11	8	11	9	10	8	12	10		1
2022	2	1	2	6	4	9	7	2	5	6	5	7	
Civil Rights			1								1		
Civil Rights - Race											1		
Civil Rights - Sexual Orientation - Not Tra	nsgender		1										
Customer Service		1					2	2					
Customer Service - TSO		1					2	2					
Expedited Passenger Screening Program	1		1	4	1	5	4		5	3	3	6	
Expedited Passenger Screening Program		on Program		1	1	1	1						
Expedited Passenger Screening Program	1		1	3		4	3		5	3	3	6	
Identification (ID) Requirements					1								
Identification (ID) Requirements - Domest	ic				1								
Locks												1	
Locks - Missing or Damaged Lock												1	
Mishandling of Passenger Property					1	1				1			
Mishandling of Passenger Property - Dam										1			
Mishandling of Passenger Property - Dam	aged/Missing Ite	emsChec	ked Bagga	ge	1	1							
Patdown					1	2					1		
Patdown - Flyer					1	2					1		
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Cognitive	/Developmenta	I /Mental D	isability			1							
Property - Special Handling	1									2			
Property - Special Handling - Damaged It										1			
Property - Special Handling - Damaged It													
Property - Special Handling - Missing Iten	ns - Carry-On									1			
Screening				2			1						
Screening - Inconsistency							1						
Screening - Lengthy Lines				1									
Screening - Procedures/Process				1									
2023	4	7	4	5	4	2	2	8	3	6	5	6	
Civil Rights			1										
Civil Rights - Race			1										
Customer Service		3						1	2				
Customer Service - TSO		3						1	2				
Expedited Passenger Screening Program	3	4	3	4	2		2	7	1	6	4	6	
Expedited Passenger Screening Program	- TSA Application	on Program	1									1	
Expedited Passenger Screening Program	3	4	3	4	2		2	7	1	6	4	5	
Mishandling of Passenger Property	1				1								
Mishandling of Passenger Property - Dam	1				1								
Patdown					1								
Patdown - Flyer					1								
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Mobility [	Disability (Not W	heelchair c	r Scooter)			1							
Screening				1		1					1		
Screening - Inconsistency				1									
Screening - Procedures/Process											1		
Screening - Retrieving Abandoned/Confis	cated Items					1							
2024	5												
Expedited Passenger Screening Program	3												
Expedited Passenger Screening Program	3												
Property - Special Handling	1												
Property - Special Handling - Damaged It	1												
Screening	1												

					TCC) Data 1								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CRW	4	3	7		6	5	2	7	5	5	6	2	5
2022	1		2		4	1		2	4	2	2	1	19
Expedited Passenger Screening Program	1		1		4	1		2	3	2	2	1	17
Expedited Passenger Screening Program	1		1		4	1		2	3	2	2	1	17
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Bag	gage					1				
Screening			1										
Screening - Retrieving Abandoned/Confis	cated Items		1										
2023	1	3	5		2	4	2	5	1	3	4	1	31
Customer Service			2			1		1					
Customer Service - TSO			2			1		1					4
Expedited Passenger Screening Program	1	2	3		2	1	2	1	1	1		1	1:
Expedited Passenger Screening Program	1	2	3		2	1	2	1	1	1		1	1
Mishandling of Passenger Property								2		1			
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Bag	gage				1					
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checked	d				1		1			
Property - Special Handling								1			1		
Property - Special Handling - Damaged Ite	ems - Carry	-On						1			1		
Screening		1				2				1	3		
Screening - Crew Member or Airline Empl	oyee					1							
Screening - Inconsistency		1											
Screening - Lengthy Lines											1		
Screening - Procedures/Process						1				1	2		
2024	2												:
Customer Service	1												
Customer Service - TSO	1												
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	1												

c 01-Jan 3 5 1	02-Feb 5 2	03-Mar 5	04-Apr 3	05-May 3	06-Jun 4	07-Jul 4	08-Aug 5	09-Sep	Total
3 5 1		~	3	3	4	4		-	
1	•						3	3	51
	2	2	2	1	1	3		2	18
1	2	2	2	1	1	3		1	17
									1
1	2	2	2	1	1	3		1	16
								1	1
								1	1
3 4	3	3	1	2	3	1	5	1	30
			1						1
			1						1
3 2	3	3		2	2	1	4	1	25
				1					1
1									1
3 1	3	3		1	2	1	4	1	23
							1		1
Baggage							1		1
2					1				3
1									1
1					1				2
									3
									3
	1 3 1	1 3 1 3	1 3 1 3 3	1 3 1 3 3	1 1 3 1 3 3 1	1 1 3 1 3 3 1 2	1 1 3 1 3 3 1 2 1	1 1 3 1 3 3 1 2 1 4 1	1 1 3 1 3 3 1 2 1 4 1 1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CVG	200	92	118	106	96		97	150	131	142			1,480
2022	45	33	47	43	34	56	50	73	70	75	62	68	656
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Fly	ver			1									1
Airline				1			1		1				3
Airline - Lost Baggage									1				1
Airline - Policy/Regulations/Service				1			1						2
Civil Rights				1		1			1				3
Civil Rights - Race						1							1
Civil Rights - Racial Profiling or Discrimin	ation			1									1
Civil Rights - Transgender Screening				- '					1				1
Customer Service	-	4					4			0	4		
	7	1	2	2	1	3	1	5	1	3	4	2	32
Customer Service - Others	3												3
Customer Service - TSO	4	1	2	2		3	1	5	1	3			29
Expedited Passenger Screening Program	33	31	43	35	28	44	45	55	57	65	54	60	550
Expedited Passenger Screening Program	- Active Du	1											1
Expedited Passenger Screening Program	- DoD		1									1	2
Expedited Passenger Screening Program	2	3	5	1	1	1		5	8	2	4	4	36
Expedited Passenger Screening Program	31	26	37	34	27	43	45	50	49	63	50	55	510
Expedited Passenger Screening Program		1											1
Locks	10,00110							1					1
Locks - Missing or Damaged Lock								1					1
								- 1					- 1
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property				1			1	2	1		1	1	7
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	arry-on Lugg	gage			1	1					2
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsCl	hecked Baç	1				1	1		1	1	5
No Jurisdiction								2	1				3
No Jurisdiction - No Referral								2	1				3
Patdown									1			1	2
Patdown - Flyer									1			1	2
Persons w/ Disabilities (PWD)			1	1	1		1	2	ı	2		1	8
	I NI A	D		1	1		1						8
Persons w/ Disabilities (PWD) - Cancer (		Breast Car						1					1
Persons w/ Disabilities (PWD) - Diabetes			1		1								2
Persons w/ Disabilities (PWD) - Internal N				1									1
Persons w/ Disabilities (PWD) - Medical I	Devices - Atta	ached to th	e Body					1					1
Persons w/ Disabilities (PWD) - Medically	/ Necessary I	Medication	and Medica	al Supplies						1			1
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)									1			1
Persons w/ Disabilities (PWD) - Service A	,						1						1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Liquids/Ge	le/Aerocole		1										1
· · · · · · · · · · · · · · · · · · ·	13/A6103013		- '		0	2			0	0	4	0	
Property - Special Handling	3	O			2	3			2	2	1	2	15
Property - Special Handling - Damaged It		Jn							1	1		1	3
Property - Special Handling - Damaged It					1				1			1	5
Property - Special Handling - Missing Iter		1				2				1			3
Property - Special Handling - Missing Iter	1				1	1					1		4
Screening	2	1		1	2	5	1	6	4	3	2	2	29
Screening - Inconsistency						1						2	3
Screening - Lengthy Lines				1		1		3	1		1		7
Screening - Procedures/Process	2	1				3	1	3	3	3	1		17
Screening - Retrieving Abandoned/Confis					2								2
2023	73	59	71	63	62	75	47	77	61	67	46	41	742
Additional Information Required/Insufficient In		33	- / 1	03	UZ	7.5		- 11	01	01	40		1 1
· · · · · · · · · · · · · · · · · · ·													
Additional Information Required/Insufficie	1 1												1
Airline					1					1	1		3
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service					1						1		2
Business, Suggestions, and Ideas								1					1
Business, Suggestions, and Ideas - Gene	ral							1					1
Civil Rights							1						1
Civil Rights - Race							1						1
Claims			1										1
Claims - General			1										1
Customer Service	2	6	1	5	^	1	1	4	0	^	^	^	
	2				2	1	1	4	2	6	3	2	34
Customer Service - Others		2		1									3
Customer Service - TCC					1								1
Customer Service - TSO	2	4		4	1	1	1	4	2	6			30
Expedited Passenger Screening Program	64	46	60	53	50	66	40	64	49	49	35	30	606
Expedited Passenger Screening Program	- Active Duty	/ Military							1				1
Expedited Passenger Screening Program	1		1								2		4
Expedited Passenger Screening Program		5	1	1	3			1	1		1	1	15
Expedited Passenger Screening Program		41	56	51	47		40	63	47	49			583
Expedited Passenger Screening Program				1	.,					.0	J_		3
Locks	וטווטואטו	bioleg:		1	2	1	1					1	6
Locks - Missing or Damaged Lock				1	2		1					1	6
Mishandling of Passenger Property	1	1	2	1		1	1	1	1			1	10
Mishandling of Passenger Property - Dan		1	2				1					1	6
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsCl	hecked Βaί	1		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		3		1	6
Patdown - Flyer		1						1		3		1	6
Persons w/ Disabilities (PWD)	2	1						<u>1</u>	5	2	1		
								1		2			13
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General									1		1		2
	1								1				1

			rsa Contac										
gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medical [	Devices - At	ached to th	e Body							1			
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies				1		1		2	
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)								1				
Persons w/ Disabilities (PWD) - Mobility [	2								1				
Persons w/ Disabilities (PWD) - Visual Im	pairment								1				
Property - Special Handling		1				1		1	1				
Property - Special Handling - Damaged Ite	ems - Carry	-On				1							
Property - Special Handling - Missing Iten	ns - Carry-O	n						1	1				
Property - Special Handling - Missing Iten	ns - Checke	1											
Screening	3	4	8	2	7	5	3	4	3	5	6	4	
Screening - Crew Member or Airline Empl	oyee			1				1					
Screening - Inconsistency		1	1		1	1	1	1		1			
Screening - Lengthy Lines	1		1			1		1	2			2	
Screening - Procedures/Process	2	3	6	1	6	3	2	1	1	4	5	2	
Screening - Retrieving Abandoned/Confis	cated Items										1		
2024	82												
Customer Service	5												
Customer Service - TSO	5												
Expedited Passenger Screening Program	71												
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	70												
Locks	1												
Locks - Missing or Damaged Lock	1												
Patdown	1												
Patdown - Flyer	1												
Screening	4												
Screening - Inconsistency	1												
Screening - Lengthy Lines	2												
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
CVN	1	1				1				1			4
2022						1				1			2
Customer Service						1							1
Customer Service - TSO						1							1
Property - Special Handling										1			1
Property - Special Handling - Damaged Ite	ems - Carry	-On								1			1
2023	1	1											2
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

		1	SA Contac	t Center (1	ΓCC) Data ¹	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CWA	5	6	2	2	5	3	1	3	4	1		2	3
2022	2	3	1	2	2	1	1	2	3	1		1	1
Customer Service								2					
Customer Service - TSO								2					
Expedited Passenger Screening Program	2	1	1	2	2	1	1		2	1			1
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ıram						1				
Expedited Passenger Screening Program	2	1	1	2	2	1	1		1	1			1.
Property - Special Handling									1				
Property - Special Handling - Damaged Ite	ems - Check	red							1				
Screening		2										1	
Screening - Inconsistency												1	
Screening - Lengthy Lines		1											
Screening - Procedures/Process		1											
2023	1	3	1		3	2		1	1			1	1
Expedited Passenger Screening Program		2			3	1		1	1				
Expedited Passenger Screening Program	- TSA PreC	2			3	1		1	1				
Locks						1							
Locks - Missing or Damaged Lock						1							
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies								1	
Screening	1	1	1										
Screening - Inconsistency			1										
Screening - Procedures/Process	1	1											
2024	2												
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	1												
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												

					ioo, bata		•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CYS	3	1	1		1			2		1		2	11
2022								2		1		1	4
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program								1		1		1	3
Expedited Passenger Screening Program	- TSA PreC	heck						1		1		1	3
2023	3	1	1		1							1	7
Expedited Passenger Screening Program	1		1		1								3
Expedited Passenger Screening Program	1		1		1								3
Mishandling of Passenger Property	2											1	3
Mishandling of Passenger Property - Dam	2											1	3
Screening		1											1
Screening - Procedures/Process		1											1

				ct Center (1									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DAB	14	11	5		10	9	10	16	18	11	8		128
2022	4	8	3	2	6	3	3	6	7	3	5	5	
Civil Rights					1							1	2
Civil Rights - Race												1	1
Civil Rights - Racial Profiling or Discrimin	ation				1								1
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program	2	6	3	1	5	3	3	4	6	2	3	4	42
Expedited Passenger Screening Program	- DoD								1		1		2
Expedited Passenger Screening Program	- TSA Appl	2			1								3
Expedited Passenger Screening Program	2	4	3	1	4	3	3	4	5	2	2	4	37
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsCl	hecked Ba	ggage							1		1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)		1							1				2
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	1											1
Persons w/ Disabilities (PWD) - Touch A	ersion (pain/	trauma)							1				1
Property - Special Handling	1	1		1							1		
Property - Special Handling - Damaged I	ems - Check	ed		1							1		2
Property - Special Handling - Missing Iter													
Property - Special Handling - Missing Iter		1											
Screening								2					
Screening - Procedures/Process								2					
2023	4	3	2	7	4	6	7	10	11	8	3	2	67
Civil Rights					•	1	1	1					3
Civil Rights - Headwear						1							1
Civil Rights - Race						•	1	1					2
Customer Service	1							1	1				3
Customer Service - TSO	1							1	1				3
Expedited Passenger Screening Program	2	2	2	6	1	3	6	7	8	7	2	1	47
Expedited Passenger Screening Program				. 0	'		0	- 1	0	- 1			1
Expedited Passenger Screening Program		2	2	6	1	3	6	7	8	7	2	1	45
Expedited Passenger Screening Program				0	- 1	3	0	- 1	0	- 1		- 1	40
Mishandling of Passenger Property	'											1	
	rrayad Itama	Cornion	or Chooks	al								1	
Mishandling of Passenger Property - Disa	irrayed items	Carry-on	or Checke	u		4					4		1
Patdown Patdown - Flyer						<u>1</u>				1	1		3
						1				- 1			
Patdown - Flyer as Observer											1		
Persons w/ Disabilities (PWD)	) 	CAMIL L.L.		4 \	1				1				2
Persons w/ Disabilities (PWD) - Mobility			air or Scoo	ter)	1								1
Persons w/ Disabilities (PWD) - Wheelch		Segway							1				1
Property - Special Handling	1												1
Property - Special Handling - Damaged I	1												1
Screening		1		1	2	1		1	1				7
Screening - Inconsistency						1							
Screening - Lengthy Lines				1									
Screening - Procedures/Process		1			2			1	1				
2024	6												•
Expedited Passenger Screening Program	5												5
Expedited Passenger Screening Program	5												5
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Prosthes	i 1												1

2022   2022	Categories	40.0-4				CC) Data To		04 4	OF Mass	00 1	07 1	00 4	00 0	Tatal
Advanced Imaging Technology (ATT)   Profession   Profes					01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Andrewsord integring Teachers (1971)—The service of the service of														
Advanced languing Transport Control Program  Author - Protection State of the Control Program  Author - Protection State of the Control Program  Control Rights - Standard Control  Control Rig		25	53	30	20	34	31		60	40	49	50	65	349
Artine		er												1
Artine Loss labogogos  Artine Loss labogogos  Coll Rigids - Agent College Coll			3		1		1							
Affiliar - Pulsy Property Annual Pulsy Services   1   1   1   1   1   1   1   1   1														1
Cold Rights			2		1		1							4
Coal Regists - Nacional Crigins   1								1	2	3			1	7
Coli Rights - States  Coli Rights - Teacagainer Resources  Col Rights - Teacagainer	Civil Rights - Age									1				1
Coli Rights - Sendicional Excepts   Col Rights - Sendicional Excepts   Coli Rights - Sendicional Exc	Civil Rights - National Origin									1				1
Color   Figure   Transporter Operating								1	1				1	3
Carriers Solars   1   1   1   1   1   1   1   1   1	· · · · · · · · · · · · · · · · · · ·	Not Transge	nder						1					1
Celuman Stellate  Celuman Services  Columna Services  1 1 1 1 3 3 3 6 3 3 7 5 1 1 1 3 3 7 5 1 1 1 3 3 7 5 1 1 1 3 3 7 5 1 1 1 3 3 7 5 1 1 1 3 3 7 5 1 1 1 3 3 7 5 1 1 1 3 3 7 5 1 1 1 3 3 7 5 1 1 1 3 3 1 1 1 3 3 2 1 1 2 1 3 1 1 3 3 1 1 1 3 3 2 1 1 2 1 3 1 1 3 3 2 1 1 2 1 3 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1										1				
Customer Service 1500   3   10   3   2   3   3   6   3   3   5   3   7   7   51													1	
Department Service - 1750			10										1	
Expedition Processoring Program   17   33   28   10   27   28   40   43   28   35   46   40   13														
Expedited Piessenger Screening Program   10   1   1   1   1   2   2   3   4   4   3   50   1   3   3   2   1   7   10   10   10   10   10   10														
Expedited Passenge Screening Program			33		19	21		40	43	20	30	40		
Expedited Plasarages Growing Program   15   33   28   10   24   24   30   42   25   34   44   43   30   75					1	3		1	1	3	2	1		
Expedited Peasaring Forceming Program   1			33											
Hetarchous Materials Selderly - Orderial				20	10	2-1	21		12	20	01		-10	
Hazardous Malenieris Salety - General		·										1		
Locks - Missing or Damaged Lock												1		
Lot and Found   1	· · · · · · · · · · · · · · · · · · ·	1					1			1				
Lots and Found   1	Locks - Missing or Damaged Lock	1					1			1				3
Mishandring of Passenger Property - Damaged/Missis 1						1			2	1			1	5
Mishandring of Passenger Property - Demaged Miseial   1   2   2   3   4	Lost and Found - Airport/TSA					1			2	1			1	5
Mishandring of Pasanger Property - Demanged Misais			2							1	2		4	
No Jurisalisticition  No Jurisalisticition  No Street, Refer to Other  1 Notice of Violation/Civil Plensifies  1 1 Notice of Violation/Civil Plensifies  1 1 1 Notice of Violation/Civil Plensifies  1 1 1 1 Notice of Violation/Civil Plensifies  1 1 1 1 1 Notice of Violation/Civil Plensifies  1 Platform - Flyer  1 1 Platform - Flyer  1 Platform - Flyer  1 Platform - Flyer  1 Persons of Disabilities (PWD)  Persons of Violation/Civil Plensifies  1 Persons of Violation/Civil Plensifies  Persons of Violation (PWD)  Persons of Violation	Mishandling of Passenger Property - Dam	iaged/Missii	1						1	1	2		2	7
Notice of Unidation Chile Perallies   1	Mishandling of Passenger Property - Dam	aged/Missii	1						1				2	4
Notice of Violation/Civil Penalties - General			1											1
Patcown   1			1											1
Patdown - Flyer as Observer														1
Patdown - Fiyer a Diseaver		al												
Persons w Disabilities (PWD)   Modelcal Devices - Altached to the Body   1					1									
Persons w   Disabilities (PWD)   Medical Devices - Attached to the Body	•		1	1						2	1	1	1	
Persons w/Disabilities (PWD) - Medical Devices - Attached to the Body	•				1									
Persons w/Disabilities (PWD) - Medically   1   3   3   3   3   3   3   3   3   3							1		1	1	1		1	
Persons w  Disabilities (PWD) - Dischight (Not Wheelchair or Scooler)   2   1   2   2   1   3   3   3   2   3   3   3   3   3   3			cned to the	Body				1	4					
Persons w Disabilities (PWD) - Postoris inclinates and Casts 1			\//booloboir	or Constan	Λ.			2	1		4			
Persons w  Disabilities (PWD) - Prosthesis/Ampules and Casts			vvrieeichaii		)						ı			
Persons W Disabilities (PWD) - Service Animals			nd Casts				1							
Persons w/ Disabilities (PMD) - Wheelchalf/ Segway   1			ina Oasis	'			'	1						
Prohibited A Permitted Items			edway							1			1	
Prohibited & Permitted Items - Alcohol and Tobacco   1										•				
Property - Special Handling - Damaged IN		ı Tobacco	1											1
Property - Special Handling - Damaged Items - Checked			1	2	1	1	1		4	2	1	3	3	22
Property - Special Handling - Damsged Items - Checked   1   1   1   1   1   1   1   1   1	Property - Special Handling - Damaged Ite	1	1	2		1	1		1	1	1	2		
Property - Special Handling - Missing Iten			d							1				1
Screening - Inconsistency					1				1			1		4
Screening - Inconsistency   1	Property - Special Handling - Missing Item	1							2				3	6
Screening - Lengthy Lines			1		4	2	2	6	3	3	3	5		
Screening - Procedures/Process								3		1		1		5
Screening - Retrieving Abandoned/Confiscated Items   1														
Mishandling of Passenger Property - Damaged/Missing Items-Use page 44   56   56   56   56   51   70   71   59   68   752   7			1		3	2	2	3	3	2	3			
Additional Information Required/Insufficient Information - EMAIL ONLY 1 1 1 2 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1														
Additional Information Required/Insufficient Information - EMAIL ONLY  Airline  Airline   1			68	59	44		56	54	81		71	59	68	
Airline			EMAIL ON	11.37										
Airline - Policy/Regulations/Service	·	nt information I	- EMAIL OF	NL Y		1				1				2
Civil Rights				1										1
Civil Rights - Race			1		- 1		- 1	1	- 1	1	1	1	2	
Civil Rights - Screening of Religious Cultural and Ceremonial Items			1	- 1				1				- 1		
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		l Iral and Ceren	nonial Items	1	'		'		1			1	'	
Claims								1			2		1	
Claims - General	-	1												
Customer Service         4         10         4         2         4         4         1         4         2         2         4         41           Customer Service - TSO         4         10         4         2         4         4         1         4         2         2         4         41           Expedited Passenger Screening Program         46         49         43         33         42         42         40         58         44         48         37         47         529           Expedited Passenger Screening Program - DoD         1		1												
Customer Service - TSO         4         10         4         2         4         4         1         4         2         2         4         41           Expedited Passenger Screening Program         46         49         43         33         42         42         40         58         44         48         37         47         529           Expedited Passenger Screening Program - DoD         1         1         1         1         1         1         3           Expedited Passenger Screening Program         2         2         1         4         2         3         2         1         17           Expedited Passenger Screening Program         44         47         43         32         38         42         40         55         41         44         37         45         508           Expedited Passenger Screening Program - TSA/DHS Employees - Opt In         1			10	4	2		4	4	1	4	2	2	4	41
Expedited Passenger Screening Program         46         49         43         33         42         42         40         58         44         48         37         47         529           Expedited Passenger Screening Program - DoD         1         1         1         1         1         1         3           Expedited Passenger Screening Program - Screening Program - TSA/DRS Employees - Opt In         2         2         1         4         2         3         2         1         17           Expedited Passenger Screening Program - TSA/DHS Employees - Opt In         1         1         4         40         55         41         44         37         45         508           Expedited Passenger Screening Program - TSA/DHS Employees - Opt In         1         <										4				
Expedited Passenger Screening Program   2   2   1   4   2   3   2   1   17	Expedited Passenger Screening Program	46	49	43		42	42	40	58	44	48	37	47	529
Expedited Passenger Screening Program	Expedited Passenger Screening Program	- DoD							1				1	3
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In   1   1   1   1   1   1   1   1   1										3				
Locks					32	38	42	40	55	41		37	45	
Locks - Missing or Damaged Lock       1       1         Lost and Found       1       1         Lost and Found - Airport/TSA       1       1       1         Mishandling of Passenger Property       2       4       2       3       1       3       6       3       2       3       29         Mishandling of Passenger Property - Damaged/Missing       1       1       2       2       1       3       2       2       1         Mishandling of Passenger Property - Damaged/Missing ItemsC       3       1       3       2       3       1         Mishandling of Passenger Property - Damaged/Missing ItemsUnspecified Luggage       1       3       2       3       1       1         Mishandling of Passenger Property - Disarrayed Item       1       1       2       2		- TSA/DHS E	mployees -	Opt In							1			
Lost and Found														1
Lost and Found - Airport/TSA       1       1         Mishandling of Passenger Property       2       4       2       3       1       3       6       3       2       3       29         Mishandling of Passenger Property - Damaged/Missin       1       1       2       2       1       3       2       2       2       14         Mishandling of Passenger Property - Damaged/Missing ItemsUnspecified Luggage       1       3       2       3       1       1         Mishandling of Passenger Property - Disarrayed Item       1       1       2       2       2		1												1
Mishandling of Passenger Property         2         4         2         3         1         3         6         3         2         3         29           Mishandling of Passenger Property - Damaged/Missis         1         1         2         2         1         3         2         2         2         14           Mishandling of Passenger Property - Damaged/Missing ItemsUnspecified Luggage         1         3         2         3         1         1         1           Mishandling of Passenger Property - Disarrayed Item         1         1         1         2         2         2         3         2         3         1         1         1         1         1         1         1         1         2         2         1         1         1         1         1         1         1         1         1         1         1         1         1         1         2         2         1         1         1         1         1         1         1         1         1         1         2         2         2         1         1         1         1         2         2         3         1         1         1         1         1         1														
Mishandling of Passenger Property - Damaged/Missis       1       1       2       2       1       3       2       2       14         Mishandling of Passenger Property - Damaged/Missing ItemsC       3       1       3       2       3       12         Mishandling of Passenger Property - Damaged/Missing ItemsUnspecified Luggage       1       1       1       1         Mishandling of Passenger Property - Disarrayed Item       1       1       2       2       1       2	·		_		_		-							
Mishandling of Passenger Property - Damaged/Missing ItemsC       3       1       3       2       3       12         Mishandling of Passenger Property - Damaged/Missing ItemsUnspecified Luggage       1       1       1         Mishandling of Passenger Property - Disarrayed Item       1       1       2								3		3				
Mishandling of Passenger Property - Damaged/Missing ItemsUnspecified Luggage 1 1 1 Mishandling of Passenger Property - Disarrayed Item 1 1 2					2		1				2	2		
Mishandling of Passenger Property - Disarrayed Item 1 1 2					aaaaa	1		3	2	3				
				pecified Lu	ygage				A			1		
1 1 1 3		nayed item	1				4	4	1		4			
	INO JULISUICIIOII						Т	1			1			3

Categories	10-Oct	11-Nov	12-Dec	ct Center (* 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction - No Referral	10-001	I I-NOV	12-Dec	U I-Jaii	02-Feb	US-IVIAI	04-Арі	US-IVIAY	00-Juli	07-3ui 1		03-3eb	TOLAI
No Jurisdiction - Refer to CBP							1			1			
No Jurisdiction - Refer to Other						1	- 1						
Notice of Violation/Civil Penalties			1			I							
Notice of Violation/Civil Penalties - Gener			1										
		0					0				-		
Patdown Patdown - Children	4	2	1	1		1	3	6	6	1	1	2	2
Patdown - Children  Patdown - Flyer	3	2					0				-	2	2
Patdown - Flyer  Patdown - Flyer as Observer	3	2	1	1			3	6	6	1	1		
•		4		0		1			0		4		0
Persons w/ Disabilities (PWD)	2	1	1			2	1		2	1	4	2	2
Persons w/ Disabilities (PWD) - Autism S	1			1									
Persons w/ Disabilities (PWD) - General	1									1		1	
Persons w/ Disabilities (PWD) - Hearing I					1								
Persons w/ Disabilities (PWD) - Medically		1		1	2				1		2		
Persons w/ Disabilities (PWD) - Metal Imp		_				1					1		
Persons w/ Disabilities (PWD) - Wheelch			1			1			1		1		
Property - Special Handling	2	1		1	2	1		5			1		1
Property - Special Handling - Damaged It								2			1		
Property - Special Handling - Damaged It					1			1	1				
Property - Special Handling - Missing Iten				1	1			1				2	
Property - Special Handling - Missing Iten		1				1		1	1				
Screening	6	2					1		5	12	10		6
Screening - Inconsistency			2	1	2			1	1	3			1
Screening - Lengthy Lines	1									1	2		
Screening - Military												1	
Screening - Procedures/Process	5	2	1		3	3	1	3	4	7	7	6	4
Screening - Retrieving Abandoned/Confis	cated Items			1						1			
2024	94												9
Civil Rights	1												
Civil Rights - Sexual Orientation - Not Tra	1												
Customer Service	6												
Customer Service - TSO	6												
Expedited Passenger Screening Program	71												7
Expedited Passenger Screening Program	3												
Expedited Passenger Screening Program	68												6
Locks	1												
Locks - Missing or Damaged Lock	1												
Mishandling of Passenger Property	4												
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Dam	3												
Patdown	4												
Patdown - Flyer	3												
Patdown - Flyer as Observer	1												
Property - Special Handling	2												
Property - Special Handling - Damaged It	1												
Property - Special Handling - Damaged It	1												
Screening	5												
Screening - Inconsistency	1												
Screening - Procedures/Process	4												

				ct Center (1									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DAY	31	12	13		16	13	13	19		15			20
2022	9	8	-	6	7	7	9	10	9	5	14	7	9
Civil Rights													
Civil Rights - Civil Rights Violation (TSA E	mployee)												
Customer Service		2			1		2		1				
Customer Service - TSO		2			1		2		1				
Expedited Passenger Screening Program	5	4	2	5	5	6	5	9	8	5	11	5	7
Expedited Passenger Screening Program	- DoD	1											
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ıram	1	2								
Expedited Passenger Screening Program	5	3	2	2 4	3	6	5	9	8	5	11	5	6
Identification (ID) Requirements						1							
Identification (ID) Requirements - Domest	ic					1							
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	hecked Ba	ggage								1	
Patdown	1						1				1		
Patdown - Flyer	1						1				1		
Persons w/ Disabilities (PWD)		1											
Persons w/ Disabilities (PWD) - Hearing I	mpairment	1											
Property - Special Handling	3	1									1		
Property - Special Handling - Damaged It	1	1									1		
Property - Special Handling - Damaged It	1												
Property - Special Handling - Missing Iten													
Screening				1	1		1	1			1	1	
Screening - Lengthy Lines								1					
Screening - Procedures/Process				1	1		1				1	1	
2023	12	4	9		9	6	4	9	7	10			g
Civil Rights	1	-					-		-	1			
Civil Rights - Race	1												
Civil Rights - Sex/Gender/Gender Identity	- Not Transo	ender								1			
Customer Service	1	011401		1	1					2		4	
Customer Service - TSO	1			1	1					2		4	
Expedited Passenger Screening Program	9	2	9		7	5	4	8	7	4			7
Expedited Passenger Screening Program							-			1			,
Expedited Passenger Screening Program	9	2			7	5	4	8	7	3		5	7
Locks	3		,	, 10	'			- 0	- '	0		1	,
Locks - Missing or Damaged Lock												1	
Mishandling of Passenger Property		1				1				1		1	
Mishandling of Passenger Property - Dam	aged/Missi	1				- 1				- 1		1	
Mishandling of Passenger Property - Dam		a Itame C	hacked Ba	agage		1						1	
Mishandling of Passenger Property - Disa	-	-				- 1				1			
Property - Special Handling	inayeu items	Carry-Orr	OI CHECK	u	1					1			
Property - Special Handling - Damaged It	ome Chock	od			1					1			
	1	eu 1			ı			1		1			
Screening	1							1					
Screening - Inconsistency	1	1						1		1			
Screening - Procedures/Process								1			2		
2024	10												1
Civil Rights	1												
Civil Rights - Sexual Orientation - Not Tra													
Expedited Passenger Screening Program	6												
Expedited Passenger Screening Program	6												
Patdown	1												
Patdown - Flyer	1												
Property - Special Handling	2												
Property - Special Handling - Damaged It	2												

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

Categories	10-Oct		12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DCA	481	298	298	203	254	362	398	344	349	352	344	372	4,055
2022	93	123	109	66	111	158	203	170	189	193	200	166	1,781
Additional Information Required/Insufficient Inf		1											1
Additional Information Required/Insufficier	nt Informatic	1											1
Airline				1	1	1	1					1	5
Airline - Lost Baggage Airline - Policy/Regulations/Service				1	1	1	1					1	1
Civil Rights	5	2		2	1	'	'	2		2		1	15
Civil Rights - Civil Rights Violation (TSA E								1					1
Civil Rights - National Origin	1												1
Civil Rights - Race								1		1		1	3
Civil Rights - Racial Profiling or Discrimina		2		1	1								8
Civil Rights - Sex/Gender/Gender Identity	Not Transge	nder		1						1			2
Claims							1						1
Claims - Status							1						1
Customer Service	13	13	9	7	14	13	13	13	22	18	11	11	157
Customer Service - CSM Customer Service - Others				1		1				1			1 3
Customer Service - Others  Customer Service - TSO	13	13	9	6	14	11	13	13	22	17	11	11	153
Expedited Passenger Screening Program	59	83	82	45	82	124	162	134	150	149	162	141	1,373
Expedited Passenger Screening Program			02	-10	02	12-1	102	101	1	1-10	1	1-11	2
Expedited Passenger Screening Program	3	6	6	1		6	2	1	6	1	3	2	37
Expedited Passenger Screening Program	4	6	5	2	1	2	6	4	6	10	6	3	55
Expedited Passenger Screening Program	50	69	67	40	79	111	149	127	136	134	151	136	1,249
Expedited Passenger Screening Program	2	2	4	2	2	5	5	2	1	4	1		30
Identification (ID) Requirements		1	1										2
Identification (ID) Requirements - Domesti			1										1
Identification (ID) Requirements - ID Matc	hing Ticket	1											1
Locks			2			1				1			4
Locks - Missing or Damaged Lock			2			1				1			4
Lost and Found		1				2	1			1			5
Lost and Found - Airport/TSA  Mishandling of Passenger Property		3	1			2 1	1 2	3	1	1	6	2	5
Mishandling of Passenger Property - Dam	aned/Missi	3	- 1			ı	1	1	1		4		19
Mishandling of Passenger Property - Dam			1			1	1	2	1		2	2	10
No Jurisdiction	1	items0	2			1	'		'				4
No Jurisdiction - Refer to Other	1		2			1							4
Patdown		3	2		1	2	2	1	1	2	4	2	20
Patdown - Flyer		3	2		1	1	1	1	1	2	4	2	18
Patdown - Flyer as Observer						1	1						2
Persons w/ Disabilities (PWD)	3	3			2	4	6	4		3	6		31
Persons w/ Disabilities (PWD) - Autism Sp							1				1		2
Persons w/ Disabilities (PWD) - Cognitive		ital /Mental	Disability		1								1
Persons w/ Disabilities (PWD) - Diabetes					1	1	1						3
Persons w/ Disabilities (PWD) - Diapers/0	Sarments/Dre		(S					1					1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Hearing II Persons w/ Disabilities (PWD) - Medical D							1				- 1		2
Persons w/ Disabilities (PWD) - Medically							1				1		3
Persons w/ Disabilities (PWD) - Metal Imp							'				1		1
Persons w/ Disabilities (PWD) - Mobility D		1				1	1	1		1			5
Persons w/ Disabilities (PWD) - Service A						1							1
Persons w/ Disabilities (PWD) - Visual Im								2		1			3
Persons w/ Disabilities (PWD) - Wheelcha	1	1				1	1			1	2		7
Prohibited & Permitted Items	1	1											2
Prohibited & Permitted Items - Firearm/Ar	1												1
Prohibited & Permitted Items - Food/Beve		1											1
Property - Special Handling	6	5	2	7	4	2	4	3	5	5	3	3	49
Property - Special Handling - Damaged Ite		3		3	1	1		1	2	4	1	2	21
Property - Special Handling - Damaged Ite		2	2	2	2		2		1				11
Property - Special Handling - Missing Item				0	1	1	1	2	1	1	2	1	12
Property - Special Handling - Missing Item	1		1	2	4		1		1				5
Request for Assistance - Other			1		1								2
Screening	5	7	7	4	5	7	10	10	10	12	8	5	90
Screening - Crew Member or Airline Empl		- 1	,	4	J	- '	10	10	10	1	1	3	2
Screening - Inconsistency	-	1		1	1		4	1		4	1	1	14
Screening - Lengthy Lines		1		1	1		•	1	1	1			6
Screening - Military							1	1					2
Screening - Procedures/Process	5	5	7	2	3	7	5	7	9	6	5	4	65
Screening - Retrieving Abandoned/Confis	cated Items										1		1
TSA Contact Information							1						1
TSA Contact Information - General							1						1
2023	189	175	189	137	143	204	195	174	160	159	144	206	2,075
Additional Information Required/Insufficient Inf		E144**	1										1
Additional Information Required/Insufficier	nt Information	- EMAIL	1										1
Airline	1												1
Airline - Policy/Regulations/Service	1	- A	4	4				-					1
Civil Rights - Age	3	1	1	1		3	4	5	1	5	1		25
Civil Rights - Age Civil Rights - Constitutional Rights						1	1	1		1 1			1
Civil Rights - Constitutional Rights  Civil Rights - National Origin								1		1			1
Civil Rights - Profiling								<u>1</u>					1
Civil Rights - Race	3	1					2	1	1	3	1		12
Civil Rights - Screening of Religious or Cu			1						1		'		1
Civil Rights - Sex/Gender/Gender Identity-			•	1		1		1					3
	J-			-		-		-					

		TS.	A Contact (	Center (TC	C) Data To	ol - FOIA							
Categories	10-Oct	11-Nov '	12-Dec (	01-Jan (	02-Feb (	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Sexual Orientation - Not Tra	nsgender						1						1
Civil Rights - Transgender Screening						1							1
Customer Service	7	10	12	7	8	8	13	16	13	19	11	15	139
Customer Service - Others							1	2					3
Customer Service - TSO	7	10	12	7	8	8	12	14	13	19	11	15	136
DHS TRIP												1	1
DHS TRIP - Status												1	1
Expedited Passenger Screening Program	161	147	160	117	119	162	153	132	133	116	101	158	1,659
Expedited Passenger Screening Program	- Active Du	1	1	2									4
Expedited Passenger Screening Program		5	1		1	2	3	3	1	4		1	22
Expedited Passenger Screening Program	3	1	9	1	2	3	5		2			3	29
Expedited Passenger Screening Program	157	137	149	114	115	156	145	129	130	112	100	154	1,598
Expedited Passenger Screening Program	- TSA/DHS	3			1	1					1		6
Hazardous Materials Safety			1						1				2
Hazardous Materials Safety - General			1						1				2
Human Capital								1					1
Human Capital - Prospective Employmen	t with TSA							1					1
Locks	1						1	1			1		4
Locks - Missing or Damaged Lock	1						1	1			1		4
Lost and Found		2										1	3
Lost and Found - Airport/TSA		2										1	3
Mishandling of Passenger Property	4	3	1			2	2	3	1	4	6	2	28
Mishandling of Passenger Property - Dam	1		1			1	2	2		3	4	2	16
Mishandling of Passenger Property - Dam	1	1				1		1	1	1	2		8
Mishandling of Passenger Property - Disa	2	2											4
No Jurisdiction	1						2						3
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP							1						1
No Jurisdiction - Refer to Other							1						1
Notice of Violation/Civil Penalties												1	1
Notice of Violation/Civil Penalties - Gener	al											1	1
Patdown	2	3	2	3	1	7	4	1	2	2	3	2	32
Patdown - Flyer	2	3	2	3	1	7	3	1	2	2	3	2	31
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)	1	1	4		2	2	5	2	2	1	2	4	26
Persons w/ Disabilities (PWD) - Autism S	pectrum						1					1	2
Persons w/ Disabilities (PWD) - Cancer (g	general) Not E	Breast Car	1										1
Persons w/ Disabilities (PWD) - Diabetes								1	1			1	3
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dre	ssings/Mask	(S					1					1
Persons w/ Disabilities (PWD) - General		_			1	1						1	3
Persons w/ Disabilities (PWD) - Medically	Necessary N	/ledication ar	nd Medical	Supplies								1	1
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)						1						1
Persons w/ Disabilities (PWD) - Mobility [	Disability (N	1	1				1						3
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/t	rauma)								1			1
Persons w/ Disabilities (PWD) - Wheelch	1		2		1	1	2		1		2		10
Prohibited & Permitted Items						1							1
Prohibited & Permitted Items - Medication	n/Prescription	Medically N	ecessary Ite	ems		1							1
Property - Special Handling	1		3	2	4	6	3			4	1	5	29
Property - Special Handling - Damaged It	ems - Carry-0	On	1	1		1	1			2		3	9
Property - Special Handling - Damaged It	ems - Checke	ed				1	2						3
Property - Special Handling - Missing Iten	1		2		2	1				1	1	1	9
Property - Special Handling - Missing Iten	ns - Checked			1	2	3				1		1	8
Request for Assistance					1						1		2
Request for Assistance - Other					1						1		2
Screening	7	8	4	7	8	13	8	13	7	8	17	17	117
Screening - Children	1												1
Screening - Crew Member or Airline Emp	loyee	1		1		1						1	4
Screening - Inconsistency			1		2	1	1	3	2	1	3	1	15
Screening - Lengthy Lines	1			1		2	2	1			3	3	13
Screening - Procedures/Process	5	6	3	5	5	9	4	9	5	7	11	12	81
Screening - Retrieving Abandoned/Confis	cated Items	1			1		1						3
2024	199												199
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	11												11
Customer Service - TSO	11												11
Expedited Passenger Screening Program	168												168
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	160												160
Expedited Passenger Screening Program	1												1
Mishandling of Passenger Property	3												3
Mishandling of Passenger Property - Dam	2												2
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction	1												1
No Jurisdiction - No Referral	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Wheelch	1												1
Property - Special Handling	3												3
Property - Special Handling - Damaged It													2
Property - Special Handling - Missing Iten													1
Screening	11												11
Screening - Inconsistency	1												1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	9												9
	-												

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

			ISA Contac	ct Center (	icc) Data	1001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DEC		1	1	1		1		1			2	4	1
2022			1	1				1			1		
Expedited Passenger Screening Program			1					1			1		
Expedited Passenger Screening Program	i - TSA PreC	Check	1					1			1		
Property - Special Handling				1									
Property - Special Handling - Damaged II	tems - Chec	ked		1									
2023		1				1					1	4	
Customer Service		1											
Customer Service - TSO		1											
Expedited Passenger Screening Program						1						2	
Expedited Passenger Screening Program	i - TSA PreC	Check				1						2	
Property - Special Handling											1	2	
Property - Special Handling - Damaged II	tems - Chec	ked									1		
Property - Special Handling - Missing Iter	ms - Carry-C	)n										1	
Property - Special Handling - Missing Iter	ms - Checke	d										1	

Categories	40.0-4		SA Contact		-		04 4	05 Mar.	00 1	07 1	00 4	00.0	Tatal
-		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DEN	1,176	663	624	519	623	875	840	884	812	902	828		9,620
2022	234	247	230	149	242	434	440	405	381	394	406		4,005
Additional Information Required/Insufficient Inf		ENAME C	NAIL NZ	1		1						1	3
Additional Information Required/Insufficier Advanced Imaging Technology (AIT)	l momation	- EIVIAIL C	JINL T	1		1		1				1	2
Advanced Imaging Technology (AIT) - Fly	er					1		1					2
Airline	1		1	2	1		1	ı	1		3		10
Airline - Lost Baggage							1				2		3
Airline - Policy/Regulations/Service	1		1	2	1		'		1		1		7
Animals	·						1						1
Animals - Carry-On							1						1
Civil Rights	4	3	5	3	3	8	1	5	4	29	6	3	74
Civil Rights - Constitutional Rights						1		1	1				3
Civil Rights - Hair Patdowns					1								1
Civil Rights - Headwear		1	1										2
Civil Rights - National Origin						1	1						2
Civil Rights - Race						2		4	1	3	6	3	19
Civil Rights - Racial Profiling or Discrimina	3	1	3	1	2								10
Civil Rights - Screening of Religious or Cu	ıltural Garmer	nts		1									1
Civil Rights - Sex/Gender/Gender Identity			1	1		3			1	5			12
Civil Rights - Sexual Orientation - Not Tra	nsgender								1				1
Civil Rights - Transgender Screening		1				1				21			23
Claims		3		1					1				5
Claims - General		3							1				4
Claims - Status				1									1
Customer Service	41	26	26	16	22	19	23	21	34	23	30	25	306
Customer Service - CSM	1												1
Customer Service - Others	1		1	10	00			0.1		00		1	3
Customer Service - TSO  Expedited Passenger Screening Program	39	26	25	16	22	19	23	21	34	23	30		302
1 0 0	122	160	163	93	183	361	364	312	289	291	314	354	3,006
Expedited Passenger Screening Program			1		0	1		1	4	0	0		3
Expedited Passenger Screening Program	1 10	1	3		3	4	3 10	4	1	7	2		24
Expedited Passenger Screening Program Expedited Passenger Screening Program		23	15	5	13	13		11	7		14		140
Expedited Passenger Screening Program  Expedited Passenger Screening Program		135	142	88	166 1	343	351	291 5	281	281 1	297 1	341	2,827
Federal Flight Deck Officer (FFDO) Program	- 13A/DH3	1			I			5		I	I	1	12
Federal Flight Deck Officer (FFDO) Program	am - Gener	1											1
Locks	dili - Gerieit	1					1		1	2	1	2	8
Locks - General		'					1						1
Locks - Missing or Damaged Lock		1					'		1	2	1	2	7
Lost and Found		1		2				1	1		1	1	7
Lost and Found - Airport/TSA		1		2				1	1		1	1	7
Mishandling of Passenger Property	1	2	3	4	4		7	5	9	7	9	7	58
Mishandling of Passenger Property - Dam	1		2	1			1	3	2	3	4		21
Mishandling of Passenger Property - Dam	ı ıaged/Missiı	1	1	1	3		6	2	4	3	5	2	28
Mishandling of Passenger Property - Disa	rrayed Item	1		2	1				3	1		1	9
No Jurisdiction	2	1		1	1		1	3		1			10
No Jurisdiction - No Referral								2					2
No Jurisdiction - Refer to CBP	1									1			2
No Jurisdiction - Refer to Other	1	1		1	1		1	1					6
No Subject		1											1
No Subject - General		1											1
Patdown	3	3	2		5	5	8	6	3	5	8	8	56
Patdown - Children					1		1						2
Patdown - Flyer	3	3	2		3	5	7	6	3	4	7	8	51
Patdown - Flyer as Observer	_				1					1	1		3
Persons w/ Disabilities (PWD)	5	8	4	4	7	4	6	7	10	3	1	6	65
Persons w/ Disabilities (PWD) - Autism Sp		2	1										3
Persons w/ Disabilities (PWD) - Cognitive		1			4	1						4	2
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/0		ooingo/Mo	alco		1 1							1	3
Persons w/ Disabilities (PWD) - General		55111y5/1v1as 1	5/15		1		1		2				5
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing II	mnairment	1			- 1		1	1					1
Persons w/ Disabilities (PWD) - Hearing II  Persons w/ Disabilities (PWD) - Internal M		es						1				1	1
Persons w/ Disabilities (PWD) - Medical D			Body						2	1		'	3
Persons w/ Disabilities (PWD) - Medically		oriou to tric	2		1		1	5	3	1	1		17
Persons w/ Disabilities (PWD) - Metal Imp		1							1				2
Persons w/ Disabilities (PWD) - Mobility D	. ,	2		1		1	2					1	7
Persons w/ Disabilities (PWD) - Prosthesi					2	2		1	1	1			7
Persons w/ Disabilities (PWD) - Respirato			nt									1	1
Persons w/ Disabilities (PWD) - Service A		1											1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/ti	rauma)		1	1				1				3
Persons w/ Disabilities (PWD) - Wheelcha	1		1	2			2					2	8
Prohibited & Permitted Items	2		1										3
Prohibited & Permitted Items - Alcohol and	d Tobacco		1										1
Prohibited & Permitted Items - General	1												1
Prohibited & Permitted Items - Knives/Too	1												1
Property - Special Handling	19	8	8	7	5	13	5	9	6	6	11	6	103
Property - Special Handling - Damaged Ite	8	3	4	2	3	3	1	4	4	4	6	2	44
Property - Special Handling - Damaged Ite		1	2	1	1	4	1	1		1	1		16
Property - Special Handling - Missing Item				3		5	1	1	2		1	2	18
Property - Special Handling - Missing Item		4	2	1	1	1	2	3		1	3		25
Screening	34	29	17	14	11	22	22	35	21	27	22	30	284
Screening - Children							1	1	1		1		4
Screening - Crew Member or Airline Empl		1					_						1
Screening - Inconsistency	5	2	2	1	1	3	2	5	2	5	1	7	36

		TS			CC) Data To								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb (	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - International Screening						1							1
Screening - Lengthy Lines	8	2	1	1	3	5	6	10	6	4	3	8	57
Screening - Military			1										1
Screening - Procedures/Process	20	24	13	12	7	12	11	17	12	16	14	13	171
Screening - Retrieving Abandoned/Confis		27	10	12	,	1	2	2	12	2	3		13
SIDA (Security Identification Display Area)	'					- '			4		3		
. , , , , , , , , , , , , , , , , , , ,	\ C=====l								1				1
SIDA (Security Identification Display Area	i) - Generai								1				1
TSA Contact Information				1									1
TSA Contact Information - General				1									1
2023	455	416	394	370	381	441	400	479	431	508	422	431	5,128
Additional Information Required/Insufficient Information	formation	1		2	3				1				7
Additional Information Required/Insufficient	nt Informatic	1		2	3				1				7
Airline	1		2			1		2		1		1	8
Airline - Lost Baggage			1			1							2
Airline - Policy/Regulations/Service	1		1					2		1		1	6
Civil Rights	2	2	2	4	6	6	9	7	4	8	2		56
Civil Rights - Age	1			4	0		9	- 1	2	1			
						1						2	7
Civil Rights - Civil Rights Violation (TSA E	mpioyee)									1			1
Civil Rights - Headwear						1							1
Civil Rights - National Origin				1	1		1			1	1		5
Civil Rights - Not Specified					1		1			1			3
Civil Rights - Profiling							2	1					3
Civil Rights - Race		1	1	1	3	2	4	3		3	1	2	21
Civil Rights - Screening of Religious or Cu	ıltural Garme	ents			1								1
Civil Rights - Sex/Gender/Gender Identity		1				1		2	2				7
Civil Rights - Sexual Orientation - Not Tra		- '	1				1			1			3
	l			2		1		4					4
Civil Rights - Transgender Screening						1		1					
Claims	1		1					2					4
Claims - Status	1		1					2					4
Customer Service	38	22	25	20	19	27	30	41	32	43	35	30	362
Customer Service - CSM							1						1
Customer Service - Others						1	2			1	2		6
Customer Service - TCC										1			1
Customer Service - TSO	38	22	25	20	19	26	27	41	32	41	33	30	354
DHS TRIP	30	22	20	20	13	20	21	2	02	71	00	- 00	2
DHS TRIP - General													
	000	0.10	0.10		077	004	007	2	005	0.10			2
Expedited Passenger Screening Program	329	340	312	283	277	324	287	332	295	313	282	304	3,678
Expedited Passenger Screening Program			2				1	1					4
Expedited Passenger Screening Program		2		2		1	1	4	3	3	1		18
Expedited Passenger Screening Program	12	12	13	9	10	11	6	5	3	6	4	4	95
Expedited Passenger Screening Program	316	325	297	272	267	311	279	322	289	304	277	300	3,559
Expedited Passenger Screening Program	- TSA/DHS	1				1							2
Hazardous Materials Safety			1			1							2
Hazardous Materials Safety - General			1			1							2
Intranet/Internet Inquiries						1						1	2
						1						1	2
Intranet/Internet Inquiries - General		4		-		- 1			4				
Locks		1		1	2	1	2		1	3	1	1	13
Locks - Missing or Damaged Lock		1		1	2	1	2		1	3	1	1	13
Lost and Found	1			1				1			1		4
Lost and Found - Airport/TSA	1			1				1			1		4
Mishandling of Passenger Property	7	2	3	2	11	4	10	4	13	8	19	9	92
Mishandling of Passenger Property - Dam	4		2		5		6	2	8	6	10	6	49
Mishandling of Passenger Property - Dam	2	1	1	2	5	4	4	2	5	2	8	3	39
Mishandling of Passenger Property - Disa		1			1						1		4
No Jurisdiction	1	1	1	4		3	1	2	2	1		3	19
No Jurisdiction - No Referral	1		1	1		1						2	6
No Jurisdiction - Refer to CBP	'		- '	1		- '		1	1				3
		4					4			4			
No Jurisdiction - Refer to Other		1		2		2	1	1	1	1		1	10
Ombudsman										1			1
Ombudsman - General										1			1
Patdown	11	7	3	9	5	1	4	7	3	13	8	3	74
Patdown - Children	1	1	1				2	1		1	1		8
Patdown - Flyer	9	5	2	8	4	1	2	5	2	9	6	3	56
Patdown - Flyer as Observer	1	1			1			1	1	3	1		9
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)	1	2	4	6	8	5	6	10	17	13	10	6	88
Persons w/ Disabilities (PWD) - Assistive	Technology								1				1
Persons w/ Disabilities (PWD) - Autism S			1							1			2
Persons w/ Disabilities (PWD) - Breast Ca		1	'				1			'			2
			Disability				1	- 1					
Persons w/ Disabilities (PWD) - Cognitive		entai /ivientai	Disability					1					
Persons w/ Disabilities (PWD) - Diabetes					1	1			1		3	1	7
Persons w/ Disabilities (PWD) - Diapers/0	arments/Dr						1						1
Persons w/ Disabilities (PWD) - General		1	1	1					1	2			6
Persons w/ Disabilities (PWD) - Hearing I	mpairment				1				1			1	3
Persons w/ Disabilities (PWD) - Internal N	Medical Devi	ces							2				2
Persons w/ Disabilities (PWD) - Medical [			Body		1	1		1			1		4
Persons w/ Disabilities (PWD) - Medically			,	1	1			1	2	4	3	1	14
Persons w/ Disabilities (PWD) - Metal Imp						2	1		3	1			7
Persons w/ Disabilities (PWD) - Metal Imp		nt Mhaalah	2			1	2	0	3		1	1	
			2			1	- 2	2		1		1	10
Persons w/ Disabilities (PWD) - Prosthesi		and Casts		1					1	1	1		4
Persons w/ Disabilities (PWD) - Service A				1	1			1	1				4
Persons w/ Disabilities (PWD) - Touch Av		/trauma)			1				1	1	1	2	6
Persons w/ Disabilities (PWD) - Visual Im	pairment			1									1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway		1	2		1	4	3	2			13
Property - Special Handling	11	7	8	8	12	11	8	6	3	7	11	5	97
Property - Special Handling - Damaged It		4	1	2	4	2	3		1	4	3		29
, , ,	· · ·		•	_					· ·				

vorios	40.0-4					Tool - FOIA		05 84	00 1	07 1:-1	00 4	00 0	T. 4-1
gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Ite	2				1	2	1	1			1		-
Property - Special Handling - Missing Item	4	2		5	2	4	3	3	1	2	5	2	3
Property - Special Handling - Missing Item	1	1	1	1	5	3	1	2	1	1	2	2	2
Request for Assistance									1	1			
Request for Assistance - Other									1	1			
Screening	52	31	32	30	38	56	43	63	59	96	53	64	61
Screening - Crew Member or Airline Empl	1	1	4	1		2	1		1		1		1:
Screening - Gate Pass								1					
Screening - Inconsistency	12	10	4	6	1	2	3	10	13	12	7	3	8
Screening - Lengthy Lines	12	5	3	3	12	11	12	20	20	24	7	20	14
Screening - Opposite Gender												2	
Screening - Procedures/Process	27	15	20	17	24	38	26	30	22	58	38	39	35
Screening - Rail										1			
Screening - Retrieving Abandoned/Confisc	cated Items		1	3	1	3	1	1	3	1			1
Screening - Security Breach								1					
2024	487												48
Additional Information Required/Insufficient Information	3												
Additional Information Required/Insufficier	3												
Civil Rights	1												
Civil Rights - Race	1												
Customer Service	42												4
Customer Service - TCC	1												
Customer Service - TSO	41												4
Expedited Passenger Screening Program	375												37
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	9												
Expedited Passenger Screening Program	364												36
Expedited Passenger Screening Program	1												
Locks	2												
Locks - Missing or Damaged Lock	2												
Lost and Found	2												
Lost and Found - Airport/TSA	2												
Mishandling of Passenger Property	6												
Mishandling of Passenger Property - Dam	2												
Mishandling of Passenger Property - Dam	4												
No Jurisdiction	1												
No Jurisdiction - Refer to CBP	1												
Patdown	3												
Patdown - Children	1												
Patdown - Flyer	2												
Persons w/ Disabilities (PWD)	4												
Persons w/ Disabilities (PWD) - Hearing I	1												
Persons w/ Disabilities (PWD) - Prosthesi	2												
Persons w/ Disabilities (PWD) - Wheelcha	1												
Property - Special Handling	7												
Property - Special Handling - Damaged Ite	3												
Property - Special Handling - Damaged Ite	1												
Property - Special Handling - Missing Item	1												
Property - Special Handling - Missing Item	2												
Screening	41												
Screening - Inconsistency	5												
Screening - Lengthy Lines	2												
Screening - Procedures/Process	33												3
Screening - Retrieving Abandoned/Confis	1												

Catagorica	40.0-4		A Contact				04.4	05.14	00 1	07 11	00.4	00.0	<b>T</b> - 4 - 1
Categories		11-Nov			02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DFW	709	459	439	393	415	598	546	593	579	493	515	544	6,283
2022	131	194	187	134	166	241	228	276	261	230	233	280	2,561
Additional Information Required/Insufficient In		ENAME O	NII V			1							1
Additional Information Required/Insufficier	nt information	- EMAIL O				1	4		4			4	1
Airline Airline - Lost Baggage	1	I	1			3	1 1		1	2	1	1	13
Airline - Lost Baggage Airline - Policy/Regulations/Service	1	1	1			3	1		1	2	1	1	11
Civil Rights	7	8	5	3	4	2	3	5	1	3	3	2	45
Civil Rights - Constitutional Rights	,	0	3	1	- 4		3	3		3	3		1
Civil Rights - Headwear			1	ı									1
Civil Rights - Not Specified			'			1							1
Civil Rights - Profiling						'	1						1
Civil Rights - Race					2		1	5		2	2	2	14
Civil Rights - Racial Profiling or Discrimina	7	7	2	2	1		'	J					19
Civil Rights - Screening of Religious Cultu		1			'						1		2
Civil Rights - Sex/Gender/Gender Identity			2		1	1	1			1			6
Claims	Transge	iluci	1		2	1	'						3
Claims - Status			1		2								3
Customer Service	27	35	29	16	24	32	29	35	34	44	27	29	361
Customer Service - CSM	21	1	20	10	24	02	20	00	04		21	20	1
Customer Service - Others										2		1	3
Customer Service - TSO	27	34	29	16	24	32	29	35	34	42	27	28	357
DHS TRIP	21	04	1	10	24	02	20	00	04	72	21	20	1
DHS TRIP - General			1										1
Expedited Passenger Screening Program	63	116	108	93	113	163	160	192	187	144	165	214	1,718
Expedited Passenger Screening Program  Expedited Passenger Screening Program			100	30	110	100	100	132	107	177	100	214	1,710
Expedited Passenger Screening Program		1				2		1	1			1	6
Expedited Passenger Screening Program  Expedited Passenger Screening Program		10	4	6	5	5	4	10	8	4	10	5	75
Expedited Passenger Screening Program		104	102	87	108	156	156	180	177	138	155	208	1,630
Expedited Passenger Screening Program		104	2	01	100	100	100	180	177	2	100	200	1,030
Hazardous Materials Safety	I - I SA/DIIS	1						- 1					1
Hazardous Materials Safety - General		1											1
HAZMAT Endorsement												1	1
HAZMAT Endorsement - General												1	1
Identification (ID) Requirements			1			4						ı	
						1							2
Identification (ID) Requirements - Domest		0	1		0	l l			0			4	2
Locks Missing or Demograd Lock	1	2	2		2		2		2			<u> </u>	12
Locks - Missing or Damaged Lock Lost and Found	1	2	2		2		2	0	2			ı	12
	1		2					2	1				6
Lost and Found - Airport/TSA	1	0	2					2			4		6
Mishandling of Passenger Property	1	2	3		3		5	6	2	4	4	3	33
Mishandling of Passenger Property - Dam		1	0		0		1	1	1	2	2	1	9
Mishandling of Passenger Property - Dam			2		2		3	5	1	0	2	1	16
Mishandling of Passenger Property - Disa		1	1	4	1	0	1	4	4	2	4	1	8
No Jurisdiction	2	2	2	1		2	1	1	1		1		13
No Jurisdiction - No Referral	1	4				4	4	4	4				1
No Jurisdiction - Refer to CBP	1	1	0	4		1	1	1	1		4		6
No Jurisdiction - Refer to Other	4	1	2	1		1			-	4	1	0	6
Patdown	1	1				3	2	6	4	1	4	6	28
Patdown - Children	4					0			1	4	4	0	1
Patdown - Flyer	1	4				3		6	3		4	6	26
Patdown - Flyer as Observer		1	7				4	4					1
Persons w/ Disabilities (PWD)	6	4	7	3	4	5	1	4	5	5	2	2	48
Persons w/ Disabilities (PWD) - Autism S	1			2						4			2
Persons w/ Disabilities (PWD) - Cognitive								-		1		2	4
Persons w/ Disabilities (PWD) - Diabetes		i/N A -	0					1					1
Persons w/ Disabilities (PWD) - Diapers/G	Jannenis/Dre   ₄		2			1					1		2
Persons w/ Disabilities (PWD) - General	Andinal Davia	1				1				4	1		4
Persons w/ Disabilities (PWD) - Internal N			Podu		a				1	1			2
Persons w/ Disabilities (PWD) - Medical [			-		1	1		4		1			3
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp		2	1 1		4	1		1	2	1	1		9
					1		4	4					3
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi		1	1	1	1		1	1	1	1			
									1				1
Persons w/ Disabilities (PWD) - Respirato			1			4							
Persons w/ Disabilities (PWD) - Touch Av	- "					1			4				1
Persons w/ Disabilities (PWD) - Wheelcha	aii/ Scoolei/ S		1			1		1	1				4
Prohibited & Permitted Items	1	2	1										4
Prohibited & Permitted Items - Alcohol an		4	1										2
Prohibited & Permitted Items - Firearm/Ar		1											1
Prohibited & Permitted Items - Knives/Too		1	0	0		40	0	10	40	40	4.5	0	1
Property - Special Handling	9	8	8	8	5	10	8	12	10	18	15	6	117
Property - Special Handling - Damaged It		5	5	3	2	2	5	4	4	9	2	2	45
Property - Special Handling - Damaged It		2	4	1	2	4		5	2	4	2	2	27
Property - Special Handling - Missing Item			1	2	1	1	3	3	3	3	8	1	30
Property - Special Handling - Missing Iten	1	1	2	2		3	40	40	1	2	3	1	15
Screening Crow Member of Airline Empl	11	11	16	10	9	19	16	13	14	9	10	15	153
Screening - Crew Member or Airline Empl										1		•	2
Screening - Inconsistency	3	1	2	2	2	3	3	4	1	2	1	3	27
Screening - Lengthy Lines	1	1	2		1	1	4	3	1	1	2	1	18
Screening - Procedures/Process	6	9	11	8	5	15	8	6	10	5	6	11	100
Screening - Retrieving Abandoned/Confis	caled items		1		1		1		2				5
Screening - Shoe Screening											1		1
TWIC Conorel		1											1
TWIC - General		1	050	050									1
2023	289	265	252	259	249	357	318	317	318	263	282	264	3,433

		Т	SA Contact	Center	(TCC) Data T	ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Additional Information Required/Insufficient I	nt 3			-	J 3					1	3		11
Additional Information Required/Insuffici				1						1			11
·		4				4	4		4				
Airline	2	1				1	1		1	2	1	1	11
Airline - Lost Baggage	1			1								1	3
Airline - Policy/Regulations/Service	1					1			1	1	1		5
Airline - Wheelchair Assistance		1					1			1			3
Civil Rights	4	3	3		3 4	4	6	2	4	4	9	4	50
Civil Rights - Age					, ,	1					1	-	2
											ı		
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin		1							1				2
Civil Rights - Perceived Religion			1		1								2
Civil Rights - Profiling	1				1								2
Civil Rights - Race	1		2		3 2	1	1	2	3	3	6	1	28
	-				2	- 1	4		3	3	0		
Civil Rights - Screening of Religious or 0												1	1
Civil Rights - Sex/Gender/Gender Identif	ty 1	1					2			1	2	2	9
Civil Rights - Transgender Screening		1				2							3
Claims		1				1				1			3
		1				!							
Claims - General		1											1
Claims - Status						1				1			2
Customer Service	40	33	27	38	36	57	38	46	41	34	29	33	452
Customer Service - Others		2	1										4
	4							4		4			
Customer Service - TCC	1		1	1				1		1			5
Customer Service - TSO	39	31	25	36	36	57	38	45	41	33	29	33	443
DHS TRIP			1										1
DHS TRIP - General			1										1
Expedited Passenger Screening Program	201	188	185	164	163	237	213	199	209	168	183	178	2,288
			100	104		231		199	209	108		1/8	
Expedited Passenger Screening Program					1		1				1		3
Expedited Passenger Screening Program	m - DoD	1				1							2
Expedited Passenger Screening Program		5	11			8	1	3	6	1	7	4	58
Expedited Passenger Screening Program		182	174	164	161	228	211	195	202	167	175		2,221
Expedited Passenger Screening Program				102		220	211			107	170		
	TI - 15A/DHS	Employees	- Opt in		1			1	1			1	4
Hazardous Materials Safety	1								1			1	3
Hazardous Materials Safety - General	1								1			1	3
Intranet/Internet Inquiries											1		1
Intranet/Internet Inquiries - General											1		1
Locks	1		1					1	2		1		11
Locks - General	1			1									2
Locks - Missing or Damaged Lock			1	3	3 1			1	2		1		9
Lost and Found		1					2		1	1			5
		1											
Lost and Found - Airport/TSA							2		1	1			5
Mishandling of Passenger Property	5	5	4	10		8	8	11	8	7	8	8	84
Mishandling of Passenger Property - Da	maged/Missir	ng Items Pri	vate Screeni	ing Contra	actor			1					1
Mishandling of Passenger Property - Da	m 4	3	1		1	3	5	3	5	3	5	3	40
Mishandling of Passenger Property - Da		1	2	Ę		4	3	6	3	4			35
0 1 7									3		3		
Mishandling of Passenger Property - Dis	sarrayed item	1	1	1		1		1				3	8
No Jurisdiction					3	1		3	4	3	2	2	18
No Jurisdiction - No Referral					1				1				2
No Jurisdiction - Refer to CBP					1			1	2	1		1	6
No Jurisdiction - Refer to Other					1	1		2	1	2			10
Patdown	1	2	4	5	5 4	7	3	9	3	7	7	3	55
Patdown - Children											1	1	2
Patdown - Flyer	1	2	4	Ę	5 4	6	2	9	3	5	6	2	49
Patdown - Flyer as Observer						1	1						2
•													
Patdown - Non-Flyer										2			2
Persons w/ Disabilities (PWD)	8	4	3		1 4	4	2	10	4	3	8	4	58
Persons w/ Disabilities (PWD) - Autism	Spectrum					1		2					3
Persons w/ Disabilities (PWD) - Breast (					1				1				2
Persons w/ Disabilities (PWD) - Cognitiv		ental /Mont	1		'								1
. , , ,		ontar/IVIETIL											
Persons w/ Disabilities (PWD) - Diabete			1					1					3
Persons w/ Disabilities (PWD) - Genera								1			1	1	3
Persons w/ Disabilities (PWD) - Medical	2										2		4
Persons w/ Disabilities (PWD) - Medical		1		-	ı	2		1	1	1		2	10
									- 1	- 1			
Persons w/ Disabilities (PWD) - Metal In		1			1			1			2		5
Persons w/ Disabilities (PWD) - Mobility				1	l		1	1		2			6
Persons w/ Disabilities (PWD) - Prosthe	si 2	1			1		1	1					6
Persons w/ Disabilities (PWD) - Respira		er Equipme	ent								1		1
Persons w/ Disabilities (PWD) - Service		-1P1110									1		1
, ,											1		
Persons w/ Disabilities (PWD) - Touch A		1											1
Persons w/ Disabilities (PWD) - Visual I	m 1							1				1	3
Persons w/ Disabilities (PWD) - Wheelc	h: 1		1	2	2 1	1		1	2				9
Property - Special Handling	4	5	3	8		5	11	9	4	6	3	5	67
Property - Special Handling - Damaged		3		3		3	3	1	1	2	1	2	22
Property - Special Handling - Damaged		1			2		2	3				1	10
Property - Special Handling - Missing Ite	en 1		3	2	2		3	3	1	1	2	1	17
Property - Special Handling - Missing Ite		1			3	2	3	2	2	3		1	18
Request for Assistance	· '								1	0		1	2
· · · · · · · · · · · · · · · · · · ·	-												
Request for Assistance - Other									1			1	2
Screening	19	22	21	21	1 25	32	34	27	35	26	27	24	313
Screening - Crew Member or Airline Em	pl 1	4	8	2	2 1	2		1	1	1	4	1	26
Screening - Inconsistency	3	2	4	8		2	5	3	3	4			45
	- 3		4		, 4		J		3	4		5	
Screening - International Screening								1					1
Screening - Lengthy Lines	3	8	3	4		5	4	7	9	4	2	2	58
Screening - Procedures/Process	10	7	6	7	7 11	22	24	13	19	16	18	16	169
Screening - Retrieving Abandoned/Conf		1	-		2	1	1	2	3	1			13
Screening - Shoe Screening									3	'	1		13
											1		
2024	289												289

			TSA Conta	ct Center (	TCC) Data	Tool - FOIA	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights	2												
Civil Rights - Perceived Religion	1												
Civil Rights - Sex/Gender/Gender Identity	1												
Claims	1												
Claims - Status	1												
Customer Service	28												2
Customer Service - TSO	28												2
Expedited Passenger Screening Program	216												21
Expedited Passenger Screening Program	3												
Expedited Passenger Screening Program	213												21
Locks	1												
Locks - Missing or Damaged Lock	1												
Lost and Found	1												
Lost and Found - Airport/TSA	1												
Mishandling of Passenger Property	4												
Mishandling of Passenger Property - Dam	3												
Mishandling of Passenger Property - Disa	1												
Patdown	5												
Patdown - Children	1												
Patdown - Flyer	4												
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Medically	1												
Property - Special Handling	4												
Property - Special Handling - Damaged Ite	2												
Property - Special Handling - Missing Item	2												
Screening	26												2
Screening - Crew Member or Airline Empl	2												
Screening - Inconsistency	3												
Screening - Lengthy Lines	6												
Screening - Procedures/Process	15												1

		7	ΓSA Contac	t Center (1	ГСС) Data <sup>•</sup>	Tool - FOIA							
Categories	10-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	2	5	2	2	1	3	1	3	5	1	1	3	2
2022		1	1		1	2	1	2	4			1	1
Customer Service									1				
Customer Service - TSO									1				
Expedited Passenger Screening Program		1			1	1		2	3			1	
Expedited Passenger Screening Program	- TSA PreC	1			1	1		2	3			1	
Property - Special Handling			1				1						
Property - Special Handling - Missing Iten	ns - Checked	d	1				1						
Screening						1							
Screening - Inconsistency						1							
2023	1	4	1	2		1		1	1	1	1	2	1
Customer Service									1				
Customer Service - TSO									1				
Expedited Passenger Screening Program		3				1				1	1	2	
Expedited Passenger Screening Program	- TSA PreC	3				1				1	1	2	
Locks		1		1									
Locks - General		1											
Locks - Missing or Damaged Lock				1									
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Dam	naged/Missin	ng ItemsC	1										
Property - Special Handling	1			1									
Property - Special Handling - Missing Iten	1			1									
Screening								1					
Screening - Procedures/Process								1					
2024	1												
Patdown	1												
Patdown - Flyer	1												

			I SA CUIILA	ot Genter (	ICC) Data i	001 - 1 OIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DIK	1		3		1	1		1	2	1	4	1	15
2022											1	1	2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	ggage							1		1
Patdown												1	1
Patdown - Children												1	1
2023			3		1	1		1	2	1	3		12
Customer Service						1					1		2
Customer Service - TSO						1					1		2
Expedited Passenger Screening Program			3		1			1	2	1	1		9
Expedited Passenger Screening Program	- TSA PreC	heck	3		1			1	2	1	1		9
Screening											1		1
Screening - Inconsistency											1		1
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

			on conta	oc	. cc, bata		•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DLG							1			2		1	4
2022							1			1		1	3
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram									1	1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Internal N	/ledical Dev	ices								1			1
2023										1			1
Property - Special Handling										1			1
Property - Special Handling - Damaged Ite	ems - Chec	ked								1			1

			rsa Contac	t Center (	ICC) Data	1001 - FOIA	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DLH	3	7	5	5	4	3	5	1	3	1	6	5	4
2022		2	1	1	1	1	3			1	1	1	1
Civil Rights							1						
Civil Rights - Not Specified							1						
Expedited Passenger Screening Program		1	1	1	1	1	2			1	1	1	1
Expedited Passenger Screening Program	- TSA Appl	1											
Expedited Passenger Screening Program	- TSA PreC	heck	1	1	1	1	2			1	1	1	
Screening		1											
Screening - Procedures/Process		1											
2023	1	5	4	4	3	2	2	1	3		5	4	3
Customer Service			1									1	
Customer Service - TSO			1									1	
Expedited Passenger Screening Program	1	3	2	1	3	2	2	1	3		5	3	2
Expedited Passenger Screening Program	1	3	2	1	3	2	2	1	3		5	3	2
Patdown		1	1										
Patdown - Flyer		1	1										
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	1									
Screening		1		2									
Screening - Inconsistency				1									
Screening - Procedures/Process				1									
Screening - Retrieving Abandoned/Confis	cated Items	1											
2024	2												
Expedited Passenger Screening Program	2												
Expedited Passenger Screening Program	2												

			SA Contac										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DRO	11	11	5	5	9	5	5	7	7	8	3	7	83
2022	1	5	2		5	2	2	3	3	2	1	1	27
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program	1	4	2		4	2	1	2	3	1	1	1	22
Expedited Passenger Screening Program	- TSA Applic	cation Prog	ıram		2								2
Expedited Passenger Screening Program	1	4	2		2	2	1	2	3	1	1	1	20
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling					1		1						2
Property - Special Handling - Missing Item	ns - Checked				1		1						2
Screening		1											1
Screening - Inconsistency		1											1
2023	4	6	3	5	4	3	3	4	4	6	2	6	50
Civil Rights								2					2
Civil Rights - Age								1					1
Civil Rights - Race								1					1
Customer Service	1			1	1								3
Customer Service - TSO	1			1	1								3
Expedited Passenger Screening Program	3	5	2	4	3	3	3	2	3	4	1	6	39
Expedited Passenger Screening Program	- TSA Applic	cation Prog	ıram		1								1
Expedited Passenger Screening Program	3	5	2	4	2	3	3	2	3	4	1	6	38
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	arry-on Lug	gage						1			1
Persons w/ Disabilities (PWD)		1									1		2
Persons w/ Disabilities (PWD) - Breast Ca	ancer	1											1
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	Breast Car	ncer								1		1
Property - Special Handling			1							1			2
Property - Special Handling - Damaged Ite										1			1
Property - Special Handling - Missing Item	ns - Carry-Or	า	1										1
Screening									1				1
Screening - Procedures/Process									1				1
2024	6												6
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	2												2
Screening	3												3
Screening - Inconsistency	1												1
Screening - Procedures/Process	2												2

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

ories	10-Oct				02-Feb	ool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
М	69	50	29	26	36	54	49	47	33	35		43	51
2022	8	25	8	12	10	33	26	23	15	19	23	18	22
Civil Rights	1					2	3		1				
Civil Rights - Hair Patdowns							1						
Civil Rights - Profiling							1						
Civil Rights - Race						2	1		1				
Civil Rights - Racial Profiling or Discrimina	1												
Customer Service	1	1				1		2		1	2		
Customer Service - TSO	1	1				1		2		1	2		
			0	40	40		40		40			47	
Expedited Passenger Screening Program	5	17	8	12	10	28	19	21	10	18	15	17	18
Expedited Passenger Screening Program -		1											
Expedited Passenger Screening Program	2	3	1				1	1			1		
Expedited Passenger Screening Program	3	13	7	11	10	28	18	20	9	18	14	17	16
Expedited Passenger Screening Program -	- TSA/DHS E	mployees - 0	Opt In	1					1				
Locks						1							
Locks - Missing or Damaged Lock						1							
Lost and Found						- '			4				
									1				
Lost and Found - Airport/TSA									1				
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dama	aged/Missino	ItemsCarr	y-on Luggage	Э			1						
Patdown			. 55.5						1		2		
Patdown - Flyer									1		2		
	4												
Persons w/ Disabilities (PWD)	1	2											
Persons w/ Disabilities (PWD) - Ostomy/0	1	2											
Property - Special Handling		2				1	2				1		
Property - Special Handling - Damaged Ite	ms - Carry-0	)n					1						
Property - Special Handling - Damaged Ite		1				1					1		
Property - Special Handling - Missing Items		1											
		ı					4						
Property - Special Handling - Missing Items	s - Checked						1						
Screening		3					1		2		3	1	1
Screening - Children											1		
Screening - Inconsistency									1			1	
Screening - Procedures/Process		3					1		1		2		
2023	22	25	21	14	26	21	23	24	18	16	21	25	25
Civil Rights			1										
Civil Rights - Race			1										
ŭ .			ı										
Customer Service					1			1	1	1	1	2	
Customer Service - TSO					1			1	1	1	1	2	
Expedited Passenger Screening Program	19	21	20	13	22	19	22	18	16	14	17	21	22
Expedited Passenger Screening Program	1			1	2	1			1	1			
Expedited Passenger Screening Program	18	21	20	12	20	18	22	18	15	13	17	21	21
Locks	1	21	20	12	20	10		1	10	10	- 17	21	
Locks - Missing or Damaged Lock	1							1					
Mishandling of Passenger Property					1		1				1		
Mishandling of Passenger Property - Dama	aged/Missing	ItemsCarr	y-on Luggage	е	1		1				1		
Patdown	2			1	1						1	1	
Patdown - Children				1									
Patdown - Children	4			1							4		
Patdown - Flyer	1			1	1						1		
Patdown - Flyer Patdown - Flyer as Observer	1			1	1						1	1	
Patdown - Flyer				1	1	1		1			1	1	
Patdown - Flyer Patdown - Flyer as Observer	1			1	1	1 1		1				1	
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca	1 ncer	Medication an	nd Medical Si		1	1					1	1	
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Cal	1 ncer	Medication an	id Medical Si		1	1		1	1		1	1	
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Cale Persons w/ Disabilities (PWD) - Medically Property - Special Handling	1 ncer Necessary M	1	id Medical Si		1	1		1	1		1	1	
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Caller (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite	1 ncer Necessary M	1 1	id Medical Si					1 1 1	1 1		1		
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Cal Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite Screening	1 ncer Necessary M	1 1 3	id Medical Si		1	1 1		1		1	1	1	
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Caller (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite	1 ncer Necessary M	1 1	id Medical Si					1 1 1		1	1		
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Cal Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite Screening	1 ncer Necessary M	1 1 3	id Medical Si		1			1 1 1 2		1	1		
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Lengthy Lines Screening - Procedures/Process	1 ncer Necessary M ms - Carry	1 1 3 2	id Medical Si		1	1		1 1 1			1	1	
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Lengthy Lines Screening - Procedures/Process 2024	ncer Necessary M ms - Carry	1 1 3 2	id Medical Si		1	1		1 1 1 2			1	1	3
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Call Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Lengthy Lines Screening - Procedures/Process  2024 Expedited Passenger Screening Program	ncer Necessary M ms - Carry	1 1 3 2	id Medical Si		1	1		1 1 1 2			1	1	3
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Car Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Lengthy Lines Screening - Procedures/Process  2024 Expedited Passenger Screening Program Expedited Passenger Screening Program	1 ncer Necessary M ms - Carry 39 38 1	1 1 3 2	id Medical Si		1	1		1 1 1 2			1	1	3 3
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Cal Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Lengthy Lines Screening - Procedures/Process  2024 Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 ncer Necessary N ms - Carry 39 38 1 2	1 1 3 2	id Medical Si		1	1		1 1 1 2			1	1	<b>3</b>
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Car Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Lengthy Lines Screening - Procedures/Process  2024 Expedited Passenger Screening Program Expedited Passenger Screening Program	1 ncer Necessary M ms - Carry 39 38 1	1 1 3 2	id Medical Si		1	1		1 1 1 2			1	1	<b>3</b>
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Cal Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Lengthy Lines Screening - Procedures/Process  2024 Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 ncer Necessary N ms - Carry 39 38 1 2	1 1 3 2	id Medical Si		1	1		1 1 1 2			1	1	<b>3</b> 3 3 3

Catagories	40.0 :			Center (T			04 4	05.14	00 1	07 1:1	00.4	00.0	Tetal
Categories	10-Oct		12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DTW	468	312	329	297	329	378	338	379	335	295	345		4,179
2022	81	137	121	130	137	173	158	171	163	137	187	194	1,789
Airline			2		1					1			4
Airline - Policy/Regulations/Service			2		1					1			4
Civil Rights	3	4	1	1	1	2	2	2	4	2		4	26
Civil Rights - Age									1				1
Civil Rights - Perceived Religion									1				1
Civil Rights - Profiling						1	1						2
Civil Rights - Race						1	1	1	1	2		3	9
Civil Rights - Racial Profiling or Discrimina	3	4	1		1								9
Civil Rights - Sex/Gender/Gender Identity								1				1	2
Civil Rights - Sexual Orientation - Not Tra				1									1
Civil Rights - Transgender Screening	l								1				1
Claims	1								1				2
Claims - General	1								1				2
Customer Service	8	5	8	7	6	7	6	7	20	10	10	7	101
Customer Service - Others	0	5	1	- 1	0	- /	0	- 1	20	10	10	- /	
			- 1					4		1			2
Customer Service - TCC			_			_	•	1			40	_	1
Customer Service - TSO	8	5	7	7	6	7	6	6	20	9	10		98
Expedited Passenger Screening Program	55	113	96	107	119	151	139	139	118	105	159	165	1,466
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program		2	1				1	2					6
Expedited Passenger Screening Program		w Member			1				1				2
Expedited Passenger Screening Program	2	14	11	6	6	6	9	6	12	4	5	7	88
Expedited Passenger Screening Program	53	96	84	101	112	145	129	131	105	99	154	158	1,367
Expedited Passenger Screening Program	- TSA/DHS	1								1			2
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												1
Identification (ID) Requirements	1			1									2
Identification (ID) Requirements - Domest				1									2
Locks	1				1		1	1				1	5
Locks - Missing or Damaged Lock	1				1		1	1				1	5
Lost and Found	'	1		1			- '	1	1			-	4
Lost and Found - Airport/TSA		1		1				1	1				4
Mishandling of Passenger Property	1	'	3	- 1		2					1	2	
						2		2	3	5	4		23
Mishandling of Passenger Property - Dam				age				2	1	3	1	1	8
Mishandling of Passenger Property - Dam		g itemsC	2			1			1	2	2	2	10
Mishandling of Passenger Property - Disa			1			1			1		1		5
No Jurisdiction	1		1			1			1				4
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to Other	1					1			1				3
Patdown	3	4	1	3	1		2	5	1	1	3	4	28
Patdown - Children				1									1
Patdown - Flyer	3	2	1	2	1		2	5	1	1	3	4	25
Patdown - Flyer as Observer		1											1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	2	1	1	1	3		1	7	4	1	1	1	23
Persons w/ Disabilities (PWD) - Cognitive		ntal /Mental	Disability					1					1
Persons w/ Disabilities (PWD) - Diabetes	· '								1			1	2
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Internal N	1			1									2
Persons w/ Disabilities (PWD) - Medically							1	2					4
Persons w/ Disabilities (PWD) - Metal Imp											1		1
Persons w/ Disabilities (PWD) - Mobility D		t Mhaalahair	r or Socoto	r)					1	1	- 1		
		t wrieeichail		1)				-		1			2
Persons w/ Disabilities (PWD) - Service A			1					1					2
Persons w/ Disabilities (PWD) - Touch Av	- "	trauma)			1				1				2
Persons w/ Disabilities (PWD) - Visual Im					1								1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	1						3	1				5
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Knives/Too			1										1
Property - Special Handling	2	6	5	4	2	7	2	3	3	5	4		44
Property - Special Handling - Damaged Ite		3		3		5	1	1	1	1	2		18
Property - Special Handling - Damaged Ite			1	1				1	2	2	1		8
Property - Special Handling - Missing Item	ns - Carry-C	2	1		1	2	1	1			1	1	10
Property - Special Handling - Missing Item	1	1	3		1					2			8
Screening	2	3	2	5	3	3	5	4	7	7	6	8	55
Screening - Children												1	1
Screening - Inconsistency				1			2				3	2	8
Screening - Lengthy Lines	1	1								1		1	4
Screening - Procedures/Process	1	2	2	4	3	3	3	4	7	6	3		42
2023	163	175	208	167	192	205	180	208	172	158	158		2,166
Airline	100	110	1	101	102	2	100	200	1	1	2		8
Airline - Lost Baggage			1							'			1
Airline - Policy/Regulations/Service			- '			2			1	1	2	1	7
				1					l l	1		ı	
Animals													1
Animals - Carry-On				1									1
Civil Rights	2	1	1	1			1	3	2	4			15
Civil Rights - Age									1				1
Civil Rights - National Origin		1											1
Civil Rights - Race	1		1	1				2		3			8
Civil Rights - Sex/Gender/Gender Identity	1						1	1		1			4
Civil Rights - Transgender Screening									1				1
Current Topic												1	1
Current Topic - Current Topic												1	1
Customer Service	10	8	6	12	16	14	11	43	16	19	10		182
Customer Service - Others	10	U	U	1	10	17	1.1	40	10	13	10	17	102
Sustainer Service - Others													

Categories	10.004		TSA Contac					OF Mov	06-Jun	07 11	08 A~	00 800	Total
Categories  Customer Service - TCC	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	<b>05-May</b>	บ <sub>b</sub> -Jun	07-Jul	08-Aug	09-Sep	Total 2
Customer Service - TCC  Customer Service - TSO	10	7	6	11	16	14	11	42	16	19	10	17	179
Expedited Passenger Screening Program	138	149		132	159	170	148	137	120	95	116	130	
Expedited Passenger Screening Program  Expedited Passenger Screening Program		149		132	159	170	140	137	120	1	110	130	1,678
Expedited Passenger Screening Program  Expedited Passenger Screening Program						1	I			1	1		5
				0	4	0	0	2	4	0	0	2	
Expedited Passenger Screening Program		7		2	4	2	2		1	2	2	3	39
Expedited Passenger Screening Program	133	141	177	130	155	167	145	134	119	92	113	127	1,633
Hazardous Materials Safety											1		1
Hazardous Materials Safety - General											1		1
Locks		1			3			1	1			1	9
Locks - Missing or Damaged Lock		1	2		3			1	1			1	9
Lost and Found								2					2
Lost and Found - Airport/TSA								2					2
Mishandling of Passenger Property	3	2		3	4	3	7		3	5	2	3	43
Mishandling of Passenger Property - Dam		1		2	2	2	4	3	2	3	2	2	27
Mishandling of Passenger Property - Dam			2		2		2	1		2		1	11
Mishandling of Passenger Property - Dam		1											
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-or	or Checked	1		1	1		1				4
No Jurisdiction	1			3	2		1	2				1	10
No Jurisdiction - No Referral							1	2					3
No Jurisdiction - Refer to CBP	1			1								1	3
No Jurisdiction - Refer to Other				2	2								4
No Subject												1	
No Subject - General												1	1
Patdown	2		1	1	1	3	3	3	3	6	3	3	29
Patdown - Children									1		1		2
Patdown - Flyer	2		1	1	1	3	3	3	2	5	2	2	25
Patdown - Flyer as Observer										1		1	2
Persons w/ Disabilities (PWD)	1	4	1			2	1	2	1		1	2	15
Persons w/ Disabilities (PWD) - Diabetes							1						
Persons w/ Disabilities (PWD) - General								1					
Persons w/ Disabilities (PWD) - Medical [	1					1							2
Persons w/ Disabilities (PWD) - Medically		1										1	
Persons w/ Disabilities (PWD) - Prosthesi												1	
Persons w/ Disabilities (PWD) - Visual Im						1							
Persons w/ Disabilities (PWD) - Wheelch		1	1					1	1		1		į
Property - Special Handling	1	2		4	3	3	4		6	1	4	4	4
Property - Special Handling - Damaged It		1		1	1	1	4	2	6	1	1	4	17
Property - Special Handling - Damaged It			<u> </u>		1	<u> </u>	1		0	<u>'</u>	'	1	2
Property - Special Handling - Missing Iten		1		3		1	1	2				1	10
Property - Special Handling - Missing Iten				3	2		2	2			3	2	12
Screening	5	8	5	10		8	4	5	19	27	19	16	130
		1		10	4	1	4	5	19	21		10	
Screening - Crew Member or Airline Emp		1		0	4		0			4	2		4.0
Screening - Inconsistency	2		1	2	1	1	2		40	1	2		12
Screening - Lengthy Lines			1	1				1	10	7	5	3	28
Screening - Military									1	40			1
Screening - Procedures/Process	3	7	3	7	3		2		8	19	10	13	83
Screening - Retrieving Abandoned/Confis						1		1					2
2024	224												224
Additional Information Required/Insufficient In													
Additional Information Required/Insufficie													
Civil Rights	3												
Civil Rights - Screening of Religious Cultu													
Civil Rights - Sex/Gender/Gender Identity													
Civil Rights - Transgender Screening	1												
Claims	1												
Claims - Status	1												
Customer Service	17												17
Customer Service - TSO	17												1
Expedited Passenger Screening Program	177												17
Expedited Passenger Screening Program													
Expedited Passenger Screening Program													17
Mishandling of Passenger Property	3												
Mishandling of Passenger Property - Dam													
Patdown	1												
Patdown - Flyer	1												
Property - Special Handling	9												
Property - Special Handling - Damaged It													
Property - Special Handling - Damaged It													
Property - Special Handling - Missing Iten													
Screening	12												1:
Screening - Inconsistency	3												
Screening - Lengthy Lines	2												2
Screening - Procedures/Process	7												7

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

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

			ISA Conta	ct Center (	ICC) Data	001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EAT	2	2	1		3	1	2	1	2		2		16
2022			1		1	1	2	1	2		1		9
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program					1	1	2		1				5
Expedited Passenger Screening Program	- TSA PreC	Check			1	1	2		1				5
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies	<b>S</b>				1				1
Property - Special Handling			1					1					2
Property - Special Handling - Missing Item	ns - Checke	d	1					1					2
2023	2	2			2						1		7
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program	2	1			1								4
Expedited Passenger Screening Program	2	1			1								4
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	arry-on Lug	gage	1								1
Screening		1											1
Screening - Retrieving Abandoned/Confis	cated Items	1											1

			15A Conta	ct Center (	rcc) Data	001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EAU		1			1	1		1	1	1	1		
2022					1				1	1	1		
Expedited Passenger Screening Program									1		1		
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram								1		
Expedited Passenger Screening Program	- TSA PreC	Check							1				
Identification (ID) Requirements					1								
Identification (ID) Requirements - Domest	tic				1								
Lost and Found										1			
Lost and Found - Airport/TSA										1			
2023		1				1		1					
Customer Service								1					
Customer Service - TSO								1					
Expedited Passenger Screening Program		1				1							
Expedited Passenger Screening Program	- TSA Appl	1											
Expedited Passenger Screening Program	- TSA PreC	Check				1							

gories	10-Oct		Contact C 2-Dec 0			03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
P			7	1-Jan 0. 12	2-reb 12	03-Mar 17	•			07-Jul 15			
	25	14					13	25	20				19
2022	11	6	4	5	5	11	5	12	12	7	6	6	9
Airline				1									
Airline - Policy/Regulations/Service				1									
Civil Rights	1												
Civil Rights - Racial Profiling or Discrimina	1												
Customer Service						2	1		1				
Customer Service - Others							1						
Customer Service - TSO						2			1				
Expedited Passenger Screening Program	4	3	4	2	5	6	3	11	11	7	5	6	(
Expedited Passenger Screening Program		1											
Expedited Passenger Screening Program												1	
1 0 0							4	4	4				
Expedited Passenger Screening Program							1	1	1	_			
Expedited Passenger Screening Program	4	2	4	2	5	6	2	10	10	7	5	5	
Lost and Found						1							
Lost and Found - Airport/TSA						1							
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dam	aged/Missin	ltemsCarry	on Luggag	е			1						
Patdown	1	,	33 3								1		
Patdown - Flyer	· ·										1		
Patdown - Flyer as Observer	1												
*		4											
Persons w/ Disabilities (PWD)	1	1											
Persons w/ Disabilities (PWD) - Diabetes	1	1											
Prohibited & Permitted Items	1	1											
Prohibited & Permitted Items - Knives/Too	ols/Razors/S	1											
Prohibited & Permitted Items - Medication	1												
Property - Special Handling				1									
Property - Special Handling - Missing Item	as - Carry-Or			1									
Screening		1		1		4		4					
9	3	ı				1		1					
Screening - Inconsistency	1			1				1					
Screening - Procedures/Process	2	1											
Screening - Retrieving Abandoned/Confise	cated Items					1							
TWIC						1							
TWIC - General						1							
2023	7	8	3	7	7	6	8	13	8	8	10	9	
Civil Rights							1		1				
Civil Rights - Race									1				
ŭ .	Not Tropog	ander					4		- 1				
Civil Rights - Sex/Gender/Gender Identity-	· Not Transge	ender					1						
Customer Service				1	1								
Customer Service - Others				1									
Customer Service - TSO	1				1								
Expedited Passenger Screening Program	7								7				
		7	3	5	4	6	6	12	7	8	7	7	
Expedited Passenger Screening Program		7	3	5	4	6	6	12		8	7	7	
Expedited Passenger Screening Program	- DoD			5	4	6	6		1	8	7	7	
Expedited Passenger Screening Program	- DoD - TSA Applic	ation Program	l					1	1				
Expedited Passenger Screening Program Expedited Passenger Screening Program	- DoD - TSA Applic	cation Program 7		5	4	6	6			8			
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	- DoD - TSA Applic 7	cation Program 7 1	3	5			6	1	1				
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- DoD - TSA Applic 7	cation Program 7 1	3	5			6	1	1				
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	- DoD - TSA Applic 7	cation Program 7 1	3	5			6	1	1				
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- DoD - TSA Applic 7	cation Program 7 1 g ItemsCarry	3	5			6	1	1				
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown	- DoD - TSA Applic 7	cation Program 7 1 g ItemsCarry	3	5			6	1	1			7	
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	- DoD - TSA Applic 7	cation Program 7 1 g ItemsCarry	3	5			6	1	1		7	7	
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	- DoD - TSA Applic 7 agged/Missing agged/Missin	cation Program 7 1 g ItemsCarry	3	5			6	1	1		7	1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp	- DoD - TSA Applic 7 agged/Missing agged/Missin	cation Program 7 1 g ItemsCarry	3	5	4		6	1	1		7	1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling	- DoD - TSA Applic 7 laged/Missingaged/Mis	eation Program 7 1 g ItemsCarry 1	3	5	4		6	1	1		7	1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling - Missing Item	- DoD - TSA Applic 7 laged/Missingaged/Mis	eation Program 7 1 g ItemsCarry 1	3	5 e	1 1		6	1 11	1		1 1	1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling - Missing Item Screening	- DoD - TSA Applic 7 laged/Missinglaged/Miss	eation Program 7 1 g ItemsCarry 1	3	5	1 1 1		6	1	1		7	1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling - Missing Item	- DoD - TSA Applic 7 laged/Missinglaged/Miss	eation Program 7 1 g ItemsCarry 1	3	5 e	1 1		6	1 11	1		1 1	1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling - Missing Item Screening	- DoD - TSA Applic 7 laged/Missinglaged/Miss	eation Program 7 1 g ItemsCarry 1	3	5 e	1 1 1		6	1 11	1		1 1	1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Lengthy Lines	- DoD - TSA Applic 7 laged/Missinglaged/Miss	eation Program 7 1 g ItemsCarry 1	3	5 e	1 1 1		6	1 11	1		1 1 2	1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Lengthy Lines Screening - Procedures/Process	- DoD - TSA Applic 7 laged/Missin laged/Missin laged/Missin s - Checked oyee	eation Program 7 1 g ItemsCarry 1	3	5 ee 1	1 1 1		6	1 11	1		7 1 1 2 2	1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling Screening Screening - Crew Member or Airline Empl Screening - Lengthy Lines Screening - Procedures/Process	- DoD - TSA Applic 7 laged/Missinglaged/Missinglaged/Missinglants (joint) s - Checked oyee	eation Program 7 1 g ItemsCarry 1	3	5 ee 1	1 1 1		6	1 11	1		7 1 1 2 2	1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling Screening Screening - Crew Member or Airline Empl Screening - Lengthy Lines Screening - Procedures/Process  2024 Expedited Passenger Screening Program	- DoD - TSA Applic 7 laged/Missinglaged/Miss	eation Program 7 1 g ItemsCarry 1	3	5 ee 1	1 1 1		6	1 11	1		7 1 1 2 2	1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Lengthy Lines Screening - Procedures/Process  2024 Expedited Passenger Screening Program Expedited Passenger Screening Program	- DoD - TSA Applic 7 laged/Missinglaged/Miss	eation Program 7 1 g ItemsCarry 1	3	5 ee 1	1 1 1		6	1 11	1		7 1 1 2 2	1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Lengthy Lines Screening - Procedures/Process  2024 Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	- DoD - TSA Applic 7 aaged/Missingaged/Mis	eation Program 7 1 g ItemsCarry 1	3	5 ee 1	1 1 1		6	1 11	1		7 1 1 2 2	1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Lengthy Lines Screening - Procedures/Process  2024 Expedited Passenger Screening Program Expedited Passenger Screening Program	- DoD - TSA Applic 7 laged/Missinglaged/Miss	eation Program 7 1 g ItemsCarry 1	3	5 ee 1	1 1 1		6	1 11	1		7 1 1 2 2	1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Lengthy Lines Screening - Procedures/Process  2024 Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	- DoD - TSA Applic 7 aaged/Missingaged/Mis	eation Program 7 1 g ItemsCarry 1	3	5 ee 1	1 1 1		6	1 11	1		7 1 1 2 2	1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Lengthy Lines Screening - Procedures/Process  2024 Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property	- DoD - TSA Applic 7 aaged/Missin aaged/Missin alants (joint) as - Checked oyee 7 4 4 1	eation Program 7 1 g ItemsCarry 1	3	5 ee 1	1 1 1		6	1 11	1		7 1 1 2 2	1 1	

				act Center (									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EGE	2	1	1	4 10	14	22	2	5	3	3	8	3	8
2022				6 4	3	11		4	3	2	4	1	3
Civil Rights						1				1	1		
Civil Rights - Race						1				1			
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder									1		
Customer Service									1				
Customer Service - TSO									1				
Expedited Passenger Screening Program				4 3	2	9		3	2		3	1	2
Expedited Passenger Screening Program	- TSA Applica	ation Prog	gram									1	
Expedited Passenger Screening Program	- TSA PreChe	eck		4 3	2	9		3	2		3		2
Patdown				1									
Patdown - Children				1									
Persons w/ Disabilities (PWD)				1				1					
Persons w/ Disabilities (PWD) - Hearing I	mpairment			1									
Persons w/ Disabilities (PWD) - Service A	nimals							1					
Screening				1	1	1				1			
Screening - Procedures/Process				1	1	1				1			
2023	1	1		8 6	11	11	2	1		1	4	2	4
Customer Service				1		3							
Customer Service - TSO				1		3							
Expedited Passenger Screening Program				7 4	9	7	2			1	3	1	3
Expedited Passenger Screening Program	- TSA PreChe	eck		7 4	9	7	2			1	3	1	3
Patdown	1				1								
Patdown - Flyer	1				1								
Persons w/ Disabilities (PWD)					1						1	1	
Persons w/ Disabilities (PWD) - Medically	Necessary M	edication	and Med	cal Supplies								1	
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheelch	air or Sco	oter)							1		
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees a	nd Casts			1								
Property - Special Handling	·			1									
Property - Special Handling - Damaged Ite	ems - Carry-O	n		1									
Screening		1		1		1		1					
Screening - Inconsistency						1		1					
Screening - Lengthy Lines				1									
Screening - Retrieving Abandoned/Confis	cated Items	1											
2024	1												
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	1												

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

			ISA Conta	ct Center (	ICC) Data	1001 - FOIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ELM	2	2	2	1	3	2	2			3	1	1	19
2022		1		1	1	1				3		1	8
Expedited Passenger Screening Program				1	1	1				2		1	6
Expedited Passenger Screening Program	- TSA PreC	heck		1	1	1				2		1	6
Property - Special Handling		1											1
Property - Special Handling - Missing Iten	ns - Checke	1											1
Screening										1			1
Screening - Inconsistency										1			1
2023	1	1	2		2	1	2				1		10
Expedited Passenger Screening Program	1		1		2		2				1		7
Expedited Passenger Screening Program	1		1		2		2				1		7
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam	naged/Missir	1											1
Patdown			1										1
Patdown - Flyer			1										1
Screening						1							1
Screening - Procedures/Process						1							1
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

			SA Contact										
Categories				01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ELP	58	21	35	32	18	50	47	43	30	38	40	37	449
2022 Airline	9	10	10	14	8	26	23	24	17	14	18	12	185
Airline - Policy/Regulations/Service			1										
Civil Rights				1					1				2
Civil Rights - Perceived Religion									1				-
Civil Rights - Transgender Screening				1									
Customer Service	1				1	1	1	1			2	1	3
Customer Service - Others											1		1
Customer Service - TSO	1				1	1	1	1			1	1	7
DHS TRIP	1			1									2
DHS TRIP - Status	1			1									2
Expedited Passenger Screening Program	6	7	6	10	4	23	15	20	13	12	13	9	138
Expedited Passenger Screening Program		1	1			2		4	4		1	4	
Expedited Passenger Screening Program Expedited Passenger Screening Program				10	4	21	15	18	12	12	11	1 8	10
Expedited Passenger Screening Program  Expedited Passenger Screening Program		5 1	5	10	4	21	15	18	12	12	1	8	12
Mishandling of Passenger Property	- 10A/DI10	1						1		1	1		
Mishandling of Passenger Property - Dama	aned/Missing	ItemsCa	rry-on Lugga	ne				!		1			
Mishandling of Passenger Property - Disar		1	iry-oir Lugga	ge				1					
Patdown	ayou	•	1		1		3		1				
Patdown - Flyer			1		1		3		1				
Persons w/ Disabilities (PWD)		1										1	
Persons w/ Disabilities (PWD) - Cognitive	/Developm	1											
Persons w/ Disabilities (PWD) - Prosthesis	s/Amputees a	nd Casts										1	
Property - Special Handling	1	1		2	1			1		1		1	
Property - Special Handling - Damaged Ite								1		1			
Property - Special Handling - Damaged Ite		1			1								
Property - Special Handling - Missing Item				1								1	
Property - Special Handling - Missing Item	1		0	1	4	0	4	4	0		0		
Screening Screening - Inconsistency			2		1	1	2	1	2		3		15
Screening - Inconsistency Screening - Lengthy Lines			2			- 1					3		
Screening - Procedures/Process					1	1	2	1	2				-
2023	17	11	25	18	10	24	24	19	13	24	22	25	23:
Airline		1											
Airline - Policy/Regulations/Service		1											
Civil Rights	2					1					1		4
													4
Civil Rights - Perceived Religion	1					1					1		
						1					1		
Civil Rights - Perceived Religion													
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service	1 1 1		1	1	1	1			1		1	2	1:
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO	1 1 1 1		1	1	1	3 3			1		1 2 2	2	1:
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 1 1 1 1	9	1 20			1	22	14		20	1		1: 1: 18:
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 1 1 1 14 - DoD	9	1 20 1	1	1	3 3		14	1		1 2 2	2	1: 1: 18:
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 1 1 1 1 1 1 1 1 1 1 1 2 1 2 1 1 1 1		1 20 1	1 15	1 8	1 3 3 18	1		1 12	1	1 2 2 2 15	2 15	1: 1: 18:
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	9	1 20 1 1 1	1	1	3 3		14	1		1 2 2	2	1: 1: 18:
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	9	1 20 1 1	1 15	1 8	1 3 3 18	1	14	1 12	1	1 2 2 2 15	15 15	1. 1. 18
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property	1 1 1 1 14 - DoD 2 12 - TSA/DHS E	9 mployee:	1 20 1 1 1 17 1	15	1 8	1 3 3 18	1		1 12	1	1 2 2 2 15	15 15	1 1 18 17
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dame	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	9 mployees ItemsCa	1 20 1 1 17 17 1 1 1rry-on Lugga	15	1 8	1 3 3 18	1	14 4 1	1 12	1	1 2 2 2 15	15 15 3 2	1: 1: 18: 17:
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Damm	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	9 mployees ItemsCa	1 20 1 1 1 17 1	15	1 8	1 3 3 18	1	14	1 12	1	1 2 2 2 15	15 15	1 1 18 17
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dame	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	9 mployees ItemsCa	1 20 1 1 17 1 1 1rrry-on Lugga	15	1 8	1 3 3 18	1	14 4 1	1 12	1 19	1 2 2 2 15	15 15 3 2	1: 1: 18: 18: 17:
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dami	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	9 mployees ItemsCa	1 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15	1 8	1 3 3 18	1	14 4 1	1 12	1 19	1 2 2 2 15	15 15 3 2	1: 1: 18: 18: 17:
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Program Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	1 1 1 1 14 - DoD 2 12 - TSA/DHS E aged/Missing	9 mployee: ItemsCa ItemsC	1 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15	1 8	1 3 3 18	1	14 4 1	1 12	1 19 1 1	1 2 2 2 15	15 15 3 2	1: 1: 18. 17: 17:
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	1 1 1 1 1 14 - DoD 2 12 - TSA/DHS E aged/Missing	9 mployee: ItemsCa ItemsC	1 20 1 1 17 1 1 1 1rry-on Lugga 1 1	1 15 15 15 ge	1 8	1 3 3 18	1	14 4 1	1 12	1 19 1 1	1 2 2 2 15	15 15 3 2	1: 1: 18: 18: 17:
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling	1 1 1 1 14 - DoD 2 12 - TSA/DHS E aged/Missing Aged/Missing	9 mployee: ItemsCa ItemsC	1 20 1 1 17 1 1 1 1rry-on Lugga 1 1	1 15 15 15 ge	1 8	1 3 3 18	1	14 4 1	1 12	1 19 1 1 1	1 2 2 2 15	15 15 3 2	1: 1: 18: 17:
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite	1 1 1 1 1 14 - DoD 2 12 - TSA/DHS E aged/Missing aged/Missing Necessary bisability (Not	9 mployee: ItemsCa ItemsC	1 20 1 1 17 1 1 1 1rry-on Lugga 1 1	1 15 15 15 ge	1 8	1 3 3 18	1 21	14 4 1	1 12	1 19 1 1 1	1 2 2 2 15	2 15 15 3 2 1	1: 1: 18: 17: 11:
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Program Mishandling of Passenger Property Mishandling of Passenger Property - Dami Mishandling of Passenger Property - Dami Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite	1 1 1 1 1 14 - DoD 2 12 - TSA/DHS E aged/Missing aged/Missing Necessary bisability (Not	9 mployee: ItemsCa ItemsC	1 20 1 1 17 1 1 1 1rry-on Lugga 1 1 1	1 15 15 ge	1 8	1 3 3 18 18	1 21	14 4 1 3	1 12	1 19 1 1 1	1 2 2 15 15 15	2 15 15 3 2 1	1: 1: 18. 17: 11:
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening	1 1 1 1 1 14 - DoD 2 12 - TSA/DHS E aged/Missing aged/Missing Necessary bisability (Not	9 mployee: ItemsCa ItemsC	1 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 15 15 15 gge	1 8	1 3 3 3 18 18	1 21	14 4 1	1 12	1 19 1 1 1 1	1 2 2 2 15	2 15 15 3 2 1	1: 1: 18. 17: 11:
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency	1 1 1 1 1 14 - DoD 2 12 - TSA/DHS E aged/Missing aged/Missing Necessary bisability (Not	9 mployee: ItemsCa ItemsC	1 20 1 1 17 1 1 1 1rry-on Lugga 1 1 1	1 15 15 ge	1 8	1 3 3 18 18	1 21	14 4 1 3	1 12	1 19 1 1 1	1 2 2 15 15 1 1 1	2 15 15 3 2 1	11: 11: 18: 17: 17: 17: 11: 11: 11: 11: 11: 11: 11
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines	1 1 1 1 1 14 - DoD 2 12 - TSA/DHS E aged/Missing aged/Missing Necessary bisability (Not	9 mployee: ItemsCa ItemsC	1 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 15 15 15 15 15 15 15 15 15 15 15 15 15	1 8	1 3 3 18 18	1 1 1 1	14 4 1 3 3	1 12	1 19 1 1 1 1	1 2 2 15 15 15 1 1 1	2 15 15 3 2 1	11: 18: 17: 17: 11: 11: 11: 11: 11: 11: 11: 11
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	1 1 1 1 14 - DoD 2 12 - TSA/DHS E aged/Missing aged/Missing Necessary bisability (Not bems - Carry-C is - Checked	9 mployee: ItemsCa ItemsC	1 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 15 15 15 gge	1 8	1 3 3 3 18 18	1 21	14 4 1 3	1 12	1 19 1 1 1 1	1 2 2 15 15 1 1 1	2 15 15 3 2 1	11: 11: 18: 17: 11: 11: 11:
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	1 1 1 1 1 14 - DoD 2 12 - TSA/DHS E aged/Missing aged/Missing Necessary bisability (Not	9 mployee: ItemsCa ItemsC	1 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 15 15 15 15 15 15 15 15 15 15 15 15 15	1 8	1 3 3 18 18	1 1 1 1	14 4 1 3 3	1 12	1 19 1 1 1 1	1 2 2 15 15 15 1 1 1	2 15 15 3 2 1	1: 11: 18: 17: 11: 1: 1: 1: 1: 1: 1: 1: 1: 1: 1: 1: 1
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Program Expedited Passenger Property Program Mishandling of Passenger Property Mishandling of Passenger Property - Dame Mishandling of Passenger Property - Dame Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2024 Additional Information Required/Insufficient Inf	1 1 1 1 1 14 - DoD 2 12 - TSA/DHS E aged/Missing aged/Missing Necessary bisability (Not ems - Carry-C is - Checked	9 mployee: ItemsCa ItemsC	1 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 15 15 15 15 15 15 15 15 15 15 15 15 15	1 8	1 3 3 18 18	1 1 1 1	14 4 1 3 3	1 12	1 19 1 1 1 1	1 2 2 15 15 15 1 1 1	2 15 15 3 2 1	1: 1: 18. 17: 11: 1: 1: 1: 1: 1: 3.
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Program Expedited Passenger Property Program Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2024 Additional Information Required/Insufficient Int Additional Information Required/Insufficient	1 1 1 1 1 14 - DoD 2 12 - TSA/DHS E aged/Missing aged/Missing Necessary bisability (Not ems - Carry-Cas - Checked	9 mployee: ItemsCa ItemsC	1 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 15 15 15 15 15 15 15 15 15 15 15 15 15	1 8	1 3 3 18 18	1 1 1 1	14 4 1 3 3	1 12	1 19 1 1 1 1	1 2 2 15 15 15 1 1 1	2 15 15 3 2 1	1: 11: 18: 17: 11: 1: 1: 1: 3:
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Program Expedited Passenger Property Mishandling of Passenger Property - Dame Mishandling of Passenger Property - Dame Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2024 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient	1 1 1 1 1 14 - DoD 2 12 - TSA/DHS E aged/Missing  Necessary bisability (Not ems - Carry-C as - Checked	9 mployee: ItemsCa ItemsC	1 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 15 15 15 15 15 15 15 15 15 15 15 15 15	1 8	1 3 3 18 18	1 1 1 1	14 4 1 3 3	1 12	1 19 1 1 1 1	1 2 2 15 15 15 1 1 1	2 15 15 3 2 1	1 1 1 1 1 1 1 1 1 1 3 3 2 2
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2024 Additional Information Required/Insufficient Int Additional Information Required/Insufficient Int Additional Program Expedited Passenger Screening Program	1 1 1 1 1 14 - DoD 2 12 - TSA/DHS E aged/Missing aged/Missing Necessary bisability (Not ems - Carry-C as - Checked  32 1 1 24 24	9 mployee: ItemsCa ItemsC	1 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 15 15 15 15 15 15 15 15 15 15 15 15 15	1 8	1 3 3 18 18	1 1 1 1	14 4 1 3 3	1 12	1 19 1 1 1 1	1 2 2 15 15 15 1 1 1	2 15 15 3 2 1	1 1 18 17 1 1 1 3
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process  2024 Additional Information Required/Insufficient Int Additional Information Required/Insufficient Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD)	1 1 1 1 1 14 - DoD 2 12 - TSA/DHS E aged/Missing  Necessary bisability (Not ems - Carry-C as - Checked	9 mployee: ItemsCa ItemsC	1 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 15 15 15 15 15 15 15 15 15 15 15 15 15	1 8	1 3 3 18 18	1 1 1 1	14 4 1 3 3	1 12	1 19 1 1 1 1	1 2 2 15 15 15 1 1 1	2 15 15 3 2 1	1 18 17 1 1 1 3
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2024 Additional Information Required/Insufficient Int Additional Information Required/Insufficient Int Additional Program Expedited Passenger Screening Program	1 1 1 1 1 14 - DoD 2 12 - TSA/DHS E aged/Missing aged/Missing  Necessary bisability (Not ems - Carry-C is - Checked  32 1 1 24 24 24	9 mployee: ItemsCa ItemsC	1 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 15 15 15 15 15 15 15 15 15 15 15 15 15	1 8	1 3 3 18 18	1 1 1 1	14 4 1 3 3	1 12	1 19 1 1 1 1	1 2 2 15 15 15 1 1 1	2 15 15 3 2 1	1 1 1 1 1 1 1 1 3 3 2 2 2 2
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2024 Additional Information Required/Insufficient Inf Additional Information Required/Insufficien Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	1 1 1 1 1 14 - DoD 2 12 - TSA/DHS E aged/Missing aged/Missing Necessary bisability (Not ems - Carry-C is - Checked  32 1 1 24 24 24 2	9 mployee: ItemsCa ItemsC	1 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 15 15 15 15 15 15 15 15 15 15 15 15 15	1 8	1 3 3 18 18	1 1 1 1	14 4 1 3 3	1 12	1 19 1 1 1 1	1 2 2 15 15 15 1 1 1	2 15 15 3 2 1	11: 11: 18: 17: 11: 1: 1: 1: 1: 1: 3: 2: 2: 2:
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process  2024 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes	1 1 1 1 1 14 - DoD 2 12 - TSA/DHS E aged/Missing aged/Missing Necessary bisability (Not ems - Carry-C as - Checked  32 1 1 24 24 24 2 1 1	9 mployee: ItemsCa ItemsC	1 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 15 15 15 15 15 15 15 15 15 15 15 15 15	1 8	1 3 3 18 18	1 1 1 1	14 4 1 3 3	1 12	1 19 1 1 1 1	1 2 2 15 15 15 1 1 1	2 15 15 3 2 1	1: 11: 18: 17: 11: 1: 1: 1: 3: 2: 2:
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam: Mishandling of Passenger Property - Dam: Mishandling of Passenger Property - Dam: Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process 2024 Additional Information Required/Insufficient Int Additional Information Required/Insufficient Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility I	1 1 1 1 1 1 14 - DoD 2 12 - TSA/DHS E aged/Missing aged/Missing Necessary visability (Not ems - Carry-C as - Checked  32 1 1 24 24 24 2 1 1 5	9 mployee: ItemsCa ItemsC	1 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 15 15 15 15 15 15 15 15 15 15 15 15 15	1 8	1 3 3 18 18	1 1 1 1	14 4 1 3 3	1 12	1 19 1 1 1 1	1 2 2 15 15 15 1 1 1	2 15 15 3 2 1	11 11 18 18 18 18 18 18 18 18 18 18 18 1

			I SA CUIILA	ci Center (	rcc) Data	1001 - 1014	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ERI	2	1	4	1	2	2	3	2	1	1	3	7	29
2022	2					2	1	1	1	1		5	13
Civil Rights	1									1			2
Civil Rights - Race										1			1
Civil Rights - Racial Profiling or Discrimin	1												1
Customer Service						1			1				2
Customer Service - Others						1							1
Customer Service - TSO									1				1
Expedited Passenger Screening Program	1					1	1	1				5	9
Expedited Passenger Screening Program	1					1	1	1				5	9
2023		1	4	1	2		2	1			3	2	16
Expedited Passenger Screening Program			2	1	2		2				2	2	11
Expedited Passenger Screening Program	- TSA PreCh	eck	2	1	2		2				2	2	11
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam	naged/Missii	1											1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medical I	Devices - Atta	ched to th	e Body					1					1
Screening			2										2
Screening - Procedures/Process			2										2

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

			SA Contact (										
ategories		I-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EUG	27	16	24	9	9	15	18	18	19	17	21	17	210
2022	5	1	9	2	3	4	10	9	12	8	9	11	83
Civil Rights												1	1
Civil Rights - Race												1	1
Customer Service											1		
Customer Service - TSO											1		1
Expedited Passenger Screening Program	4		7		2	4	8	7	10	6	7	10	65
Expedited Passenger Screening Program	- TSA Applicati	on Progr						1	1	1			
Expedited Passenger Screening Program	4		7		2	4	8	6	9	5	7	10	62
Locks	1												
Locks - Missing or Damaged Lock	1												
Lost and Found			1										
Lost and Found - Airport/TSA			1										
Mishandling of Passenger Property		1	1										
Mishandling of Passenger Property - Dam	naged/Missii	1											
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on	1										
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Visual Im	pairment									1			
Property - Special Handling				1	1		1	1	1		1		
Property - Special Handling - Damaged Ite	ems - Carry-On			1				1					
Property - Special Handling - Damaged Ite	ems - Checked				1								
Property - Special Handling - Missing Iten	ns - Checked						1		1		1		
Screening				1			1	1	1	1			
Screening - Procedures/Process				1			1	1	1	1			
2023	13	15	15	7	6	11	8	9	7	9	12	6	11
Civil Rights		1				1			1				
Civil Rights - Race						1							
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	1											
Civil Rights - Transgender Screening									1				
Customer Service											1		
Customer Service - TSO											1		
Expedited Passenger Screening Program	10	14	12	5	6	9	7	8	5	7	8	5	9
Expedited Passenger Screening Program	- DoD	1											
Expedited Passenger Screening Program	1	1	1		2								
Expedited Passenger Screening Program	9	12	11	5	4	9	7	8	5	7	8	5	9
Lost and Found			2								1		
Lost and Found - Airport/TSA			2								1		
Mishandling of Passenger Property	2			2			1			1	1	1	
Mishandling of Passenger Property - Dam	naged/Missing It	emsCa	rry-on Lug	1									
Mishandling of Passenger Property - Dam	1			1			1				1		
Mishandling of Passenger Property - Disa	1									1		1	
Persons w/ Disabilities (PWD)			1										
Persons w/ Disabilities (PWD) - Cognitive	/Developmenta	al /Ment	1										
Property - Special Handling						1			1				
Property - Special Handling - Damaged It	ems - Checked								1				
Property - Special Handling - Missing Iten						1							
Screening	1							1		1	1		
Screening - Lengthy Lines										1			
Screening - Procedures/Process	1							1			1		
2024	9												
Expedited Passenger Screening Program	7												
Expedited Passenger Screening Program	7												
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												
Patdown	1												
Patdown - Flyer	1												
	· ' -												

			SA CUIILA	ct Center (	「CC) Data T	OUI - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EVV	7	3	1	1	8	5	6	3	1	3	8	2	48
2022		1			3	3	5	2			5	1	20
Expedited Passenger Screening Program		1			2	3	5	1			4	1	17
Expedited Passenger Screening Program	- TSA PreC	1			2	3	5	1			4	1	17
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies	1								1
Property - Special Handling								1			1		2
Property - Special Handling - Missing Item	s - Carry-O	n									1		1
Property - Special Handling - Missing Item	s - Checked	d						1					1
2023	4	2	1	1	5	2	1	1	1	3	3	1	25
Civil Rights						1				1			2
Civil Rights - Race						1				1			2
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Expedited Passenger Screening Program	2	2	1		4	1	1	1			3		15
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ram		1								1
Expedited Passenger Screening Program	2	2	1		3	1	1	1			3		14
Patdown	1								1				2
Patdown - Flyer	1								1				2
Persons w/ Disabilities (PWD)										2			2
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies						2			2
Property - Special Handling					1							1	2
Property - Special Handling - Missing Item	s - Carry-O	n										1	1
Property - Special Handling - Missing Item	s - Checked	d			1								1
2024	3												3
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	3												3

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

-			SA Contact		•								
Categories	10-Oct	11-Nov	12-Dec (	01-Jan (	02-Feb (	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EWR	1,375	818	893	739	772	1,249	1,187	1,147	937	915	991	997	12,020
2022	198	255	302	175	274	664	632	595	478	461	496	472	5,002
Additional Information Required/Insufficient Inf	formation			1								1	2
Additional Information Required/Insufficier		- EMAIL O	NLY	1								1	2
Airline	1	1					1	1	2	1	2	1	10
Airline - Lost Baggage									2	1			3
Airline - Policy/Regulations/Service	1	1					1	1			2	1	7
Animals	·		1										1
Animals - Carry-On			1										1
Civil Rights	6	4	4	2	3	7	3	5	5	4	6	7	56
Civil Rights - Age	U				0		0	1	0		0	,	1
Civil Rights - Civil Rights Violation (TSA E	mnlovee)		1					'					1
Civil Rights - Hair Patdowns	I		- '							1			1
Civil Rights - Headwear										- 1		1	1
Civil Rights - National Origin						2						2	
						2	4						4
Civil Rights - Perceived Religion							1						1
Civil Rights - Profiling						1							1
Civil Rights - Race						2	2	3	3	2	5	4	21
Civil Rights - Racial Profiling or Discrimina		2	3	1	3								15
Civil Rights - Screening of Religious Cultu		1											1
Civil Rights - Screening of Religious or Cu		its				1							1
Civil Rights - Sex/Gender/Gender Identity		1				1		1	1				4
Civil Rights - Sexual Orientation - Not Tra	nsgender									1			1
Civil Rights - Transgender Screening				1					1		1		3
Claims		1											1
Claims - Status		1											1
Customer Service	25	29	32	24	20	25	18	28	20	23	42	26	312
Customer Service - CSM				1			-						1
Customer Service - Others							1				1		2
Customer Service - TCC								1					1
Customer Service - TSO	25	29	32	23	20	25	17	27	20	23	41	26	308
DHS TRIP	20	20	02	20	20	20	- 17	21	20	20	71	1	1
DHS TRIP - General												1	1
Expedited Passenger Screening Program	125	177	198	122	217	582	567	495	404	386	382	387	4,042
			190	122		302	307		404		302		
Expedited Passenger Screening Program					1	-		1		1		1	4
Expedited Passenger Screening Program		2				1	3	4		1	2	1	15
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program		25	20	4	13	12	16	19	13	13	10	6	161
Expedited Passenger Screening Program		149	178	118	203	568	548	469	391	371	369	379	3,856
Expedited Passenger Screening Program	- TSA/DHS	1				1		2			1		5
Hazardous Materials Safety		3	1				1		1		1	2	9
Hazardous Materials Safety - General		3	1				1		1		1	2	9
Identification (ID) Requirements		2											2
Identification (ID) Requirements - Domest	ic	2											2
Locks	2	1	1		1			2			1		8
Locks - Missing or Damaged Lock	2	1	1		1			2			1		8
Lost and Found		1	2	3	2	3	1	4		2	2	2	22
Lost and Found - Airport/TSA		1	2	3	2	3	1	4		2	2	2	22
Mishandling of Passenger Property	2	3	4	2	1		3	7	9	7	11	4	53
Mishandling of Passenger Property - Dam	1	1	3					4	2	3	6	2	22
Mishandling of Passenger Property - Dam		2	1	2	1		2	2	7	4	4	1	27
Mishandling of Passenger Property - Disa			r Checked				1	1			1	1	4
No Jurisdiction	2	1	3	2	1	1	1	4	1	1	5	1	23
No Jurisdiction - No Referral	_							2					2
No Jurisdiction - Refer to CBP		1		2		1	1	1		1	3	1	11
No Jurisdiction - Refer to Department of S	l State	- '				- 1	- 1	1		- 1	3	- '	1
No Jurisdiction - Refer to Department of S	2		3		1			1	1		2		9
	2		3						1		2		
Notice of Violation/Civil Penalties					1								1
Notice of Violation/Civil Penalties - Gener					1						-		1
Patdown	3	2	1		4	4	4	7	4	1	5	5	40
Patdown - Children									1				1
Patdown - Flyer	1	1	1		4	4	4	6	3	1	4	5	34
Patdown - Flyer as Observer	2	1									1		4
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	10	6	6	2	2	7	7	5	6	2	2	2	57
Persons w/ Disabilities (PWD) - Cancer (g	1												1
Persons w/ Disabilities (PWD) - Cognitive	1								1				2
Persons w/ Disabilities (PWD) - Diabetes						1	2					1	4
Persons w/ Disabilities (PWD) - Diapers/0	1					1	1						3
Persons w/ Disabilities (PWD) - General	1		1		1	1		1					5
Persons w/ Disabilities (PWD) - Hearing I	mpairment						2						2
Persons w/ Disabilities (PWD) - Internal N	Medical Dev	1	1				1		1			1	5
Persons w/ Disabilities (PWD) - Medical D						1	1						4
Persons w/ Disabilities (PWD) - Medically						1		2			2		6
Persons w/ Disabilities (PWD) - Metal Imp						•			1				1
Persons w/ Disabilities (PWD) - Mobility D		2	1		1			1	1				7
Persons w/ Disabilities (PWD) - Ostomy/0		1			!			1	'				2
Persons w/ Disabilities (PWD) - Ostorny/C		2				1		1	1				4
Persons w/ Disabilities (PWD) - Prostnesi  Persons w/ Disabilities (PWD) - Touch Av			1	0		I			1				
		uuiila)	I	2					1				4
Persons w/ Disabilities (PWD) - Visual Im						4							1
Persons w/ Disabilities (PWD) - Wheelcha		_	2			1				2			6
Prohibited & Permitted Items	4	3	5										12
Prohibited & Permitted Items - Alcohol and	2												2
Prohibited & Permitted Items - Beauty & G	1												1
Prohibited & Permitted Items - Food/Beve	1	1	2										4
Prohibited & Permitted Items - General			3										3

Categorie						C) Data Too								
	es	10-Oct 1	1-Nov 1	12-Dec 0	01-Jan 0	2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Prohibited & Permitted Items - Knives/Too	ls/Razors/S	1										,	1
	Prohibited & Permitted Items - Sporting G		1											1
	Property - Special Handling	4	10	18	6	9	15	10	7	10	17	9	13	128
	Property - Special Handling - Damaged Ite		3	9	4	1	4	5	'	2	4			38
	Property - Special Handling - Damaged Ite			5	1	2	2	J		2	1			16
									7					
	Property - Special Handling - Missing Item		5	2	1	2	7	5	7	4	7			51
	Property - Special Handling - Missing Item	1	2	2		4	2			2	5	2	3	23
	Request for Assistance											1		1
	Request for Assistance - Other											1		1
	Screening	14	11	26	11	13	20	16	30	16	17	27	20	221
	Screening - Children								1				1	2
	Screening - Crew Member or Airline Empl	ovee											1	1
	Screening - Gate Pass	-,	1											1
	Screening - Inconsistency	2	1	6		2	1	1	7	2	2	7	4	
	• • •			0			- 1	ı	- 1		3		4	36
	Screening - International Screening					1								1
	Screening - Lengthy Lines	4	1	6	1	2	3	1	5		4			36
	Screening - Procedures/Process	8	8	14	9	5	15	11	15	14	9	13	8	129
	Screening - Retrieving Abandoned/Confis	cated Items			1	3	1	3	2			2	2	14
	Screening - Shoe Screening										1			1
202		540	563	591	564	498	585	555	552	459	454	495	525	6,381
	Additional Information Required/Insufficient Inf												1	-,
			ENAME ON	II V									1	
	Additional Information Required/Insufficier		EMAIL ON											
	Airline	1		1	3	1		1	1	3	1		1	13
	Airline - Lost Baggage				1			1		1	1			4
	Airline - Policy/Regulations/Service	1		1	1				1	2			1	7
	Airline - Wheelchair Assistance				1	1								2
	Animals		1											-
	Animals - Carry-On		1											
	•	-		_	_		4			_	_			
	Civil Rights	5	2	3	7	3	1	4	3	5	5	5	2	4
	Civil Rights - Age		1	1						1				
	Civil Rights - Civil Rights Violation (TSA E	.mployee)	1							2				
	Civil Rights - Constitutional Rights				1									
	Civil Rights - National Origin							1	1					2
	Civil Rights - Not Specified				1									
					ı				4		4			
	Civil Rights - Perceived Religion								1		1			2
	Civil Rights - Race	4		1	3	2	1	1	1	1	2			18
	Civil Rights - Screening of Religious Cultu	ral and Ceremo	onial Items								1			
	Civil Rights - Sex/Gender/Gender Identity	1			1	1		1		1		1	1	
	Civil Rights - Sexual Orientation - Not Tra	nsgender		1									1	
	Civil Rights - Transgender Screening				1			1			1	2		
	Claims				- '			- '	1	1			1	
	Claims - General									- 1				
									1					
	Claims - Status									1			1	2
	Customer Service	29	39	35	29	22	33	33	27	24	34	52	38	398
	Customer Service - CSM	l				1								•
	Customer Service - Others												1	
	Customer Service - TCC			1									1	2
	Customer Service - TSO	29	39	34	29	21	33	33	27	24	34	52	36	39
	DHS TRIP	20	- 00	01	20		00		1		0.1	- 02	- 00	
	DHS TRIP - Status								1					
		100	- 440	470	4.40	440	400	100		004	0.40	0.10	400	
	Expedited Passenger Screening Program	428	449	476	449		489	468	442	364	342	346	402	5,071
	Expedited Passenger Screening Program			11.0		416							102	
		- Active Duty IV	1ilitary		1	416			1				-102	
	Expedited Passenger Screening Program		Ailitary 2			416	3			1		2		
	Expedited Passenger Screening Program Expedited Passenger Screening Program	1	2		1	4	3	4	1 2		8			19
	Expedited Passenger Screening Program	1 15	2 10	10	9	4 14	3 5	4	1 2 6	3	8	6	6	15 96
	Expedited Passenger Screening Program Expedited Passenger Screening Program	1 15 412	2 10 436		9 438	4 14 397	3		1 2		8 334	6	6	1: 90 4,95
	Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 15 412 - TSA/DHS	2 10 436 1	10 466	9 438 1	4 14	3 5 481	4 464	1 2 6 433	3	334	6 338	6 396	4,95
	Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety	1 15 412 - TSA/DHS 2	2 10 436 1	10 466	9 438 1 1	4 14 397	3 5 481	4 464 2	1 2 6 433	3	334	6 338 2	6 396	1: 9( 4,95: 1
	Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General	1 15 412 - TSA/DHS	2 10 436 1 1	10 466	9 438 1 1	4 14 397 1	3 5 481 1	4 464	1 2 6 433	3	334	6 338 2	6 396	1; 90 4,955 ; 12
	Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks	1 15 412 - TSA/DHS 2	2 10 436 1 1 1 3	10 466	9 438 1 1 1 2	4 14 397 1	3 5 481 1 1	4 464 2	1 2 6 433 1 1 1	3	334	6 338 2	6 396	1! 90 4,958 12 12
	Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock	1 15 412 - TSA/DHS 2 2	10 436 1 1 1 3 3	10 466	1 9 438 1 1 1 2 2	4 14 397 1	3 5 481 1	4 464 2 2	1 2 6 433 1 1 1	3 360	334 1 1	6 338 2 2	6 396	15 90 4,955 11 12
	Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks	1 15 412 - TSA/DHS 2	2 10 436 1 1 1 3	10 466	9 438 1 1 1 2	4 14 397 1	3 5 481 1 1	4 464 2	1 2 6 433 1 1 1	3	334	6 338 2 2	6 396	15 96 4,955 12 12 8
	Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found	1 15 412 - TSA/DHS 2 2	10 436 1 1 1 3 3	10 466	1 9 438 1 1 1 2 2	4 14 397 1	3 5 481 1 1	4 464 2 2 2	1 2 6 433 1 1 1 1 2	3 360	334 1 1	6 338 2 2	6 396	15 96 4,955 12 12 8 8
	Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	1 15 412 - TSA/DHS 2 2	2 10 436 1 1 1 3 3 1	10 466 1 1	9 438 1 1 1 2 2	4 14 397 1	3 5 481 1 1 1	4 464 2 2 2 2	1 2 6 433 1 1 1 1 2 2	360	334 1 1 2 2	6 338 2 2 2	6 396 3 3	15 96 4,955 12 12 8 8 15
	Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 15 412 - TSA/DHS 2 2 2	2 10 436 1 1 1 3 3 1 1 1 8	10 466 1 1	9 438 1 1 1 2 2 1 1 10	4 14 397 1 1 7	3 5 481 1 1 1 1	4 464 2 2 2 2 2 9	1 2 6 433 1 1 1 1 2 2 15	3 360 2 2 2 4	334 1 1 2 2 2 15	6 338 2 2 2 1 1 1 8	6 396 3 3 3	15 96 4,955 12 12 12 8 8 15 15
	Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 15 412 - TSA/DHS 2 2 2	2 10 436 1 1 1 3 3 1 1 1 8	10 466 1 1 1	1 9 438 1 1 1 2 2 1 1 10 6	4 14 397 1 1 1 7 4	3 5 481 1 1 1 1 1 5	4 464 2 2 2 2 2 9 4	1 2 6 433 1 1 1 1 2 2 2 15	2 2 4 2	334 1 1 2 2 2 15	6 338 2 2 2 1 1 1 8 5	6 396 3 3 3 9 4	15 96 4,955 12 12 15 15 15 10 58
	Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 15 412 - TSA/DHS 2 2 2 1 1 1 7 3 4	2 10 436 1 1 1 3 3 3 1 1 1 8 3	10 466 1 1 7 4 3	1 9 438 1 1 1 2 2 1 1 10 6	4 14 397 1 1 1 1 7 4 2	3 5 481 1 1 1 1	4 464 2 2 2 2 2 9	1 2 6 433 1 1 1 1 2 2 15	3 360 2 2 2 4	334 1 1 2 2 2 15	6 338 2 2 2 1 1 1 8 5	3 3 3 9 4	15 96 4,955 12 12 12 8 8 15 15 10 58
	Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 15 412 - TSA/DHS 2 2 2 1 1 1 7 3 4 aged/Missing It	2 10 436 1 1 1 3 3 3 1 1 1 8 3	10 466 1 1 7 4 3	1 9 438 1 1 1 2 2 1 1 10 6	4 14 397 1 1 1 7 4	3 5 481 1 1 1 1 5 2	4 464 2 2 2 2 2 9 4 4	1 2 6 433 1 1 1 1 2 2 15 9 5	2 2 4 2	334 1 1 2 2 2 15	6 338 2 2 2 1 1 1 8 5	3 3 3 9 4	15 96 4,955 12 12 11 8 15 11 11 10 56
	Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 15 412 - TSA/DHS 2 2 2 1 1 1 7 3 4 aged/Missing It	2 10 436 1 1 1 3 3 3 1 1 1 8 8 3 4 4 tems.—Unsj	10 466 1 1 7 4 3	1 9 438 1 1 1 2 2 2 1 1 10 6 3 3 19gage	4 14 397 1 1 1 1 7 4 2	3 5 481 1 1 1 1 1 5 2 2	4 4464 2 2 2 2 2 9 9 4 4 4	1 2 6 433 1 1 1 1 2 2 15 9 5	2 2 4 2	334 1 1 2 2 2 15	6 338 2 2 2 1 1 1 8 5	3 3 3 9 4	119 96 4,955 12 12 13 14 15 16 10 10 4
	Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 15 412 - TSA/DHS 2 2 2 1 1 1 7 3 4 aged/Missing It	2 10 436 1 1 1 3 3 1 1 1 8 8 3 4	10 466 1 1 7 4 3	1 9 438 1 1 1 2 2 1 1 10 6 3	4 14 397 1 1 1 1 7 4 2	3 5 481 1 1 1 1 5 2	4 464 2 2 2 2 2 9 4 4	1 2 6 433 1 1 1 1 2 2 15 9 5	2 2 4 2	334 1 1 2 2 2 15	6 338 2 2 2 1 1 1 8 5 3	3 3 3 9 4 5	119 96 4,955 12 12 13 14 15 16 10 10 4
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	Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer	1 1 15 412 - TSA/DHS 2 2 2 1 1 1 7 7 3 4 4 aged/Missing It rrayed Item 3 3 3 al	2 10 436 1 1 1 3 3 1 1 1 8 8 3 4 4 4etemsUnsp 1 3 1 2	10 466 1 1 1 7 4 3 pecified Lug	1 9 438 1 1 1 2 2 1 1 10 6 3 3 3 3 2	4 14 397 1 1 1 1 7 4 2 1	3 5 481 1 1 1 1 1 1 5 2 2 1 1 2	4 464 2 2 2 2 2 2 9 4 4 1 1 2	1 2 6 433 1 1 1 1 1 2 2 15 9 5	3 360 2 2 2 4 2 2 3 3 1 5	334 1 1 2 2 2 15 12 3 5 2 2 2 1	6 338 2 2 1 1 1 8 5 3 3	3 3 3 9 4 5	1! 90 4,955 11: 11: 11: 11: 100- 55: 44: 22: 6: 6: 75: 75: 75: 75: 76: 76: 76: 76: 76: 76: 76: 76: 76: 76
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	Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Lognitive Persons w/ Disabilities (PWD) - Joiabetes Persons w/ Disabilities (PWD) - General	1 15 412 - TSA/DHS 2 2 2 1 1 1 7 3 4 4 aged/Missing It rrayed Item 3 3 3 /Developmenta	2 10 436 1 1 1 3 3 3 1 1 1 8 8 3 4 4 temsUns <sub>1</sub> 1 2	10 466  1 1 1 7 4 3 pecified Lug 1 1 6 5 1 Uisability	1 9 438 1 1 1 2 2 1 1 10 6 3 3 3 3 3	4 14 397 1 1 1 1 7 4 2 1	3 5 481 1 1 1 1 1 1 1 2 2 1 1 2 1 3	4 464 2 2 2 2 2 9 4 4 1 1 2 5 1 1 1	1 2 6 433 1 1 1 1 1 2 2 15 9 5	3 360 2 2 4 2 2 2 3 3 1 1 1 5 3 1 1 9 1	334 1 1 2 2 2 15 12 3 5 2 2 2 1 1	6 338 2 2 2 1 1 1 8 5 3 3 3 7 6	6 396 3 3 3 9 4 5	15 96 4,955 3 12 12 12 12 12 12 12 12 12 12 12 12 12
	Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Oegnitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General	1 15 412 - TSA/DHS 2 2 1 1 1 7 3 4 aged/Missing It rrayed Item 3 3 al 3 /Developmenta	2 10 436 1 1 1 3 3 1 1 8 3 4 4 temsUnsy 1 2 5 5	10 466  1 1 1 7 4 3 pecified Lug 1 1 6 5 1 Uisability	1 9 438 1 1 1 1 1 2 2 1 1 10 6 3 3 3 3 3	4 14 397 1 1 1 1 7 4 2 1	3 5 481 1 1 1 1 1 1 1 2 2 1 1 2 1 3	4 464 2 2 2 2 2 9 4 4 1 1 2 5 1 1 1	1 2 6 433 1 1 1 1 1 2 2 15 9 5	3 360 2 2 2 4 2 2 2 3 3 1 1 1 5	334 1 1 2 2 2 15 12 3 5 2 2 2 1 1	6 338 2 2 1 1 1 8 5 3 3 3 7 6 1 6	6 396 3 3 3 9 4 5	15 96 4,955 3 12 8 8 8 15 104 558 40 11 15 52 11 11 15 22 11 14 40 6 11 15 15 15 15 15 15 15 15 15 15 15 15
	Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - I Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal No	1 15 412 - TSA/DHS 2 2 1 1 1 7 3 4 aged/Missing It rrayed Item 3 3 al 3 /Developmenta	2 10 436 1 1 1 3 3 1 1 1 8 3 4 4 temsUnsp 1 2 5 5	10 466  1 1 1 7 4 3 pecified Lug 1 1 6 5 1 4 Disability 2	1 9 438 1 1 1 2 2 1 1 10 6 3 3 3 3 3	4 14 397 1 1 1 1 7 4 2 1	3 5 481 1 1 1 1 1 1 5 2 2 1 1 1 1 3 2 1 1 5	4 464 2 2 2 2 2 9 4 4 1 1 2 5 1 1 1	1 2 6 433 1 1 1 1 1 2 2 15 9 5	3 360 2 2 2 4 2 2 2 3 3 1 1 1 5	334 1 1 2 2 2 15 12 3 3 5 5 2 2 2 1 1 6 6	6 338 2 2 1 1 1 8 5 3 3 3 7 6 1 6	6 396 3 3 3 9 4 5 2 2 2	2 15 96 4,958 3 122 8 8 8 15 110 4 10 10 10 10 10 10 10 10 10 10 10 10 10
	Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Oegnitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General	1 15 412 - TSA/DHS 2 - TSA/DHS 2 2 1 1 1 7 3 4 agged/Missing It rrayed Item 3 3 4 agged/Missing Item 3 becomes agged/Missing Item 3 agged/Missing Item 4 agged/Missin	2 10 436 1 1 1 3 3 1 1 1 8 3 4 4 temsUnsp 1 2 5 5	10 466  1 1 1 7 4 3 pecified Lug 1 1 6 5 1 4 Disability 2	1 9 438 1 1 1 1 1 2 2 1 1 10 6 3 3 3 3 3	4 14 397 1 1 1 1 7 4 2 1	3 5 481 1 1 1 1 1 1 1 2 2 1 1 2 1 3	4 464 2 2 2 2 2 9 4 4 1 1 2 5 1 1 1	1 2 6 433 1 1 1 1 1 2 2 15 9 5	3 360 2 2 2 4 2 2 2 3 3 1 1 1 5	334 1 1 2 2 2 15 12 3 5 2 2 2 1 1	6 338 2 2 1 1 1 8 5 3 3 3 7 6 1 6	6 396 3 3 3 9 4 5	1! 96 4,955 6 12 11 8 8 11 11 10-4 6 55 40 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6

es	10-Oct	11-Nov	12-Dec		02-Feb	ool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Mobility [	2			1			1	1	2		1		
Persons w/ Disabilities (PWD) - Prosthesi		and Casts	1	1									
Persons w/ Disabilities (PWD) - Service A	nimals									2		1	
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	1											
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway	1	1						1	1		
Property - Special Handling	8	11	9	8	6	8	9	9	7	7	8	5	9
Property - Special Handling - Damaged Ite	2	5	2	3	1	5	3	3	3	3	3	4	3
Property - Special Handling - Damaged Ite	1	1		2	2	1		2			1		1
Property - Special Handling - Missing Item	2	3	5	1	2	1	3	2	3	2	3		2
Property - Special Handling - Missing Item	3	2	2	2	1	1	3	2	1	2	1	1	2
Screening	49	37		39	36	36	16	39	31	30	57	53	47
Screening - Crew Member or Airline Empl			2	1	3						2		
Screening - Inconsistency	10	8		4	3	3	3	5	5	5	7	2	6
Screening - Lengthy Lines	13	8		14	9	7	1	7	5	2	15	13	10
Screening - Opposite Gender										1			
Screening - Procedures/Process	23	20	25	18	20	24	9	26	20	20	32	37	274
Screening - Retrieving Abandoned/Confis	3	1		2	1	2	3	1	1	2	02	1	2
Screening - Traveling with Cash	0				'		0				1		
Transportation Security Operations Center	1										- 1		
Transportation Security Operations Center	1												
						1							
TWIC - General						1							
	607					1							
24	637												63
Airline	1												
Airline - Wheelchair Assistance	1												
Civil Rights	5												
Civil Rights - Age	1												
Civil Rights - Race	4												
Customer Service	39												3
Customer Service - TCC	2												2
Customer Service - TSO	37												37
Duplicate E-mail	1												
Duplicate E-mail - General	1												
Expedited Passenger Screening Program	535												538
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	5												
Expedited Passenger Screening Program	528												528
Expedited Passenger Screening Program	1												
Intranet/Internet Inquiries	1												
Intranet/Internet Inquiries - General	1												
Locks	4												4
Locks - Missing or Damaged Lock	4												4
Lost and Found	1												
Lost and Found - Airport/TSA	1												
Mishandling of Passenger Property	4												4
Mishandling of Passenger Property - Dam	2												
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Disa	1												
0 0 1 3													
No Jurisdiction	3												
No Jurisdiction - No Referral	1												
No Jurisdiction - Refer to CBP	2												
Patdown	1												
Patdown - Flyer	1												
Persons w/ Disabilities (PWD)	6												(
Persons w/ Disabilities (PWD) - Medically	2												
Persons w/ Disabilities (PWD) - Mobility D	3												
Persons w/ Disabilities (PWD) - Wheelcha	1												
Property - Special Handling	11												1
Property - Special Handling - Damaged Ite	4												
Property - Special Handling - Damaged Ite	2												
Property - Special Handling - Missing Item	3												
Property - Special Handling - Missing Item	2												
Screening	25												2
Screening - Inconsistency	1												
Screening - Lengthy Lines	3												
	3												

		Т		t Center (T	CC) Data	ool - FOIA							
egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
YW	19	19	16	16	17	19	20	16	18	13	13	6	19
2022	3	7	10	10	7	10	11	6	11	4	7	2	8
Customer Service			2						2	2			
Customer Service - TSO			2						2	2			
Expedited Passenger Screening Program	2	6	8	9	7	8	11	5	9	1	4	2	
Expedited Passenger Screening Program									1				
Expedited Passenger Screening Program		1		1			1						
Expedited Passenger Screening Program	2	5	8	8	7	8	10	5	8	1	4	2	
Mishandling of Passenger Property		1									2		
Mishandling of Passenger Property - Dam		1											
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsCh	ecked Bag	gage							2		
Patdown						1				1			
Patdown - Flyer						1				1			
Persons w/ Disabilities (PWD)								1					
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medica	al Supplies				1					
Property - Special Handling				1									
Property - Special Handling - Damaged It	ems - Check	ed		1									
Screening	1					1					1		
Screening - Procedures/Process	1					1					1		
2023	6	12	6	6	10	9	9	10	7	9	6	4	
Airline			1										
Airline - Policy/Regulations/Service			1										
Customer Service	2	1	2	1	1			1		1			
Customer Service - TSO	2	1	2	1	1			1		1			
Expedited Passenger Screening Program	4	11	1	4	7	8	9	6	6	3	4	2	
Expedited Passenger Screening Program	4	11	1	4	7	8	9	6	6	3	4	2	
Patdown			1			1							
Patdown - Flyer						1							
Patdown - Flyer as Observer			1										
Property - Special Handling			1	1	1							1	
Property - Special Handling - Damaged It	ems - Carry-	On			1								
Property - Special Handling - Damaged It	ems - Check	ed	1										
Property - Special Handling - Missing Iten	ns - Carry-Oi	1										1	
Property - Special Handling - Missing Iten	ns - Checked			1									
Screening					1			3	1	5	2	1	
Screening - Inconsistency								1					
Screening - Lengthy Lines									1	4	1		
Screening - Procedures/Process					1			2		1	1	1	
2024	10												
Expedited Passenger Screening Program	9												
Expedited Passenger Screening Program	9												
Screening	1												
Screening - Procedures/Process	1												

gories	10-Oct			01-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
	9	11	9	11	6	14	7	12	13	12			1016
2022	3	1	4	3	3	5	5	2	7	6			
Additional Information Required/Insufficient Inf		'	-		J	,	,				J	1	
Additional Information Required/Insufficier		- EMAIL ON	II V									1	
Civil Rights	it illioilliation	- LIVIAIL OI	1									- 1	
Civil Rights - Sex/Gender/Gender Identity	Not Transaci	ndor	1										
Customer Service	- Not Transge	ridei	- 1		1								
Customer Service - TSO							2				2		
	4	-	0	0	1		2			0	2		
Expedited Passenger Screening Program	1	1	2	2	1	4	2	2	6	2	3	2	
Expedited Passenger Screening Program		e D		1			1						
Expedited Passenger Screening Program					1								
Expedited Passenger Screening Program	- TSA PreC	1	2	1		4	1	2	6	2	3	2	
Patdown					1				1				
Patdown - Flyer					1				1				
Persons w/ Disabilities (PWD)			1							1			
Persons w/ Disabilities (PWD) - Autism S			1										
Persons w/ Disabilities (PWD) - Prosthesi		nd Casts								1			
Property - Special Handling	2									1			
Property - Special Handling - Damaged Ite	1												
Property - Special Handling - Missing Item	1									1			
Screening				1		1	1			2		1	
Screening - Inconsistency						1							
Screening - Procedures/Process				1			1			2		1	
2023	5	10	5	8	3	9	2	10	6	6	7	7	
Airline						1							
Airline - Baggage Requirements						1							
Civil Rights						1						1	
Civil Rights - Race						1							
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder										1	
Customer Service		1	1	2		1		1			3	1	
Customer Service - TSO		1	1	2		1		1			3		
Expedited Passenger Screening Program	4	7	2	5	3	6	1	6	3	4		4	
Expedited Passenger Screening Program		1											
Expedited Passenger Screening Program			m					1				1	
Expedited Passenger Screening Program		6	2	5	3	6	1	5	3	4		3	
Locks	-	- 0		J	3	0	1		J				
Locks - Missing or Damaged Lock							1						
Mishandling of Passenger Property				1			1		1		1		
Mishandling of Passenger Property - Dam	ogod/Missing	Itama Cha	akad Bar	1					1		1		
	lageu/iviissiiig	itemsche	ckeu baį	- 1				4	1	1	1		
Patdown								<u> </u>					
Patdown - Flyer								1	1	1			
Persons w/ Disabilities (PWD)	1		1						1		1		
Persons w/ Disabilities (PWD) - Medical [													
Persons w/ Disabilities (PWD) - Metal Imp									1				
Persons w/ Disabilities (PWD) - Mobility D				.)							1		
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	egway	1										
Property - Special Handling										1			
Property - Special Handling - Damaged Ite	ems - Checke									1			
Screening		2	1					2			2	1	
Screening - Crew Member or Airline Empl	oyee		1										
Screening - Inconsistency												1	
Screening - Procedures/Process		2						2			2		
2024	1												
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	1												

				t Center (T									
tegories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAR	12	10	19	14	21	17	7	14	20	12	14	17	177
2022	3	5	10	5	5	10	4	6	12	5	6	6	77
Civil Rights									1				
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder							1				
Customer Service						1	1	1	1		1		
Customer Service - TSO						1	1	1	1		1		
Expedited Passenger Screening Program	3	4	9	5	4	7	3	5	9	5	4	5	63
Expedited Passenger Screening Program					1								
Expedited Passenger Screening Program					1								
Expedited Passenger Screening Program		4	9	5	1	7	3	5	9	5	4	5	6
Expedited Passenger Screening Program	- TSA/DHS E	mployees	- Opt In		1								
Patdown						1			1			1	
Patdown - Flyer						1						1	
Patdown - Flyer as Observer									1				
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Diabetes						1							
Property - Special Handling		1											
Property - Special Handling - Damaged It	ems - Carry	1											
Screening			1		1						1		
Screening - Inconsistency											1		
Screening - Procedures/Process			1		1								
2023	3	5	9	9	16	7	3	8	8	7	8	11	9
Civil Rights										1		1	
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder								1		1	
Customer Service				2			1	1		2			
Customer Service - TSO				2			1	1		2			
Expedited Passenger Screening Program	3	5	8	7	15	4	1	6	7	3	6	7	7.
Expedited Passenger Screening Program	3	5	8	7	15	4	1	6	7	3	6	7	7
Mishandling of Passenger Property						1						1	
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCa	rry-on Lug	gage		1						1	
No Jurisdiction											1		
No Jurisdiction - Refer to Other											1		
Patdown					1								
Patdown - Flyer					1								
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Cognitive	/Developmen	tal /Menta	I Disability							1			
Property - Special Handling			1					1					
Property - Special Handling - Damaged It	ems - Carry-O	n	1										
Property - Special Handling - Missing Iten	ns - Carry-On							1					
Screening						2	1		1		1	2	
Screening - Crew Member or Airline Emp	oyee					1							
Screening - Lengthy Lines							1		1		1	1	
Screening - Procedures/Process						1						1	
2024	6												
Expedited Passenger Screening Program	5												
Expedited Passenger Screening Program	5												
Property - Special Handling	1												
Property - Special Handling - Missing Iten	1												

egories						ol - FOIA							
								05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AT 2022	42 7	27 9	16 6	12 3	13 5	27 12	35 13	39 18	24 6	26 11	24 9	31 15	316 114
Civil Rights	,	1	0	3	ð	12	13	10	0	- 11	9	15	2
Civil Rights - Perceived Religion		1						'					
Civil Rights - Sexual Orientation - Not Tra	nsaender	'						1					1
Customer Service		1				1	1	2		2	1	1	9
Customer Service - TSO		1				1	1	2		2	1	1	9
Expedited Passenger Screening Program	5	5	4	2	3	6	11	13	6	6	7	11	79
Expedited Passenger Screening Program	- TSA Appl	1	1				1		1			1	5
Expedited Passenger Screening Program		4	3	2	3	6	10	12	5	6	7	10	73
Expedited Passenger Screening Program	- TSA/DHS E	mployees -	- Opt In					1					1
Locks		1											1
Locks - Missing or Damaged Lock Lost and Found		1										4	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property					1			1		1		1	4
Mishandling of Passenger Property - Dam	l naged/Missing	ItemsCar	rrv-on Luggag	ie	1			1				1	
Mishandling of Passenger Property - Dam								•		1		•	
Persons w/ Disabilities (PWD)		1	33 (	,								1	2
Persons w/ Disabilities (PWD) - Autism S	pectrum	1											
Persons w/ Disabilities (PWD) - Internal M	Medical Device	s										1	
Prohibited & Permitted Items			1										
Prohibited & Permitted Items - Food/Beve	rages		1										
Property - Special Handling				1		2							3
Property - Special Handling - Damaged Ite		d		1									
Property - Special Handling - Missing Item						1							1
Property - Special Handling - Missing Item					4	1	4	4			a		10
Screening Screening - Inconsistency	2		1		1	3	<u> </u>	1		2	1		12
Screening - Inconsistency Screening - Lengthy Lines							ı	- 1		1	I		
Screening - Procedures/Process	2		1		1	3				1			8
2023	18	18	10	9	8	15	22	21	18	15	15	16	185
Civil Rights								2		2	2		6
Civil Rights - Age								1					
Civil Rights - National Origin										2			2
Civil Rights - Race								1					1
Civil Rights - Screening of Religious or Cu											1		1
Civil Rights - Sex/Gender/Gender Identity	- Not Transger	nder									1		1
Claims											1		1
Claims - General	0	4			4		4				1		
Customer Service	2	1	2		1	2	4	2	2		2	1	19
Customer Service - TSO	2	1	2	٥	1	2	4	2	2	12	2	1	19 19
Customer Service Customer Service - TSO Expedited Passenger Screening Program	2 13			9						12	2		1 19 19 138
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	2 13 1	1	2	9	1	2 13	4	2 13	2	12	2	1	19 19 138 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	2 13 1 1	1 15	2 8		1 7	2 13 2	4 14	13	2 14		2	13	19 19 138
Customer Service Customer Service - TSO Expedited Passenger Screening Program	2 13 1 1	1	2	9	1	2 13	4	2 13	2	12	2 2 7	1	19 19 138 1 2 133
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	2 13 1 1 1	1 15 15	2 8		1 7	2 13 2	4 14	13	14		2 2 7	13	19 19 138 138 2 133
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	2 13 1 1 1 11	1 15 15 2	2 8		1 7	2 13 2	4 14	13	14		2 2 7	13	19 19 138 2 133
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction	2 13 1 1 1 11	1 15 15 2 1	2 8		1 7	2 13 2	4 14	13	14 14		2 2 7	13	19 19 138 2 133
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral	2 13 1 1 1 11	1 15 15 2 1	2 8		1 7	2 13 2	4 14	13	14 14		2 2 7	13 13	19 19 138 2 133 3 3
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other	2 13 1 1 1 11 agged/Missii	1 15 15 2 1	2 8		1 7	2 13 2	14	13	14 14 1		2 2 7	13	19 118 138 2 133 3 4 2
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown	2 13 1 1 1 11 agged/Missii	1 15 15 2 1	2 8		1 7	2 13 2	4 14	13	14 14		7	13 13	19 19 138 138 133 3 3 4 2 2 2
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer	2 13 1 1 1 11 agged/Missii	1 15 15 2 1	2 8		1 7	2 13 2	14	13	14 1 1		2 2 7	13 13	19 18 138 138 133 3 4 2
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer	2 13 1 1 1 11 agged/Missii	1 15 15 2 1	2 8		1 7	2 13 2	14	2 13 1 1 12	14 14 1		7	1 13 13	199 199 199 199 199 199 199 199 199 199
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD)	2 13 1 1 1 11 naged/Missin naged/Missin 1	1 15 15 2 1 1	8 8		1 7	2 13 2	14	13	14 1 1		7	13 13 1 1 1 1	198 138 138 138 133 133 133 133 133 133 13
Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D	2 13 1 1 1 11 11 naged/Missinaged/Missinaged/Missin1 1 Disability (Not	1 15 15 2 1 1	8 8		1 7	2 13 2	14	2 13 1 12	14 1 1		7	1 13 13	19 19 138 138 1 1 133 3 3 1 1 2 2 2 2 1 1 1 3 3 1 1 1 2 2 2 3 1 1 1 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Ostomy/O	2 13 1 1 1 11 laged/Missinaged/Missinaged/Missin 1 Disability (Not	1 15 15 2 1 1	8 8		1 7	2 13 2	14	2 13 1 1 12	14 1 1		7	13 13 1 1 1 1	15 15 138 138 133 133 2 2 2 2 2
Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Service A	2 13 1 1 1 11 laged/Missinaged/Missinaged/Missin 1 Disability (Not	1 15 15 2 1 1	8 8		1 7	2 13 2	1 1	2 13 1 12	14 1 1		7	13 13 1 1 1 1	15 15 138 138 133 133 2 2 2 2 3 3
Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Service A Property - Special Handling	2 13 1 1 1 11 11 1aged/Missin 1 1 1 Disability (Not Ostomates nnimals	1 15 15 2 1 1	8 8		1 7	2 13 2	14	2 13 1 12	14 1 1		7	13 13 1 1 1 1	158 138 138 133 133 11 22 22 11 11 23 33 11 11 11 11 11
Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Service A	2 13 1 1 1 11 11 1aged/Missin 1 1 1 Disability (Not Ostomates nnimals	1 15 15 2 1 1	8 8		1 7	2 13 2	1 1	2 13 1 12	14 1 1		7	13 13 1 1 1 1	158 138 138 133 133 11 2 2 2 1 1 1 1 2 3 3 1 1 1 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling	2 13 1 1 1 11 laged/Missil laged/Missil 1 1 Disability (Not Destormates Annimals	1 15 15 2 1 1	8 8		1 7	2 13 2	1 1 1 1 1	2 13 1 12	14 1 1	12	2 2 7 7	13 13 1 1 1 1	15 138 138 138 138 138 138 138 138 138 138
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer Bersons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Service Aeroperty - Special Handling Property - Special Handling - Missing Item Screening	2 13 1 1 1 11 laged/Missil laged/Missil 1 1 Disability (Not Destormates Annimals	1 15 15 2 1 1	8 8		1 7	2 13 2	1 1 1 1 1	2 13 1 12	14 1 1	12	2 2 7 7	13 13 1 1 1 1	119 119 119 119 119 119 119 119 119 119
Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling Screening Screening - Crew Member or Airline Empl Screening - Lengthy Lines	2 13 1 1 1 11 laged/Missilaged/Mi	1 15 15 2 1 1	8 8		1 7	2 13 2	1 1 1 1 1 2	1 1 12 1 1 1 1	14 1 1	12	2 2 7 7	13 13 1 1 1 1	19 19 138 133 133 14 14 14 15 16 17 18 18 18 18 18 18 18 18 18 18 18 18 18
Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling Screening Screening - Crew Member or Airline Empl Screening - Lengthy Lines Screening - Procedures/Process	2 13 1 1 1 11 11 1aged/Missin aged/Missin 1 1 1 Disability (Not Ostomates nnimals 1 1ss - Checked 2 loyee 1 1	1 15 15 2 1 1	8 8		1 7	2 13 2	1 1 1 1 1	1 1 12 1 1 1 1	14 1 1	12	2 2 7 7	13 13 1 1 1 1	15 15 138 133 133 2 2 2 3 3 3 4 4 5 5 7 7 7 8 7 8 7 8 7 8 7 8 7 8 7 8 7 8
Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	2 13 1 1 1 11 laged/Missin lage	1 15 15 2 1 1	8 8		1 7	2 13 2	1 1 1 1 1 2	1 1 1 1 1 3	14 1 1	12	2 2 7 7	13 13 1 1 1 1	15 138 138 133 133 2 2 2 3 3 4 4 4 4 7 7 7 7 8 7 8 7 8 7 8 7 8 7 8 7
Customer Service Customer Service - TSO Expedited Passenger Screening Program 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 Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process  2024 Customer Service	2 13 1 1 1 11 laged/Missin lage	1 15 15 2 1 1	8 8		1 7	2 13 2	1 1 1 1 1 2	1 1 1 1 1 3	14 1 1	12	2 2 7 7	13 13 1 1 1 1	19 113 133 133 133 134 135 137 137 147 147 147 147 147 147 147 147 147 14
Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Service Aeroperty - Special Handling Property - Special Handling Property - Special Handling Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2024 Customer Service Customer Service - TSO	2 13 1 1 1 11 laged/Missil lage	1 15 15 2 1 1	8 8		1 7	2 13 2	1 1 1 1 1 2	1 1 1 1 1 3	14 1 1	12	2 2 7 7	13 13 1 1 1 1	19 19 133 133 133 133 133 134 144 145 147 147 147 147 147 147 147 147 147 147
Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling Screening Screening - Crew Member or Airline Empl Screening - Lengthy Lines Screening - Procedures/Process  2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program	2 13 1 1 1 11 laged/Missil laged/Missil 1 1 1  Disability (Not Ostomates Inimals In 1  1  1  1  1  1  1  1  1  1  1  1  1	1 15 15 2 1 1	8 8		1 7	2 13 2	1 1 1 1 1 2	1 1 1 1 1 3	14 1 1	12	2 2 7 7	13 13 1 1 1 1	19 13 133 133 133 133 133 133 133 133 13
Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling Screening Screening - Crew Member or Airline Empl Screening - Lengthy Lines Screening - Procedures/Process  2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	2 13 1 1 1 11 11 11 11 11 11 11 11 11 11	1 15 15 2 1 1	8 8		1 7	2 13 2	1 1 1 1 1 2	1 1 1 1 1 3	14 1 1	12	2 2 7 7	13 13 1 1 1 1	15 133 133 133 133 133 133 133 133 133 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program 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 Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling Property - Special Handling Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2024 Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD)	2 13 1 1 1 11 11 11 11 11 11 11 11 11 11	1 15 15 2 1 1	8 8		1 7	2 13 2	1 1 1 1 1 2	1 1 1 1 1 3	14 1 1	12	2 2 7 7	13 13 1 1 1 1	15 138 138 133 2 2 2 3 3 3 4 4 4 5 7 7 7 7 8 7 8 7 8 7 8 7 8 7 8 7 8 7 8
Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	2 13 1 1 1 11 laged/Missin lage	1 15 15 2 1 1	8 8		1 7	2 13 2	1 1 1 1 1 2	1 1 1 1 1 3	14 1 1	12	2 2 7 7	13 13 1 1 1 1	158 138 138 138 138 138 138 138 138 138 13
Customer Service Customer Service - TSO Expedited Passenger Screening Program 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 Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling Property - Special Handling Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2024 Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD)	2 13 1 1 1 11 11 11 11 11 11 11 11 11 11	1 15 15 2 1 1	8 8		1 7	2 13 2	1 1 1 1 1 2	1 1 1 1 1 3	14 1 1	12	2 2 7 7	13 13 1 1 1 1	19 19

				act Center (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
FAY	8	4	4	1 3	2	9	9	2	5	6	7	8	67
2022	3	1		1	2	3	2	2	2	3		5	24
Civil Rights	1				1								
Civil Rights - Racial Profiling or Discrimin	1												
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender			1								
Customer Service						1			1	2			
Customer Service - TSO						1			1	2			
Expedited Passenger Screening Program	1			1	1	1	2	1	1	1		3	1
Expedited Passenger Screening Program	- DoD				1	1							
Expedited Passenger Screening Program	1			1			2	1	1	1		3	1
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	arry-on Lu	ggage								1	
Persons w/ Disabilities (PWD)		1											
Persons w/ Disabilities (PWD) - Mobility [	Disability (N	1											
Screening	1					1		1				1	
Screening - Inconsistency								1				1	
Screening - Procedures/Process	1					1							
2023	1	3	4	1 2		6	7		3	3	7	3	3
Customer Service		1	1	1			1			1	1		
Customer Service - TSO		1	1	1			1			1	1		
Expedited Passenger Screening Program		2	3	3 1		4	5		1		4	3	2
Expedited Passenger Screening Program	- DoD			1									
Expedited Passenger Screening Program	- TSA PreC	2	3	3		4	5		1		4	3	2
Lost and Found										1			
Lost and Found - Airport/TSA										1			
Patdown						1							
Patdown - Flyer						1							
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Autism S	pectrum								1				
Property - Special Handling											1		
Property - Special Handling - Damaged It	ems - Check	ed									1		
Screening	1			1		1	1		1	1	1		
Screening - Crew Member or Airline Emp	loyee						1						
Screening - Inconsistency						1					1		
Screening - Procedures/Process	1			1					1	1			
2024	4												
Expedited Passenger Screening Program	4												
Expedited Passenger Screening Program	4												

			SA CUIILA	i Center (	CC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FLG	3	2	1	1		4	2	3	4	1	2	3	26
2022	1		1	1		2	2	2	4	1	2	3	19
Customer Service									2		1		3
Customer Service - TSO									2		1		3
Expedited Passenger Screening Program	1		1	1		1	2	2	2	1	1	3	15
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ıram									1	1
Expedited Passenger Screening Program	1		1	1		1	2	2	2	1	1	2	14
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Hearing I	mpairment					1							1
2023		2				2		1					5
Expedited Passenger Screening Program		1				2		1					4
Expedited Passenger Screening Program	- TSA PreC	1				2		1					4
Screening		1											1
Screening - Procedures/Process		1											1
2024	2												2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1

				Center (TCC	•								
Categories						03-Mar		05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FLL	425	308	328	323	312	395	362	363	285	286	293	255	3,935
2022	84	103	145	118	124	185	184	211	152	150	162	115	1,733
Airline		1					1	1	1		1	1	6
Airline - Baggage Requirements											1		1
Airline - Lost Baggage								1					1
Airline - Policy/Regulations/Service		1					1		1			1	4
Civil Rights	3		4	4	4	1	1	4	1				22
Civil Rights - Age					1								1
Civil Rights - Civil Rights Violation (TSA E	mployee)		1					1					2
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin				1	1			1	1				4
Civil Rights - Not Specified						1							1
Civil Rights - Race							1	1					2
Civil Rights - Racial Profiling or Discrimina	3		2	2	1								8
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder			1			1					2
Civil Rights - Sexual Orientation - Not Tra	nsgender		1										1
Claims	1										1		2
Claims - General	1												1
Claims - Status											1		1
Customer Service	9	12	10	10	8	17	14	11	13	12	7	11	134
Customer Service - CSM	1												1
Customer Service - Others					1	1						1	3
Customer Service - TSO	8	12	10	10	7	16	14	11	13	12	7	10	130
DHS TRIP	_					1							1
DHS TRIP - General						1							1
Expedited Passenger Screening Program	44	70	108	80	96	139	139	156	110	112	120	83	1,257
Expedited Passenger Screening Program		7.0	100	00	50	2	2	100	110	112	120	00	4
Expedited Passenger Screening Program  Expedited Passenger Screening Program		6	3	5	7	4	6	4	3	4	5	3	50
Expedited Passenger Screening Program  Expedited Passenger Screening Program		62	105	5 75	88	133	130	152	107	108	115	80	1,199
			105	75		133		152	107	100	115	00	
Expedited Passenger Screening Program	- 13A/DH3	2			1		1						4
Hazardous Materials Safety					1		1						2
Hazardous Materials Safety - General					1		1						2
Identification (ID) Requirements			1		2								3
Identification (ID) Requirements - Domest					2								2
Identification (ID) Requirements - Internati	ional Travel		1										1
Locks	1					1		1		1			4
Locks - Missing or Damaged Lock	1					1		1		1			4
Lost and Found	1		1	2		1	1	3	1				10
Lost and Found - Airport/TSA	1		1	2		1	1	3	1				10
Mishandling of Passenger Property	3	4	4	1	1		3	7	2	5	6	4	40
Mishandling of Passenger Property - Dam	1	1	2		1		2	4	2	3	4	1	21
Mishandling of Passenger Property - Dam	2	2	2	1			1	3		1	2	3	17
Mishandling of Passenger Property - Disa	rrayed Item	1								1			2
No Jurisdiction	1	1			1			1	1				5
No Jurisdiction - No Referral								1					1
No Jurisdiction - Refer to CBP	1	1			1				1				4
Patdown	3	2	2		3	3	4	5	4	1	5	3	35
Patdown - Children						- 0	1	1		!			2
Patdown - Flyer	3	2	2		2	3	3	4	3	1	5	2	30
Patdown - Flyer as Observer	3				1	0	3	4	1	1	- 3		2
•					1				ı			- 1	
Patdown - Non-Flyer Persons w/ Disabilities (PWD)	1	1	3	1	1	2	2	6	5	1	1	1	1 25
	ı	ı	3	ı	ı				5	I	ı		
Persons w/ Disabilities (PWD) - Diabetes		/B. 4 1						1					1
Persons w/ Disabilities (PWD) - Diapers/0	jarments/Dre							2					2
Persons w/ Disabilities (PWD) - General		1	1						1				3
Persons w/ Disabilities (PWD) - Medical D		ched to the B	ody						1		1		2
Persons w/ Disabilities (PWD) - Medically				1					1			1	4
Persons w/ Disabilities (PWD) - Mobility D		Wheelch	1			1							2
Persons w/ Disabilities (PWD) - Ostomy/C						1		1					2
Persons w/ Disabilities (PWD) - Respirato					1								1
Persons w/ Disabilities (PWD) - Touch Av							1						1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway	1				1	2	2	1			7
Prohibited & Permitted Items	2												2
Prohibited & Permitted Items - Ice/Gel Pa	1												1
Prohibited & Permitted Items - Knives/Too	1												1
Property - Special Handling	8	8	8	11	2	7	8	6	4	6	8	5	81
Property - Special Handling - Damaged Ite	4	2	4	5	1	2	3	4		4		3	32
Property - Special Handling - Damaged Ite		3	1	1		1	2		1	1			12
Property - Special Handling - Missing Item		1	•	4	1	2	3	1	1	1	1		15
Property - Special Handling - Missing Item		2	3	1		2		1	2		7	2	22
Request for Assistance			<u> </u>					1			- '		1
Request for Assistance - Other								1					1
Screening	7	4	4	9	5	13	10	9	10	12	13	7	103
	1	4	4	9	ð	13	10	9	10	12	13	- 1	103
Screening - Children	0,400				A					1			
Screening - Crew Member or Airline Empl	oyee				1	a						4	1
Screening - Inconsistency			1	1	1	1	2	1		1	3	1	12
Screening - Lengthy Lines	_			-		3	1	2					6
Screening - Procedures/Process	7	4	3	8	3	9	5	5	10	10	8	6	78
Screening - Retrieving Abandoned/Confis							2	1			2		5
2023	162	205	183	205	188	210	178	152	133	136	131	140	2,023
Additional Information Required/Insufficient Info	1												1
Additional Information Required/Insufficier	1												1
Airline				2			1	2			1		6
Airline - Lost Baggage											1		1
Airline - Policy/Regulations/Service				2			1	2					5
Civil Rights	4	1	4	1	2	2	1	1	1	1	2		20

		T		t Center (TO	CC) Data To	ol - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights		1	1										2
Civil Rights - Perceived Religion			1										
Civil Rights - Race	2				2			1			1		6
Civil Rights - Sex/Gender/Gender Identity			2			1	1				1		6
Civil Rights - Sexual Orientation - Not Tra				1		- '	- '		1				2
				ı		4			1				
Civil Rights - Transgender Screening	1					1							2
Claims							1				1		2
Claims - Status							1				1		2
Customer Service	9	18	10	14	11	14	18	11	10	10	13	13	151
Customer Service - TSO	9	18	10	14	11	14	18	11	10	10	13	13	151
DHS TRIP	1											1	2
DHS TRIP - General	1											1	2
Expedited Passenger Screening Program	121	141	132	144	145	160	116	115	103	96	87	108	1,468
Expedited Passenger Screening Program		1-11	1		110	100	110	110	100	00	2		4
Expedited Passenger Screening Program		w Mombo	1										1
Expedited Passenger Screening Program		6	6		5	2		1	2	1			30
Expedited Passenger Screening Program		134	124	144	140	158	115	114	101	95	83	107	1,431
Expedited Passenger Screening Program	- TSA/DHS	1					1						2
Locks	1	1	2	1	1								6
Locks - Missing or Damaged Lock	1	1	2	1	1								6
Lost and Found	1	1											2
Lost and Found - Airport/TSA	1	1											2
· · · · · · · · · · · · · · · · · · ·	4	8	4	5	6	9	4	6	6	7	5	7	71
Mishandling of Passenger Property													
Mishandling of Passenger Property - Dam		5	2	3	2	3	2	3	4	2			34
Mishandling of Passenger Property - Dam		3	2	1	2	5	1	3	2	5	1	4	32
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checker	1	2	1	1						5
No Jurisdiction		2	1	3	4	1	5	2		2	5	2	27
No Jurisdiction - No Referral							1	1			1		3
No Jurisdiction - Refer to CBP		1	1	2	4	1	2	1		1	2	2	17
No Jurisdiction - Refer to Other		1		1		•	2			1			7
Notice of Violation/Civil Penalties		- '					1						1
Notice of Violation/Civil Penalties - Gener	L						1						1
Patdown	3	5	5	2	1	2	1	2	3	3	3	1	31
Patdown - Children	1	1											2
Patdown - Flyer	2	4	5	1	1	1	1		3	3	2	1	24
Patdown - Flyer as Observer				1		1		2			1		5
Persons w/ Disabilities (PWD)	2	2	1	4	3	2	4	1	2	3	1	2	27
Persons w/ Disabilities (PWD) - Autism S				1		2							3
Persons w/ Disabilities (PWD) - Breast C										1			1
Persons w/ Disabilities (PWD) - Cancer (		Proact Con	noor							1			2
				4						1			
Persons w/ Disabilities (PWD) - Cognitive		entai /ivient	1	1									2
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Internal M	/ledical Device	ces			1								1
Persons w/ Disabilities (PWD) - Medical I	Devices - Atta	ached to the	e Body	1			1						2
Persons w/ Disabilities (PWD) - Medically	/ Necessary I	Medication	and Medic	1	1				1			1	4
Persons w/ Disabilities (PWD) - Mobility I					1		1	1					5
Persons w/ Disabilities (PWD) - Prosthes		1							1				2
Persons w/ Disabilities (PWD) - Touch Av							1						1
Persons w/ Disabilities (PWD) - Wheelch		1								- 4			2
. ,										1			
Property - Special Handling	4	9	9	8	6	5	5	3	2	3		1	57
Property - Special Handling - Damaged It		3	4	4	3	4	1	1	1	2	1		26
Property - Special Handling - Damaged It	ems - Checl	1	2	2	1		1						7
Property - Special Handling - Missing Iter	r 2	4	3	2		1	3	1	1	1			18
Property - Special Handling - Missing Iter	ns - Checke	1			2			1			1	1	6
Request for Assistance			1										1
Reguest for Assistance - Other			1										1
Screening	11	17	14	21	9	15	21	9	6	11	11	5	150
Screening - Children	<del>- ''</del>	17	14	۷1	3	15	۷۱	9	0	- 11			150
						I							
Screening - Crew Member or Airline Emp		1		2	2		1			1			8
Screening - Inconsistency	1	2	1	2	1		2		1		1		11
Screening - Lengthy Lines		2	1	2		2		1	2	2		1	13
Screening - Procedures/Process	9	9	9	11	6	12	18	7	3	7	10	4	105
Screening - Retrieving Abandoned/Confis	cated Items	3	3	4				1		1			12
2024	179												179
Additional Information Required/Insufficient In													1
Additional Information Required/Insufficie													1
	1												
Airline													1
Airline - Lost Baggage	1												1
Customer Service	7												7
Customer Service - TSO	7												7
Expedited Passenger Screening Program	136												136
Expedited Passenger Screening Program													2
Expedited Passenger Screening Program													134
	1 134												
Locks													1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	7												7
Mishandling of Passenger Property - Dam	3												3
Mishandling of Passenger Property - Dam	3												3
Mishandling of Passenger Property - Disa													1
Patdown	3												3
Patdown - Flyer	3												3
Persons w/ Disabilities (PWD)	3												3
Persons w/ Disabilities (PWD) - Autism S	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1

			I SA COIILA	ci centei (	icc, Data	1001-1012	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	6												6
Property - Special Handling - Damaged Ite	2												2
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Missing Item	2												2
Property - Special Handling - Missing Item	1												1
Screening	14												14
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency	1												1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	10												10
Screening - Retrieving Abandoned/Confis	1												1

			ISA Conta	ct Center (	icc) Data	1001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FLO	3	2	1	2			1	1				2	12
2022		1		1				1				2	5
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program		1						1				2	4
Expedited Passenger Screening Program	- TSA PreC	1						1				2	4
2023	2	1	1	1			1						6
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	1			1			1						3
Expedited Passenger Screening Program	1			1			1						3
Screening	1	1											2
Screening - Inconsistency	1												1
Screening - Procedures/Process		1											1
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

			on conta	ot	. cc, bata		•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FNL	7	1	5	1	5	6		9	6	5	3	4	52
2022					1	3		7	2	2		3	18
Customer Service												1	
Customer Service - Others												1	
Expedited Passenger Screening Program					1	3		7	2	2		2	1
Expedited Passenger Screening Program	- TSA PreC	Check			1	3		7	2	2		2	1
2023	4	1	5	1	4	3		2	4	3	3	1	3
Customer Service	1												
Customer Service - Others	1												
Expedited Passenger Screening Program	3	1	5	1	4	3		2	4	3	3	1	3
Expedited Passenger Screening Program	3	1	5	1	4	3		2	4	3	3	1	3
2024	3												:
Expedited Passenger Screening Program	3												
Expedited Passenger Screening Program	3												

		7	SA Contac	ct Center (1	CC) Data 1	ool - FOIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FNT	3	4	8	5	15	10	5	5	3	3	3	5	69
2022	2	4	6	3	8	5	4	3	2		2	3	42
Customer Service		1	1		1			1					4
Customer Service - Others			1										1
Customer Service - TSO		1			1			1					3
Expedited Passenger Screening Program	2	1	2	2	7	3	3	2	1		2	3	28
Expedited Passenger Screening Program	- TSA Applic	cation Prog	ıram						1				1
Expedited Passenger Screening Program	2	1	2	2	7	3	3	2			2	3	27
Locks			1										1
Locks - Missing or Damaged Lock			1										1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										
Patdown							1						
Patdown - Flyer							1						
Property - Special Handling		1		1					1				3
Property - Special Handling - Damaged Ite	ems - Carry-0	On		1					1				2
Property - Special Handling - Missing Item	s - Checke	1											
Screening		1	1			2							4
Screening - Lengthy Lines						1							
Screening - Procedures/Process		1	1			1							
2023			2	2	7	5	1	2	1	3	1	2	26
Customer Service						1							1
Customer Service - TSO						1							
Expedited Passenger Screening Program			1	2	7	4	1	1	1	2	1	2	22
Expedited Passenger Screening Program	- TSA Applic	cation Prog	ıram								1		
Expedited Passenger Screening Program	- TSA PreCh	neck	1	2	7	4	1	1	1	2		2	21
Property - Special Handling								1		1			2
Property - Special Handling - Damaged Ite	ems - Carry-0	On								1			1
Property - Special Handling - Damaged Ite	ems - Checke	ed						1					1
Screening			1										1
Screening - Procedures/Process			1										1
2024	1												1
Patdown	1												1
Patdown - Flyer	1												1

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

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

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

			SA Contac										
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FSD	27	13	7	21	16	18	19	15	17	9		16	188
2022	7	4	4	11	7	6	7	8	7	3	2	11	77
Civil Rights								1					1
Civil Rights - Race								1					1
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	6	2	3	10	6	5	6	7	5	1	2	10	63
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ram	3			1	1		1			6
Expedited Passenger Screening Program	6	2	3	7	6	5	5	6	5		2	10	57
Patdown									1	2			3
Patdown - Flyer									1	2			3
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility [	1												1
Property - Special Handling												1	1
Property - Special Handling - Damaged Ite	ems - Carry-	On										1	1
Screening		2		1	1	1	1		1				7
Screening - Crew Member or Airline Empl	oyee			1									1
Screening - Inconsistency		1							1				2
Screening - Procedures/Process		1			1	1							
Screening - Retrieving Abandoned/Confis	cated Items						1						1
2023	9	9	3	10	9	12	12	7	10	6	8	5	100
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Expedited Passenger Screening Program	7	8	3	9	8	11	10	5	9	3	5	3	81
Expedited Passenger Screening Program	- TSA Applic	cation Prog	ram		1						1		2
Expedited Passenger Screening Program	7	8	3	9	7	11	10	5	9	3	4	3	79
Mishandling of Passenger Property							1		1	1		1	4
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsCa	arry-on Lug	gage								1	
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsCl	necked Bag	gage			1		1	1			
Property - Special Handling		1								1			2
Property - Special Handling - Damaged Ite	ems - Carry	1											
Property - Special Handling - Missing Item	ns - Checked									1			
Screening	2			1	1	1	1	1		1	2	1	11
Screening - Crew Member or Airline Empl	1				1						1		
Screening - Inconsistency	1					1	1				1		
Screening - Procedures/Process				1				1		1		1	
2024	11												11
Expedited Passenger Screening Program	10												10
Expedited Passenger Screening Program	10												10
Screening	1												1
Screening - Procedures/Process	-												

				tact Center	. ,								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FSM	3	1		1	1	2	2	2	3	1	6	2	2
2022		1		1		2	1	1	1	1	3		1
Customer Service											1		
Customer Service - TSO											1		
Expedited Passenger Screening Program						2	1						
Expedited Passenger Screening Program	- TSA PreC	heck				2	1						
Locks				1									
Locks - Missing or Damaged Lock				1									
Persons w/ Disabilities (PWD)		1									2		
Persons w/ Disabilities (PWD) - Breast C	ancer										1		
Persons w/ Disabilities (PWD) - Cancer (	general) Not	Breast Ca	ncer								1		
Persons w/ Disabilities (PWD) - Medically	/ Necessary	1											
Property - Special Handling										1			
Property - Special Handling - Damaged It	ems - Chec	red								1			
Screening								1	1				
Screening - Inconsistency								1	1				
2023	1				1		1	1	2		3	2	1
Customer Service								1			1		
Customer Service - TSO								1			1		
Expedited Passenger Screening Program	1								2		2	1	
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram								1		
Expedited Passenger Screening Program	1								2		1	1	
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked B	aggage	1								
Property - Special Handling							1						
Property - Special Handling - Damaged It	ems - Chec	red					1						
Screening												1	
Screening - Procedures/Process												1	
2024	2												
Civil Rights	1												
Civil Rights - Race	1												
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	1												

			SA Contac	t Center (1	TCC) Data T	OOI - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FWA	11	10	8	10	15	7	8	17	5	6	10	7	114
2022		7	3	1	4	3	5	9	1	3	8	5	49
Airline					1								
Airline - Policy/Regulations/Service					1								
Customer Service		1											
Customer Service - TSO		1											
Expedited Passenger Screening Program		5	3	1	3	3	5	8	1	2	6	4	41
Expedited Passenger Screening Program	- TSA Applic	ation Prog	ram				1						1
Expedited Passenger Screening Program	- TSA PreC	5	3	1	3	3	4	8	1	2	6	4	40
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Internal M	ledical Devic	es								1			
Screening		1						1			1	1	4
Screening - Inconsistency		1									1		2
Screening - Procedures/Process								1				1	2
2023	4	3	5	9	11	4	3	8	4	3	2	2	58
Customer Service				1	2			3	1				7
Customer Service - TSO				1	2			3	1				7
Expedited Passenger Screening Program	3	3	3	7	8	3	3	4	3	3	2	2	44
Expedited Passenger Screening Program	- TSA Applic	ation Prog	ram		1								1
Expedited Passenger Screening Program	3	3	3	7	7	3	3	4	3	3	2	2	43
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsCa	arry-on Lug	gage				1					1
Persons w/ Disabilities (PWD)				1	1	1							3
Persons w/ Disabilities (PWD) - Medical D	Devices - Atta	ched to th	e Body	1									1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts				1							1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway			1								1
Property - Special Handling	1		1										2
Property - Special Handling - Damaged Ite	ems - Carry-0	On	1										1
Property - Special Handling - Damaged Ite	1												1
Screening			1										1
Screening - Procedures/Process			1										1
2024	7												7
Expedited Passenger Screening Program	7												7
Expedited Passenger Screening Program	7												7

					,								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GCC			1			3		1			1		6
2022						1					1		2
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program	- TSA PreC	heck				1							1
2023			1			2		1					4
Expedited Passenger Screening Program			1			2		1					4
Expedited Passenger Screening Program	- TSA PreC	heck	1			2		1					4

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

pries	40.0-4												
	10-Oct	11-Nov 12	-Dec 01-	Jan (	02-Feb 03-N	Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	91	54	47	36	43	53	74	47	34	50	62	63	654
2022	25	17	14	12	15	19	33	15	12	21	38	31	252
Airline						1				1			2
Airline - Policy/Regulations/Service						1				1			2
Civil Rights	4	1				- 1				1	4		
	1	1								- 1	1		4
Civil Rights - Age											1		1
Civil Rights - Race										1			1
Civil Rights - Racial Profiling or Discrimina	ıtion	1											1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	3	1	2	3	1	1	1	3		2	5	4	26
Customer Service - Others					1								1
				_	ı								
Customer Service - TSO	3	1	2	3		1	1	3		2	5	4	25
Expedited Passenger Screening Program	15	12	10	8	9	12	23	7	8	12	27	21	164
Expedited Passenger Screening Program	1									1		1	3
Expedited Passenger Screening Program	1	1				1	1			1			5
Expedited Passenger Screening Program		10	40	8	9		22	7	0		07	20	
	13		10	8	9	11	22	- /	8	10	27	20	155
Expedited Passenger Screening Program -	- ISA/DHS	1											1
Locks	1				2			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					1	2						1	4
Mishandling of Passenger Property - Dama	aged/Missing	ItemsCarry-	on Luggage		1								1
						- 1							1
Mishandling of Passenger Property - Dama						1							
Mishandling of Passenger Property - Disar	rayed Items-	-Carry-on or C	necked			1						1	2
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown							2	1	1				4
									1				
Patdown - Children							1	1					2
Patdown - Flyer							1		1				2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Diapers/G	armente/Dro	ssings/Maska				1							- 1
		SSITIYS/IVIASKS				- 1							
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Ge	1												1
Property - Special Handling	2	3					2	1	1	1	2	2	14
Property - Special Handling - Damaged Ite		1									2		3
		ı											
Property - Special Handling - Damaged Ite	2							1					3
Property - Special Handling - Missing Item:	s - Checke	2					2		1	1		2	8
Request for Assistance					1								1
Request for Assistance - Other					1								1
	2		4	4		0		2		2	2	2	
Screening	2		1	1	1	2	5	2	1	3	3	3	24
Screening - Inconsistency						1	1						2
Screening - Lengthy Lines	2				1			1		1		2	7
			4	1		1	3	1	1	2	3	1	14
Screening - Procedures/Process	atad Itams		1	- '									
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc							1						1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 3	cated Items	37	33	24	28	34		32	22	29	24	32	
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc		37			28	34	1					32	1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 3 Civil Rights		37		<b>24</b>	28	34	1					32	376 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  3 Civil Rights Civil Rights - Age	40		33	<b>24</b> 1 1			1 <b>41</b>	32	22	29	24		1 376 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  3 Civil Rights Civil Rights - Age Customer Service		<b>37</b>		<b>24</b>	4	<b>34</b>	1					<b>32</b>	1 376 1 1 32
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  3 Civil Rights Civil Rights - Age Customer Service Customer Service - TCC	<b>40</b>	5	<b>33</b>	24 1 1	4	1	1 <b>41</b>	<b>32</b>	<b>22</b>	<b>29</b>	<b>24</b>	2	1 376 1 1 32
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  3 Civil Rights Civil Rights - Age Customer Service	40		33	<b>24</b> 1 1	4		1 <b>41</b>	32	22	29	24		1 376 1 1 32
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  3  Civil Rights Civil Rights - Age Customer Service Customer Service - TCC Customer Service - TSO	6	5	<b>33</b> 5	24 1 1 1	4 1 3	1	1 1 1	1	1	3	24	2	1 376 1 1 32 1 31
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  3 Civil Rights Civil Rights - Age Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program	6 6 28	5 5 31	5 5 25	24 1 1 1 1 20	4 1 3 21	1	1 <b>41</b>	1 1 24	<b>22</b>	3 3 18	<b>24</b>	2	1 376 1 1 32 1 31 278
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso  3 Civil Rights Civil Rights - Age Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	6 6 28 - TSA Applic	5 5 31 ation Proç	5 5 25 1	24 1 1 1 1 20 1	4 1 3 21 1	1 1 28	1 1 1 31	1 1 24 2	1 1 1 17	3 3 18 1	24 2 2 16	2 2 19	1 376 1 1 32 1 31 278 6
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso  Civil Rights Civil Rights - Age Customer Service Customer Service - TCC Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	6 6 28	5 5 31	5 5 25	24 1 1 1 1 20	4 1 3 21	1	1 1 1	1 1 24	1	3 3 18	24	2	1 376 1 1 32 1 31 278
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso  Civil Rights Civil Rights - Age Customer Service Customer Service - TCC Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	6 6 28 - TSA Applic	5 5 31 ation Proç	5 5 25 1	24 1 1 1 1 20 1	4 1 3 21 1	1 1 28	1 1 1 31	1 1 24 2	1 1 1 17	3 3 18 1	24 2 2 16	2 2 19	1 376 1 1 32 1 31 278 6
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso  3 Civil Rights Civil Rights - Age Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program HAZMAT Endorsement	6 6 28 - TSA Applic	5 5 31 ation Proç	5 5 25 1	24 1 1 1 1 20 1	4 1 3 21 1	1 1 28	1 1 1 31	1 1 24 2	1 1 1 17	3 3 18 1	24 2 2 16 16 1	2 2 19	1 376 1 1 32 1 31 278 6 272
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  3  Civil Rights Civil Rights - Age Customer Service Customer Service - TCC Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - General	6 6 28 - TSA Applic	5 5 31 ation Proç	5 5 25 1	24 1 1 1 1 20 1	4 1 3 21 1	1 1 28	1 1 1 31	1 1 24 2 22	1 1 1 17	3 3 18 1	24 2 2 16	2 2 19	1 376 1 1 32 1 31 278 6 272 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  3  Civil Rights Civil Rights - Age Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - General Locks	6 6 28 - TSA Applic	5 5 31 ation Proç	5 5 25 1	24 1 1 1 1 20 1	4 1 3 21 1	1 1 28	1 1 1 31	1 1 24 2 22	1 1 1 17	3 3 18 1	24 2 2 16 16 1	2 2 19	1 376 1 1 32 1 31 278 6 272 1 1
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Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso  33 Civil Rights Civil Rights - Age Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam	6 6 28 - TSA Applic 28	5 5 31 ation Proç	5 5 25 1 24	24 1 1 1 1 20 1	4 1 3 21 1	1 1 28 28	1 1 1 31	1 1 24 2 22	1 1 1 17	3 3 18 1	24 2 2 16 16 1	2 2 19	1 376 1 1 32 32 31 31 278 6 272 1 1 1 2 2 7 7 2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  23  Civil Rights Civil Rights - Age Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	40 6 6 28 - TSA Applic 28	5 5 31 ation Proç	5 5 25 1 24	24 1 1 1 1 20 1	4 1 3 21 1	1 1 28 28 3	1 1 1 31	1 1 24 2 22	1 1 1 17	3 3 18 1	24 2 2 16 16 1	2 2 19	1 376 1 1 32 1 31 278 6 272 1 1 1 2 2 7 7 2 3
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  23  Civil Rights Civil Rights - Age Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	6 6 28 - TSA Applic 28	5 5 31 ation Proç	5 5 25 1 24	24 1 1 1 1 20 1	4 1 3 21 1	1 1 28 28	1 1 1 31	1 1 24 2 22	1 1 1 17	3 3 18 1	24 2 2 16 16 1	2 2 19	1 376 1 1 32 32 31 31 278 6 272 1 1 1 2 2 7 7 2
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Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso  23  Civil Rights Civil Rights - Age Customer Service Customer Service - TCC Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Impl Persons w/ Disabilities (PWD) - Wheelcha	40 6 6 28 - TSA Applic 28 3 1 1 1 Necetrum Necessary Mants (joint)	5 31 ation Proc 31	5 5 25 1 24	24 1 1 1 1 20 1 19	4 1 3 21 1 20	1 1 28 28 3 2 1 1 1 1	1 1 31 31	1 1 24 2 22 2 2 2	1 1 17 17	29 3 3 18 1 17 1 1 1 2 1	24 2 16 16 1 1	2 19 19 2 2 2 1	1 376 1 32 1 31 278 6 272 2 7 2 3 2 2 1 1 6 6 7 1 1 1 2 2 2 7 7 3 3 2 2 1 1 1 1 1 2 2 2 7 7 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  23  Civil Rights Civil Rights - Age Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Medicallyp Persons w/ Disabilities (PWD) - Medicallyp Persons w/ Disabilities (PWD) - Medicallyp Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling	40 6 6 28 - TSA Applic 28 3 1 1 1 1 Necessary N lants (joint) ir/ Scooter/ S 2 1	5 31 ation Prot 31	5 5 25 1 24	24 1 1 1 1 20 1 19	4 1 3 21 1 20	1 1 28 28 3 2 1 1 1 1	1 1 31 31	1 1 24 2 22 2 2 2	1 1 17 17	29 3 3 18 1 17 1 1 1 2 1	24 2 16 16 1 1	2 19 19 2 2 2 2 1	1 376 1 32 1 31 278 6 272 2 7 2 3 2 2 1 1 6 6 7 1 1 1 2 2 2 7 7 3 3 2 2 1 1 1 1 1 2 2 2 7 7 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  23  Civil Rights Civil Rights - Age Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Medically Property - Special Handling - Damaged Ite	40 6 6 28 - TSA Applic 28 3 1 1 1 1 Necessary Maints (joint) iir/ Scooter/ S 2 1 ems - Checke	5 31 ation Prot 31	5 5 25 1 24	24 1 1 1 1 20 1 19	4 1 3 21 1 20	1 1 28 28 3 2 1 1 1 1	1 1 31 31	1 1 24 2 22 2 2 2	1 1 17 17 17	29 3 3 18 1 17 1 1 1 2 1	24 2 2 16 16 1 1 1	2 19 19 2 2 2 1	1 376 1 1 32 1 278 6 272 1 1 1 2 2 2 1 1 1 6 6 6 7 7 1 1 1 2 2 2 7 7 3 2 2 1 1 1 1 2 2 2 7 7 3 3 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  33  Civil Rights Civil Rights - Age Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Impl Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	40 6 6 28 - TSA Applic 28 3 1 1 1 1 Necessary Mants (joint) iir/ Scooter/ S 2 1 ems - Checke	5 5 31 ation Proc 31	33 5 5 25 1 24 1 1 1 Medical Sup	24 1 1 1 20 1 19	1 1 1 20	1 1 28 28 3 2 1 1 1 1	1 1 31 31 1	1 1 24 2 22 2 2 2	1 1 17 17 17	29 3 3 18 1 17 1 1 1 1 1 1	24 2 2 16 16 1 1 1	2 19 19 2 2 2 1	1 376 1 32 1 31 278 6 272 1 1 1 2 2 2 1 1 1 1 2 2 2 7 7 1 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  23 Civil Rights Civil Rights - Age Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Medically	40 6 6 28 - TSA Applic 28 3 1 1 1 1 Necessary Mants (joint) iir/ Scooter/ S 2 2 ems - Checke 1 1	5 31 ation Prot 31	5 5 25 1 24	24 1 1 1 1 20 1 19	1 1 1 1 1 1	1 1 28 28 3 2 1 1 1 1	1 1 31 31	1 1 24 2 22 2 2 2	1 1 17 17 17	29 3 3 18 1 17 1 1 1 2 1	24 2 16 16 1 1 1	2 19 19 2 2 2 1	1 376 1 1 32 1 31 278 6 272 1 1 1 2 2 2 1 1 1 1 2 2 2 7 7 3 3 2 2 2 34
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  33  Civil Rights Civil Rights - Age Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Impl Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	40 6 6 28 - TSA Applic 28 3 1 1 1 1 Necessary Mants (joint) iir/ Scooter/ S 2 2 ems - Checke 1 1	5 5 31 ation Proc 31	33 5 5 25 1 24 1 1 1 Medical Sup	24 1 1 1 20 1 19	1 1 1 20	1 1 28 28 3 2 1 1 1 1	1 1 31 31 1	1 1 24 2 22 2 2 2	1 1 17 17 17	29 3 3 18 1 17 1 1 1 1 1 1	24 2 2 16 16 1 1 1	2 19 19 2 2 2 1	1 376 1 32 1 31 278 6 272 1 1 1 2 2 2 1 1 1 1 2 2 2 7 7 1 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  33  Civil Rights Civil Rights - Age Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Impl	40 6 6 28 - TSA Applic 28 3 1 1 1 1 Necessary Mants (joint) iir/ Scooter/ S 2 2 ems - Checke 1 1	5 5 31 ation Proc 31	33 5 5 25 1 24 1 1 1	24 1 1 1 20 1 19	1 1 1 1 1 1	1 1 28 28 3 2 1 1 1 1	1 1 31 31 1	2 2 2 2 1 1	1 1 17 17 17	29 3 3 18 1 17 1 1 1 1 1 5	24 2 16 16 1 1 1 1 1 1	2 19 19 2 2 2 2 1	1 376 1 1 1 2 2 2 7 1 1 1 1 2 2 2 7 3 3 2 2 3 4 2 3 4 2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  23  Civil Rights Civil Rights - Age Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Medically	40 6 6 28 - TSA Applic 28 3 1 1 1 1 Necessary Mants (joint) iir/ Scooter/ S 2 2 ems - Checke 1 1	5 5 31 ation Proc 31	33 5 5 25 1 24 1 1 1 Medical Sup	24 1 1 1 20 1 19	1 1 1 1 1 1	1 1 28 28 3 2 1 1 1 1	1 1 31 31 1	1 1 24 2 22 2 2 2	1 1 17 17 17	29 3 3 18 1 17 1 1 1 1 1 1	24 2 16 16 1 1 1 1 1 1	2 19 19 2 2 2 1 1 1 2 1 1 6	1 376 1 1 1 32 2 2 1 1 1 1 2 2 2 7 7 3 2 2 3 4 2 9
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  23  Civil Rights Civil Rights - Age Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Medically	40 6 6 28 - TSA Applic 28 3 1 1 1 1 Necessary Mants (joint) iir/ Scooter/ S 2 2 ems - Checke 1 1	5 5 31 ation Proc 31	33 5 5 25 1 24 1 1 1	24 1 1 1 20 1 19	1 1 1 1 1 1	1 1 28 28 3 2 1 1 1 1	1 41 1 1 31 31 31	2 2 2 2 1 1	1 1 17 17 17	29 3 3 18 1 17 1 1 1 1 5 2	24 2 2 16 16 1 1 1 1 1 1	2 19 19 2 2 2 1 1 1 2 1 1 6	1 376 1 1 32 1 278 6 272 2 7 2 3 2 2 1 1 1 1 2 2 2 7 7 3 2 2 2 3 4 2 9 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  23  Civil Rights Civil Rights - Age Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically	40 6 6 28 - TSA Applic 28 3 1 1 1 1 Necessary Mants (joint) iir/ Scooter/ S 2 2 ems - Checke 1 1	5 5 31 ation Proc 31	33 5 5 25 1 24 1 1 1	24 1 1 1 20 1 19	1 1 1 1 1 1	1 1 28 28 3 2 1 1 1 1	1 1 31 31 1	2 2 2 2 1 1	1 1 17 17 17	29 3 3 18 1 17 1 1 1 1 1 5	24 2 2 16 16 1 1 1 1 1 1	2 19 19 2 2 2 1 1 1 2 1 1 6	1 376 1 1 1 32 2 2 1 1 1 1 2 2 2 7 7 3 2 2 3 4 2 9
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  23  Civil Rights Civil Rights - Age Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Medicallyp	40 6 6 28 - TSA Applic 28 3 1 1 1 1 Necessary Mants (joint) iir/ Scooter/ S 2 2 ems - Checke 1 1	5 5 31 ation Proc 31	33 5 5 25 1 24 1 1 1	24 1 1 1 20 1 19	1 1 1 1 1 1	1 1 28 28 3 2 1 1 1 1	1 41 1 1 31 31 31	2 2 2 2 1 1	1 1 17 17 17	29 3 3 18 1 17 1 1 1 1 5 2	24 2 2 16 16 1 1 1 1 1 3 1 1	2 19 19 2 2 2 1 1 1 2 1 1 6	1 376 1 1 32 1 278 6 272 2 7 2 3 2 2 1 1 1 1 2 2 2 7 7 3 2 2 2 3 4 2 9 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  23  Civil Rights Civil Rights - Age Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Medically Persons	40 6 6 28 - TSA Applic 28 3 1 1 1 1 Necessary N lants (joint) iir/ Scooter/ S 2 1 ems - Checke 1 1 byee	5 31 ation Prot 31  Medication and Segway	33 5 5 25 1 24 1 1 1 1 Medical Sup	24 1 1 1 1 20 1 19 0 pplies	1 1 1 1 1 1	1 1 28 28 3 2 1 1 1 1	1 41 1 1 31 31 31	2 2 2 1 1 3 2 2 2 2	1 1 17 17 17 1 1 1 1	29 3 3 18 1 17 1 1 1 2 1 1 5 2 1 1	24 2 2 16 16 1 1 1 1 1 3 1 1	2 19 19 2 2 2 1 1 1 2 1 1 6	1 376 1 1 1 2 2 2 7 1 1 1 2 2 2 7 3 3 2 2 7 3 3 2 2 3 4 4 2 9 1 1 5 1 7
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso  23  Civil Rights Civil Rights - Age Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Screening Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	40 6 6 28 - TSA Applic 28 3 1 1 1 1 Necessary Mants (joint) iir/ Scooter/ S 2 1 ems - Checke 1 1 byee	5 31 ation Prot 31  Medication and Segway	33 5 5 25 1 24 1 1 1 1 Medical Sup	24 1 1 1 1 20 1 19 0 pplies	1 1 1 1 1 1	1 1 28 28 3 2 1 1 1 1	1 41 1 1 31 31 31	2 2 2 1 1 3 2 2 2 2	1 1 17 17 17 1 1 1 1	29 3 3 18 1 17 1 1 1 2 1 1 5 2 1 1	24 2 2 16 16 1 1 1 1 1 3 1 1	2 19 19 2 2 2 1 1 1 2 1 1 6	1 376 1 1 1 32 2 7 7 2 3 3 2 1 1 1 1 1 2 2 2 7 7 3 3 2 2 3 4 2 9 9 1 5 5 17 26
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  23 Civil Rights Civil Rights - Age Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically	40 6 6 28 - TSA Applic 28 3 1 1 1 1 Necessary Mants (joint) iir/ Scooter/ S 2 1	5 31 ation Prot 31  Medication and Segway	33 5 5 25 1 24 1 1 1 1 Medical Sup	24 1 1 1 1 20 1 19 0 pplies	1 1 1 1 1 1	1 1 28 28 3 2 1 1 1 1	1 41 1 1 31 31 31	2 2 2 1 1 3 2 2 2 2	1 1 17 17 17 1 1 1 1	29 3 3 18 1 17 1 1 1 2 1 1 5 2 1	24 2 2 16 16 1 1 1 1 1 3 1 1	2 19 19 2 2 2 1 1 1 2 1 1 6	1 376 1 1 1 32 2 2 7 2 3 4 2 2 9 1 5 17 26 2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  233  Civil Rights Civil Rights - Age Customer Service - TCC Customer Service - TCC Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically 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 Screening Screening - Crew Member or Airline Emplo Screening - International Screening Screening - International Screening Screening - Lengthy Lines Screening - Procedures/Process	40 6 6 28 - TSA Applic 28 3 1 1 1 1 Necessary Mants (joint) iir/ Scooter/ S 2 1 ems - Checke 1 1 byee	5 31 ation Prot 31  Medication and Segway	33 5 5 25 1 24 1 1 1 1 Medical Sup	24 1 1 1 1 20 1 19 0 pplies	1 1 1 1 1 1	1 1 28 28 3 2 1 1 1 1	1 41 1 1 31 31 31	2 2 2 1 1 3 2 2 2 2	1 1 17 17 17 1 1 1 1	29 3 3 18 1 17 1 1 1 2 1 1 5 2 1	24 2 2 16 16 1 1 1 1 1 3 1 1	2 19 19 2 2 2 1 1 1 2 1 1 6	1 376 1 1 1 32 2 7 7 2 3 3 2 1 1 1 1 1 2 2 2 7 7 3 3 2 2 3 4 2 9 9 1 5 5 17 26

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO	2												2
Expedited Passenger Screening Program	18												18
Expedited Passenger Screening Program	18												18
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown	1												1
Patdown - Flyer	1												1
Screening	2												2
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1												1

		Ī	TSA Contac	ct Center (1	「CC) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GFK	4	6	2	4	7	3	3	3	1	3		5	4
2022	1	2		1			1						
Expedited Passenger Screening Program	1	2		1									
Expedited Passenger Screening Program	1	2		1									
Patdown							1						
Patdown - Flyer							1						
2023	2	4	2	3	7	3	2	3	1	3		5	3
Civil Rights			1		1	2							
Civil Rights - Race					1	2							
Civil Rights - Sex/Gender/Gender Identity	- Not Transo	gender	1										
Expedited Passenger Screening Program	2	3	1	2	5		2	3		1		2	2
Expedited Passenger Screening Program	2	3	1	2	5		2	3		1		2	2
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	gage								1	
Patdown						1				1		1	
Patdown - Flyer						1				1		1	
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Mobility [	Disability (No	ot Wheelch	air or Scoot	er)								1	
Property - Special Handling					1								
Property - Special Handling - Missing Iten	ns - Checke	d			1								
Screening		1		1					1	1			
Screening - Inconsistency				1									
Screening - Procedures/Process		1							1	1			
2024	1												
Screening	1												
Screening - Procedures/Process	1												

			I SA CUIILA	ci center (	ICC) Data	1001 - 1 012	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GGG		1			1		1		2		1	2	8
2022					1				1			1	3
Customer Service												1	1
Customer Service - TSO												1	1
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling					1								1
Property - Special Handling - Damaged I	tems - Chec	ked			1								1
2023		1					1		1		1	1	5
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program									1		1		2
Expedited Passenger Screening Program	- TSA Pre	Check							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
GGW									1				1
2023									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checked	t					1				1

ata wa wisa	10.0.1				CC) Data								
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GJT	17	7	6	7	•	5	15	6	8	5	9	6	9
2022	3	3	5	1	3	2	6	2	2	2	3	2	3
Airline						1							
Airline - Policy/Regulations/Service						1							
Customer Service		1	2										
Customer Service - TSO		1	2										
Expedited Passenger Screening Program	1	2	2	1	3		5	2	2	1	3	2	2
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ıram	1									
Expedited Passenger Screening Program	1	2	2		3		5	2	2	1	3	2	2
Mishandling of Passenger Property	1		1										
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	1										
No Jurisdiction						1				1			
No Jurisdiction - Refer to Other						1				1			
Prohibited & Permitted Items	1												
Prohibited & Permitted Items - Knives/Tod	1												
Screening							1						
Screening - Procedures/Process							1						
2023	4	4	1	6	5	3	9	4	6	3	6	4	
Customer Service					1	1						1	
Customer Service - TSO					1	1						1	
Expedited Passenger Screening Program	3	4	1	6	4	2	8	3	4	2	4	2	
Expedited Passenger Screening Program	3	4	1	6	4	2	8	3	4	2	4	2	4
Patdown									1	1			
Patdown - Flyer									1	1			
Screening	1						1	1	1		2	1	
Screening - Crew Member or Airline Emplo	oyee										1		
Screening - Procedures/Process							1	1	1		1	1	
Screening - Retrieving Abandoned/Confis	1												
2024	10												1
Customer Service	3												
Customer Service - TCC	1												
Customer Service - TSO	2												
Expedited Passenger Screening Program	5												
Expedited Passenger Screening Program	5												
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												
Screening	1												
Screening - Procedures/Process													

			ISA Conta	ct Center (	(ICC) Data	1001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GLH	4	2	1				2			1		1	11
2022	2	2	1				2					1	8
Customer Service			1									1	2
Customer Service - TSO			1									1	2
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disa	rrayed Item	1											1
Property - Special Handling	1						1						2
Property - Special Handling - Damaged Ite	ems - Check	red					1						1
Property - Special Handling - Missing Item	1												1
Screening	1	1					1						3
Screening - Procedures/Process	1	1					1						3
2023										1			1
Screening										1			1
Screening - Procedures/Process										1			1
2024	2												2
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	2												2

				t Center (1									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GNV	13	9	3	8	8	2	6	5	8	4	9	6	81
2022	3	2	1	2	6	2	4	1	6	2	7	3	39
Customer Service					1		1				1		3
Customer Service - TSO					1		1				1		3
Expedited Passenger Screening Program	3	1	1	1	2	2	2	1	5	1	4	3	26
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	1	1	1	1	2	2	2	1	5	1	4	3	24
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Bag	gage							1		1
Patdown		1			1		1						3
Patdown - Flyer					1		1						2
Patdown - General		1											1
Property - Special Handling				1						1			2
Property - Special Handling - Missing Item	is - Carry-Oi	n		1									1
Property - Special Handling - Missing Item	ns - Checked	ł								1			1
Screening					2				1		1		4
Screening - Inconsistency									1		1		2
Screening - Procedures/Process					2								2
2023	7	7	2	6	2		2	4	2	2	2	3	39
Customer Service		1					1			1			3
Customer Service - TSO		1					1			1			3
Expedited Passenger Screening Program	3	5	1	2	2		1	4	1	1	1	1	22
Expedited Passenger Screening Program	3	5	1	2	2		1	4	1	1	1	1	22
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property				1							1		2
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	arry-on Lug	1							1		2
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Patdown	1			1									2
Patdown - Flyer				1									1
Patdown - Flyer as Observer	1												1
Property - Special Handling	2												2
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Missing Item	1												1
Screening		1	1	2					1			1	6
Screening - Inconsistency				1					1				2
Screening - Procedures/Process		1	1	1								1	4
2024	3												3
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	3												3

					ΓCC) Data 1								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GPI	11	5	5	7	2	6	4	9	6	9	16	9	89
2022	3	3	1	5	2	3	1	3	2	5	4	7	39
Customer Service		2							1				3
Customer Service - TSO		2							1				3
Expedited Passenger Screening Program	3		1	5	2	3	1	3	1	4	3	5	31
Expedited Passenger Screening Program	- TSA Appl	ication Prog	1	1									2
Expedited Passenger Screening Program	3			4	2	3	1	3	1	4	3	5	29
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam	naged/Missi	1											
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Metal Im	olants (joint)	)										1	1
Screening											1	1	2
Screening - Procedures/Process											1	1	2
2023	3	2	4	2		3	3	6	4	4	12	2	45
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Expedited Passenger Screening Program	2	2	4	2		3	3	4	3	3	6	2	34
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1	2	4	2		3	3	4	3	3	6	2	33
Mishandling of Passenger Property								1			1		2
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Bag	ggage				1					1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checke	d							1		1
Patdown									1		2		3
Patdown - Flyer									1		2		3
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Metal Im	olants (joint)	)									1		1
Screening	1									1	1		3
Screening - Inconsistency										1			1
Screening - Procedures/Process	1										1		2
2024	5												5
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	4												4

Cotomorios	40.0 : :		Contact C				04.5	05.15	20.		00.5	00.0	<b>-</b>
Categories				1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GPT	23	21	14	11	17	16	6	15	9	12	14	21	17
2022	5	15	9	4	8	12	3		6	8	5	3	8
Civil Rights				2				1				1	
Civil Rights - Age				1									
Civil Rights - Hair Patdowns				1									
Civil Rights - Race								1				1	
Customer Service		1		1						1			
Customer Service - TSO	_	1		1						1			
Expedited Passenger Screening Program	3	11	6		4	12	2	2	4	6	5	2	5
Expedited Passenger Screening Program		1				3			1				
Expedited Passenger Screening Program		1											
Expedited Passenger Screening Program	3	9	6		4	9	2	2	3	6	5	2	5
Identification (ID) Requirements		1											
Identification (ID) Requirements - Domest	ic	1											
Locks							1						
Locks - Missing or Damaged Lock							1						
Mishandling of Passenger Property		1							1				
Mishandling of Passenger Property - Dam	aged/Missing It	emsChec	ked Baggag	je					1				
Mishandling of Passenger Property - Disa	rrayed Item	1											
Patdown								1					
Patdown - Flyer								1					
Persons w/ Disabilities (PWD)				1	2			1					
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees an	d Casts		1				1					
Persons w/ Disabilities (PWD) - Respirato	ory and Inhaler I	Equipment			2								
Prohibited & Permitted Items	ĺ	1											
Prohibited & Permitted Items - Knives/Too	ols/Razors/S	1											
Property - Special Handling			1		1					1			
Property - Special Handling - Missing Iten	ı ıs - Carry-On		1										
Property - Special Handling - Missing Iten					1					1			
Screening	2		2		1			1	1	'			
Screening - Inconsistency	1												
Screening - Procedures/Process	1		2		1			1	1				
2023	5	6	5	7	9	4	3		3	4	9	18	8
Additional Information Required/Insufficient Info						-	,		J	-	9	10	•
Additional Information Required/Insufficien		EMAIL ON	٧									1	
Civil Rights	1	LIVIAIL OIV										- '	
Civil Rights - Race	1												
Customer Service	ı	1		4		4		2			1	4	
		1		1		1		3			1	1	
Customer Service - TSO	4			1		1		3				1	
Expedited Passenger Screening Program	4	5	4	5	7	3	3	4	3	4	8	11	6
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program			1		1								
Expedited Passenger Screening Program	4	5	3	5	6	3	3	4	3	4	8	10	
Locks								1					
Locks - Missing or Damaged Lock								1					
Mishandling of Passenger Property				1									
Mishandling of Passenger Property - Dam	aged/Missing It	emsChed	ked Baξ	1									
Patdown												2	
Patdown - Flyer												2	
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - Breast Ca	ancer				1								
Property - Special Handling								1				1	
								1				1	
Property - Special Handling - Damaged Ite	ems - Checked											2	
Property - Special Handling - Damaged Its Screening	ems - Checked		1		1							_	
	ems - Checked		1		1							1	
Screening Screening - Inconsistency	ems - Checked		1										
Screening Screening - Inconsistency Screening - Procedures/Process					1							1	
Screening Screening - Inconsistency Screening - Procedures/Process 2024	13											1	
Screening Screening - Inconsistency Screening - Procedures/Process  2024 Expedited Passenger Screening Program	<b>13</b>											1	
Screening Screening - Inconsistency Screening - Procedures/Process  2024 Expedited Passenger Screening Program Expedited Passenger Screening Program	13 10 10											1	
Screening Screening - Inconsistency Screening - Procedures/Process  2024 Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	13 10 10 2											1	<b>1</b> 1
Screening Screening - Inconsistency Screening - Procedures/Process  2024 Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam	13 10 10 2 1											1	<b>1</b> 1
Screening Screening - Inconsistency Screening - Procedures/Process  2024 Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	13 10 10 2 1											1	<b>1</b> 1
Screening Screening - Inconsistency Screening - Procedures/Process  2024 Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam	13 10 10 2 1											1	<b>1</b> 1 1

		7	ΓSA Contac	ct Center (1	ГСС) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRB	8	7	7	4	10	9	10	5	4	6	9	5	84
2022	3	2	3	3	5	2	7	4	3	3	6	4	45
Civil Rights		1											
Civil Rights - Age		1											
Customer Service	1				1		2	1				1	6
Customer Service - TSO	1				1		2	1				1	(
Expedited Passenger Screening Program	2	1	2	2	3	2	4	3	3	3	6	3	34
Expedited Passenger Screening Program	- DoD							1					
Expedited Passenger Screening Program	- TSA Appl	ication Prog	1				1			1			
Expedited Passenger Screening Program	2	1	1	2	3	2	3	2	3	2	6	3	30
Locks			1										1
Locks - Missing or Damaged Lock			1										
Property - Special Handling					1		1						2
Property - Special Handling - Damaged Ite	ems - Chec	ked			1								
Property - Special Handling - Missing Iten	ns - Checke	d					1						
Screening				1									1
Screening - Procedures/Process				1									1
2023	1	5	4	1	5	7	3	1	1	3	3	1	35
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program		5	3	1	5	7	3			3	3	1	31
Expedited Passenger Screening Program	- TSA Appl	ication Prog	Jram				1						1
Expedited Passenger Screening Program	- TSA PreC	5	3	1	5	7	2			3	3	1	30
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Screening								1	1				2
Screening - Lengthy Lines								1					1
Screening - Procedures/Process									1				1
2024	4												4
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	3												3

			SA COMICA	a center (	icc) Data	1001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRI	3	2	2	3	1	5	5	1	1	4	1		28
2022				1		4	1		1		1		8
Expedited Passenger Screening Program				1		4	1				1		7
Expedited Passenger Screening Program	- TSA PreC	heck		1		4	1				1		7
Property - Special Handling									1				1
Property - Special Handling - Missing Iter	ns - Checke	d							1				1
2023		2	2	2	1	1	4	1		4			17
Expedited Passenger Screening Program		2	2		1	1	3	1		3			13
Expedited Passenger Screening Program	- TSA Appli	cation Prog	1										1
Expedited Passenger Screening Program	- TSA PreC	2	1		1	1	3	1		3			12
Patdown				2									2
Patdown - Children				1									1
Patdown - Flyer				1									1
Screening							1			1			2
Screening - Procedures/Process										1			1
Screening - Retrieving Abandoned/Confis	cated Items						1						1
2024	3												3
Civil Rights	2												2
Civil Rights - Age	2												2
Customer Service	1												1
Customer Service - TSO	1												1

			I SA CUIILA	r center (	CC) Data	1001 - 1 OIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRK		1	6	3	4	2	3	4	2	2	4	5	36
2022			2		2	2	1	2	2	2	3	1	17
Customer Service						1	1				1		3
Customer Service - TSO						1	1				1		3
Expedited Passenger Screening Program			2		2			2	2	2	1	1	12
Expedited Passenger Screening Program	- TSA PreC	Check	2		2			2	2	2	1	1	12
Screening						1					1		2
Screening - Inconsistency											1		
Screening - Procedures/Process						1							
2023		1	4	3	2		2	2			1	4	19
Customer Service					2			1			1		4
Customer Service - TSO					2			1			1		4
Expedited Passenger Screening Program		1	4	2			2	1				3	10
Expedited Passenger Screening Program	- DoD	1											1
Expedited Passenger Screening Program	- TSA PreC	Check	4	2			2	1				3	12
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Mobility I	Disability (N	ot Wheelch	air or Scoot	er)								1	1
Screening				1									1
Screening - Crew Member or Airline Emp	lovee			1									1

egories	10-Oct 1		A Contact C		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RR	61	38	41	36	44	49	60	35	34	35		37	51
2022	7	10	12	11	18	27	33	13	18	28		19	22
Civil Rights	•	10	1		10				.0	20	20	13	
Civil Rights - Racial Profiling or Discrimina	l ation		1		1								
Customer Service		3	'		'		1	1		1	1		
Customer Service - TSO		3					1	1		1	1		
Expedited Passenger Screening Program	5	7	10	10	13	26	31	12	17	24	18	16	18
Expedited Passenger Screening Program			10	10	10	20	01	12	- 17	1	10	10	
Expedited Passenger Screening Program		illitedi y								1			
Expedited Passenger Screening Program	1				1				1	1		2	
Expedited Passenger Screening Program	4	7	10	10	12	26	31	12	16	21	18	14	1
Mishandling of Passenger Property	1		10	10	1	20	01	12	1	21	2	2	
Mishandling of Passenger Property - Dam	l aged/Missing I	emsCarr	v-on Luggad	ne	1				1		1	2	
Mishandling of Passenger Property - Dam			) on Euggus	,,,									
Mishandling of Passenger Property - Disa		arry-on or	Checked								1		
Patdown	1	any on o.	Ontoutou		2						1		
Patdown - Flyer	1				2						1		
Persons w/ Disabilities (PWD)			1	1	1					1			
Persons w/ Disabilities (PWD) - Diabetes				•						1			
Persons w/ Disabilities (PWD) - Prosthesi	l s/Amnutees an	d Casts			1								
Persons w/ Disabilities (PWD) - Touch Av			1										
Persons w/ Disabilities (PWD) - Wheelcha				1									
Property - Special Handling		5··~;					1				2	1	
Property - Special Handling - Damaged It	ı ems - Carrv-∩n						'					1	
Property - Special Handling - Damaged It							1				1		
Property - Special Handling - Missing Iten											1		
Screening	lo Ondonou					1				2			
Screening - Inconsistency										1			
Screening - Procedures/Process						1				1	2		
2023	30	28	29	25	26	22	27	22	16	7		18	2
Civil Rights		1					1			•			
Civil Rights - Race		1					1						
Customer Service	1	2	1		2		1		2		1		
Customer Service - TSO	1	2	1		2		1		2		1		
Expedited Passenger Screening Program	28	23	27	21	22	19	23	21	11	6		17	2
Expedited Passenger Screening Program		2	21	21	1	10	20	21	- ''	0	- ''	- 17	
Expedited Passenger Screening Program	28	21	27	21	21	19	23	21	11	6	11	17	2
Locks	20	21	21	21	21	1	20	21	- ''	0	- ''	- 17	
Locks - Missing or Damaged Lock						1							
Mishandling of Passenger Property		1			1				1		1		
Mishandling of Passenger Property - Dam	aned/Missii	1			'				'		- '		
Mishandling of Passenger Property - Dam		emsChe	cked Banna	ne	1						1		
Mishandling of Passenger Property - Disa				90					1				
No Jurisdiction	mayou nomsc	arry-orr or	1						- 1				
No Jurisdiction - Refer to Other			1										
Patdown				2							1		
Patdown - Flyer				1							1		
Patdown - Non-Flyer				1									
Persons w/ Disabilities (PWD)	1			'			1						
Persons w/ Disabilities (PWD) - Internal N							- 1						
Persons w/ Disabilities (PWD) - Prosthesi		d Coete					1						
Property - Special Handling	S/Ampulees am	u Casis		2	1	1	- 1	1				1	
Property - Special Handling - Damaged It	ome Carny On			- 4	1	1		- 1				'	
Property - Special Handling - Missing Iten				1	- 1	- 1		1				1	
1 7 1 0 0	ls - Carry-On	4		1		4	4	1	0	4	2	1	
Screening Inconsistency		1				1	1		2	1	3		
Screening - Inconsistency		4				1			1				
Screening - Procedures/Process		1					1		1	1	3		
2024	24												
Customer Service	1												
Customer Service - TSO	1												
Expedited Passenger Screening Program	21												
Expedited Passenger Screening Program	21												
Property - Special Handling	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
GSN		1				2	1		1	1			6
2022						2				1			3
Expedited Passenger Screening Program						2							2
Expedited Passenger Screening Program	- DoD					1							1
Expedited Passenger Screening Program	- TSA PreC	heck				1							1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies						1			1
2023		1					1		1				3
Expedited Passenger Screening Program		1							1				2
Expedited Passenger Screening Program	- DoD	1											1
Expedited Passenger Screening Program	- TSA PreC	heck							1				1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Wounded	Warrior						1						1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	CC) Data T 02-Feb			OE Mari	06 1	07 11	00 A	00 600	Total
GSO	10-Oct 29	11-Nov 24	12-Dec 21	01-Jan 18	02-Feb 18	03-Mar	04-Apr 30	05-May	06-Jun	07-Jul 22	08-Aug	09-Sep	
2022	29 8	10	13	18 7	18 12	40 25	30 16	26 10	24 15	10	24 8	32 11	308 148
Civil Rights	0	10	13	'	1	25	2	10	10	10		- 11	143
Civil Rights - Age					1		1						
Civil Rights - Profiling						1	- '						
Civil Rights - Race						1	1						- 2
Civil Rights - Racial Profiling or Discrimina	ition				1								
Customer Service	2		1			1	1		1	1		1	8
Customer Service - TSO	2		1			1	1		1	1		1	3
Expedited Passenger Screening Program	5	7	7	6	8	19	11	8	12	8	7	9	107
Expedited Passenger Screening Program	1	2				2							
Expedited Passenger Screening Program	4	5	7	6	8	17	11	8	12	8	7	9	102
Identification (ID) Requirements			1										
Identification (ID) Requirements - Domesti	С		1										
Mishandling of Passenger Property		1					1	1		1			
Mishandling of Passenger Property - Dam	aged/Missii	1					1						
Mishandling of Passenger Property - Dama			ecked Bag	gage				1		1			
Patdown				5 5		1							
Patdown - Children						1							
Persons w/ Disabilities (PWD)			1			1							
Persons w/ Disabilities (PWD) - General						1							
Persons w/ Disabilities (PWD) - Internal M	edical Device	es	1										
Property - Special Handling	1	2	3	1	2			1	1			1	1
Property - Special Handling - Damaged Ite	1	1	1	1	2							1	
Property - Special Handling - Damaged Ite			2						1				
Property - Special Handling - Missing Item		1						1					
Screening					1	1	1		1		1		
Screening - Inconsistency						1							
Screening - Lengthy Lines					1								
Screening - Procedures/Process							1		1		1		;
2023	10	14	8	11	6	15	14	16	9	12	16	21	152
Civil Rights								1			1		2
Civil Rights - Perceived Religion											1		
Civil Rights - Race								1					
Customer Service	1		2	1		2	2	1			2	3	14
Customer Service - Others												1	
Customer Service - TSO	1		2	1		2	2	1			2	2	13
Expedited Passenger Screening Program	9	12	4	8	6	10	8	10	9	9	9	16	110
Expedited Passenger Screening Program	1			1		2			1				
Expedited Passenger Screening Program	8	12	4	7	6	8	8	10	8	9	9	16	10
Locks											1	1	
Locks - Missing or Damaged Lock											1	1	
Lost and Found		1											
Lost and Found - Airport/TSA		1											
Mishandling of Passenger Property		1								1	1		,
Mishandling of Passenger Property - Dam	aged/Missii	1								1	1		
No Jurisdiction	_		1							1			
No Jurisdiction - Refer to Other			1							1			
Patdown						1		3					4
Patdown - Flyer						1		3					4
Persons w/ Disabilities (PWD)			1					1					
Persons w/ Disabilities (PWD) - Medically	Necessary I	Medication	1					1					
Property - Special Handling				2		1	1			1	1		(
Property - Special Handling - Damaged Ite	ms - Carry-0	On		1		1				1	1		4
Property - Special Handling - Missing Item	s - Carry-Or	1		1									
Property - Special Handling - Missing Item	s - Checked						1						
Screening						1	3				1	1	(
Screening - Children												1	
Screening - Inconsistency							1						
						1	2				1		4
Screening - Procedures/Process													1
	11												
Screening - Procedures/Process	<b>11</b>												
Screening - Procedures/Process 2024													
Screening - Procedures/Process  2024 Expedited Passenger Screening Program	7												
Screening - Procedures/Process  2024  Expedited Passenger Screening Program  Expedited Passenger Screening Program	7 7												
Screening - Procedures/Process  2024  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	7 7 1												
Screening - Procedures/Process  2024  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property	7 7 1 1												
Screening - Procedures/Process  2024  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Medical [	7 7 1 1 1												
Screening - Procedures/Process  2024  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Persons w/ Disabilities (PWD)	7 7 1 1												

				t Center (T	-								<u> </u>
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GSP	50	34	31	39	31	36	38	42	48	20	48	39	456
2022	15	15	11	16	14	19	18	20	31	10	29	20	218
Additional Information Required/Insufficient Inf					1								1
Additional Information Required/Insufficier	nt Information	- EMAIL C	NLY		1								1
Airline									1				1
Airline - Lost Baggage									1				1
Civil Rights				1	1								2
Civil Rights - National Origin					1								1
Civil Rights - Racial Profiling or Discrimina				1									1
Customer Service	1			2		3					3	1	10
Customer Service - Others Customer Service - TSO	4					2					2	4	1
Expedited Passenger Screening Program	1 12	14	0	1 11	10	3 15	17	17	25	10	3	1 15	176
Expedited Passenger Screening Program		2	9	1	12	15	17	17	25	10	19	15	176
Expedited Passenger Screening Program  Expedited Passenger Screening Program	- 13A Appi 12	12	9	10	11	15	17	15	25	10	16	15	167
Locks	12	12	1	10	- 11	10	17	10	20	10	10	10	107
Locks - Missing or Damaged Lock			1										
Lost and Found		1	'										
Lost and Found - Airport/TSA		1											
Mishandling of Passenger Property			1								4	2	-
Mishandling of Passenger Property - Dam	l laded/Missind	ItemsC	1								1	2	
Mishandling of Passenger Property - Dam			ecked Bag	nage							2		
Mishandling of Passenger Property - Disa				9494							1		
Patdown	.,	52y 5.11¢	2301134				1				2	1	
Patdown - Flyer							1				2	1	
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Ostomy/C	) Ostomates					1							
Property - Special Handling	1			1				2	2				(
Property - Special Handling - Damaged Ite	ems - Carry-C	)n							1				
Property - Special Handling - Damaged Ite									1				
Property - Special Handling - Missing Item	1			1				2					4
Screening	1			1				1	3		1	1	
Screening - Inconsistency											1		
Screening - Lengthy Lines	1											1	2
Screening - Procedures/Process				1				1	3				į
2023	20	19	20	23	17	17	20	22	17	10	19	19	223
Civil Rights		1					1	2	1				5
Civil Rights - Civil Rights Violation (TSA E	mployee)	1											1
Civil Rights - Race							1	2	1				4
Customer Service		2	1	1	1	1	1	1	2	1			11
Customer Service - TSO		2	1	1	1	1	1	1	2	1			11
Expedited Passenger Screening Program	18	13	16	19	14	16	12	12	11	6	14	14	165
Expedited Passenger Screening Program	- TSA Appl	1	1								1		
Expedited Passenger Screening Program	18	12	15	19	14	16	12	12	11	6	13	14	162
Mishandling of Passenger Property				1			1		1		1		4
Mishandling of Passenger Property - Dam							1				1		2
Mishandling of Passenger Property - Dam				gage					1				
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on o	or Checker	1									
No Jurisdiction							1	1					
No Jurisdiction - No Referral							1	1					
Patdown	1	2					2	2				1	
Patdown - Flyer		2					2	2				1	7
Patdown - General	1												
Persons w/ Disabilities (PWD)								1	1			1	
Persons w/ Disabilities (PWD) - Breast Ca			1.8.4						1				
Persons w/ Disabilities (PWD) - Medically			and Medica	Supplies								1	
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	egway						1					
Property - Special Handling	0		1	1						1	1	1	
Property - Special Handling - Damaged Ite		n	1	-						1		1	
Property - Special Handling - Missing Item		4		1	0		0		4	0	1		2
Screening Crow Member or Airline Empl	1	1	2	1	2		2	3	1	2	3	2	20
Screening - Crew Member or Airline Empl Screening - Inconsistency			4						1	4		A	
Screening - Inconsistency Screening - Procedures/Process	1	4	1 1	1			0			<u> </u>		1	1.
Screening - Procedures/Process Screening - Retrieving Abandoned/Confise	l cated Itams	1	1	I	2		2	1		- 1	3	1	14
2024								1					
	15												19
Expedited Passenger Screening Program	12												1:
Expedited Passenger Screening Program	12												12
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												1
Screening Procedures/Process	2												2
Screening - Procedures/Process	1												1
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
GST				1						3	1		5
2022				1						2	1		4
Expedited Passenger Screening Program				1									•
Expedited Passenger Screening Program	- TSA PreC	Check		1									
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	n/trauma)								1			
Screening										1	1		
Screening - Procedures/Process										1			
Screening - Retrieving Abandoned/Confis	cated Items										1		1
2023										1			1
Customer Service										1			1
Customer Service - TSO										1			1

					TCC) Data								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GTF	8	2	5	9	3	4	7	7	4	4	5	2	60
2022	2	1	1	3	2	4	5	4	2	1	3	2	30
Expedited Passenger Screening Program	1	1		3	1	3	5	3	1		2	2	22
Expedited Passenger Screening Program	1	1		3	1	3	5	3	1		2	2	22
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown	1					1							2
Patdown - Flyer	1					1							2
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Mobility D	Disability (N	ot Wheelch	air or Scoo	ter)					1				
Property - Special Handling								1		1			2
Property - Special Handling - Damaged Ite	ems - Carry	-On						1		1			2
Screening					1						1		2
Screening - Procedures/Process					1						1		2
2023	3	1	4	6	1		2	3	2	3	2		27
Additional Information Required/Insufficient Inf	formation			1									1
Additional Information Required/Insufficier	nt Informatio	n - EMAIL	ONLY	1									1
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service	1	1											2
Customer Service - TSO	1	1											2
Expedited Passenger Screening Program	1		2	4	1			3	2	1	2		16
Expedited Passenger Screening Program	1		2	4	1			3	2	1	2		16
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	1										
Patdown										1			1
Patdown - Flyer										1			1
Screening	1			1			2			1			
Screening - Inconsistency							1						1
Screening - Procedures/Process	1			1			1			1			
2024	3												3
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	3												3

			TSA Contac	t Center (	TCC) Data 1	ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GTR	4	1	3		1	3	3		3	2	2	1	23
2022		1	1		1	2	2		2	1	1	1	12
Civil Rights									1				
Civil Rights - Transgender Screening									1				1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program					1	1	1		1	1	1	1	7
Expedited Passenger Screening Program	- TSA PreC	Check			1	1	1		1	1	1	1	7
Patdown							1						1
Patdown - Flyer as Observer							1						1
Property - Special Handling			1										1
Property - Special Handling - Missing Item	s - Checke	d	1										1
Screening						1							1
Screening - Procedures/Process						1							1
2023	4		2			1	1		1	1	1		11
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	1		1				1		1	1	1		6
Expedited Passenger Screening Program	1		1				1		1	1	1		6
Patdown	1												1
Patdown - Children	1												1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not	Breast Car	ncer			1							1
Screening	2												2
Screening - Inconsistency	1												1
Screening - Procedures/Process	1												1

			IOA COIIta	,	. co, bata		•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GUC	1		1		2	2	1	2	1	4	1	1	16
2022					1	1	1	2		2	1	1	9
Expedited Passenger Screening Program							1	2		2	1	1	7
Expedited Passenger Screening Program	- TSA PreC	heck					1	1		2	1	1	6
Expedited Passenger Screening Program	- TSA/DHS	Employee	s - Opt In					1					1
Patdown					1	1							2
Patdown - Children						1							1
Patdown - Flyer					1								1
2023			1		1	1			1	2			6
Expedited Passenger Screening Program			1		1	1			1	2			6
Expedited Passenger Screening Program	- TSA PreC	heck	1		1	1			1	2			6
2024	1												1
Patdown	1												1
Patdown - Flyer	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
GUM	10	10		8 9	8	14	13	15	11	10	13	18	13
2022				3	2	8	6	10	7	6	8	14	64
Civil Rights												1	
Civil Rights - Sex/Gender/Gender Identity-	Not Transo	ender										1	
Expedited Passenger Screening Program				3	2	8	6	10	6	6	7	13	6
Expedited Passenger Screening Program	- Active Du	y Military								1			
Expedited Passenger Screening Program	- DoD					3		1	1	2			
Expedited Passenger Screening Program	- TSA Appli	cation Prog	gram								1		
Expedited Passenger Screening Program	- TSA PreC	heck		3	2	5	6	8	5	3	6	13	5
Expedited Passenger Screening Program	- TSA/DHS	Employees	s - Opt In					1					
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Dam	aged/Missir	g ItemsC	hecked Ba	aggage					1				
No Jurisdiction											1		
No Jurisdiction - Refer to CBP											1		
2023	6	10		8 6	6	6	7	5	4	4	5	4	7
Customer Service									1				
Customer Service - TSO									1				
Expedited Passenger Screening Program	5	9		8 6	6	5	6	5	3	4	4	4	6
Expedited Passenger Screening Program	- DoD			1	1	1		1					
Expedited Passenger Screening Program	1									1			
Expedited Passenger Screening Program	4	9		7 6	5	4	6	4	3	3	4	4	5
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	aged/Missii	1											
No Jurisdiction						1							
No Jurisdiction - Refer to CBP						1							
Patdown							1						
Patdown - Flyer							1						
Property - Special Handling	1												
Property - Special Handling - Damaged Ite	1												
Screening											1		
Screening - Procedures/Process											1		
2024	4												
Expedited Passenger Screening Program	3												
Expedited Passenger Screening Program	3												;
Property - Special Handling	1												
Property - Special Handling - Missing Item	1												

			TSA Contac										
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HDN	4	5	-	7	7	9	4		2	6	7	-	62
2022		5	3	4	2	5	2	1	2		3	3	30
Expedited Passenger Screening Program		2		3	1	4	2	1	2		3	2	21
Expedited Passenger Screening Program		cation Prog	gram		1								1
Expedited Passenger Screening Program	- TSA PreC	2	1	3		4	2	1	2		3	2	20
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property		2											2
Mishandling of Passenger Property - Dam	aged/Missii	2											2
Notice of Violation/Civil Penalties		1											1
Notice of Violation/Civil Penalties - Gener	al	1											1
Patdown						1						1	2
Patdown - Children						1							1
Patdown - Flyer												1	1
Property - Special Handling			1										1
Property - Special Handling - Missing Item	ns - Carry-Or	1	1										1
Screening				1	1								2
Screening - Inconsistency				1									1
Screening - Retrieving Abandoned/Confis	cated Items				1								1
2023			2	3	5	4	2	2		6	4		28
Airline											1		1
Airline - Lost Baggage											1		1
Customer Service					1	1							2
Customer Service - TSO					1	1							2
Expedited Passenger Screening Program				2	4	2	2	1		6	3		20
Expedited Passenger Screening Program	- TSA PreCl	neck		2	4	2	2	1		6	3		20
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling						1							1
Property - Special Handling - Damaged Ite	ems - Carry-	On				1							1
Screening	Í		1	1				1					3
Screening - Lengthy Lines				1									1
Screening - Procedures/Process			1					1					2
2024	4												4
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	3												3
Screening	1												1
Screening - Procedures/Process	1												1

			ISA Conta	ct Center (	ICC) Data	1001 - FUIA	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
HGR	1	1		1	3		2		1	1		2	12
2022	1			1	2		1			1		1	7
Expedited Passenger Screening Program					2		1					1	
Expedited Passenger Screening Program	i - TSA PreC	heck			2		1					1	
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medicall	y Necessary	Medication	and Medic	al Supplies						1			1
Property - Special Handling				1									1
Property - Special Handling - Missing Iter	ns - Checke	d		1									1
Screening	1												
Screening - Procedures/Process	1												
2023		1			1		1		1			1	į.
Expedited Passenger Screening Program									1			1	2
Expedited Passenger Screening Program	- TSA PreC	heck							1			1	2
Patdown							1						
Patdown - Flyer							1						
Property - Special Handling		1											
Property - Special Handling - Damaged I	tems - Checl	1											
Screening					1								
Screening - Procedures/Process					1								

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

					rcc) Data 1								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HLN	4	5	3	3	5	3	2	4	5	12	5	4	55
2022		3	2	3	1	1	1	1	2	11	3	2	30
Customer Service						1		1					2
Customer Service - TSO						1		1					2
Expedited Passenger Screening Program		1	2	1	1		1		2	11	3	2	24
Expedited Passenger Screening Program	- TSA Appl	ication Prog	gram									1	1
Expedited Passenger Screening Program	- TSA PreC	1	2	1	1		1		2	11	3	1	23
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility D	Disability (N	ot Wheelch	air or Scoot	1									1
Screening		1		1									2
Screening - Procedures/Process		1		1									2
2023	2	2	1		4	2	1	3	3	1	2	2	23
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights		1										1	2
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	1										1	2
Customer Service						1			1				2
Customer Service - TSO						1			1				2
Expedited Passenger Screening Program	2	1	1		1	1	1	3	2	1		1	14
Expedited Passenger Screening Program	- TSA Appl	ication Prog	gram		1				1	1			3
Expedited Passenger Screening Program	2	1	1			1	1	3	1			1	11
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Patdown											1		1
Patdown - Flyer											1		1
Screening					2								2
Screening - Procedures/Process					2								2
2024	2												2
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	2												2

ories -					•	I - FOIA							
_	10-Oct 1	1-Nov 12	2-Dec 0	1-Jan 0	2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	229	177	197	173	178	207	208	232	205	198	173	205	2,382
2022	39	62	80	67	86	100	88	97	108	90	86	104	1,007
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	1		5	1	2				2	1	2	4	18
	'			ı						'		4	
Civil Rights - Age			1										1
Civil Rights - National Origin												1	
Civil Rights - Race									2		2	3	
Civil Rights - Racial Profiling or Discrimina	1		2	1	2								(
Civil Rights - Screening of Religious Cultu	ral and Cerem	onial Items								1			
Civil Rights - Sex/Gender/Gender Identity			1										
•		idei											
Civil Rights - Sexual Orientation - Not Tra	nsgender		1										
Claims			1								1		
Claims - General			1										
Claims - Status											1		
Customer Service	9	10	4	7	9	6	13	6	7	9	7	5	9:
	9		4	- 1	3	0	10	0	- '	9	- 1	3	
Customer Service - Others		1											
Customer Service - TSO	9	9	4	7	9	6	13	6	7	9	7	5	9
Expedited Passenger Screening Program	22	41	57	46	65	75	63	74	89	68	66	82	74
Expedited Passenger Screening Program	- Active Du	1		1									
		- '	4		0	2	4	4	2	0	0	0	
Expedited Passenger Screening Program			1	1	2	3	1	1	3	2	2	2	1
Expedited Passenger Screening Program	4	5	2	1	3	7	3	2	1	2	6	2	3
Expedited Passenger Screening Program	18	34	54	43	60	65	58	71	84	63	58	78	68
Expedited Passenger Screening Program		1					1		1	1			
	- 10//0110						- 1		- 1	- 1			
Identification (ID) Requirements				1		1							
Identification (ID) Requirements - Domest	ic			1		1							
Locks	1		1				1	1	1				
Locks - General	1								1				
	1								1				
Locks - Missing or Damaged Lock			1				1	1					
Mishandling of Passenger Property	1		2	1	2	2	2	2		1	2	5	2
Mishandling of Passenger Property - Dam		ItemsC	1		1	_		1			2	4	
		items0											
Mishandling of Passenger Property - Dam				1	1	1	2	1		1		1	
Mishandling of Passenger Property - Disa	rrayed Items0	Carry-on	1			1							
No Jurisdiction				1		1							
No Jurisdiction - Refer to CBP				1									
				1									
No Jurisdiction - Refer to Other						1							
Patdown		2	3				1	3	2	1	2		1
Patdown - Flyer			3				1	3	2	1	2		1
•			3				'	J					
Patdown - General		1											
Patdown - Non-Flyer		1											
Persons w/ Disabilities (PWD)	1	2		2		2	1	1	1	2			1
Persons w/ Disabilities (PWD) - Diabetes						1							
. ,													
Persons w/ Disabilities (PWD) - General				2				1					
Persons w/ Disabilities (PWD) - Medical [	Devices - Attacl	hed to the Bo	ody						1	1			
Persons w/ Disabilities (PWD) - Medically	/ Necessary	2				1							
		Wheelchair o	r Scooter)				1			1			
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not V	Wheelchair o	or Scooter)				1			1			
Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Wheelch	Disability (Not V												
Persons w/ Disabilities (PWD) - Mobility [	Disability (Not V	Wheelchair o	or Scooter)	2	1	3	2	3	3	3	1	2	2
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling	Disability (Not V	3		2	1	3 2		3 2	3		1	2	2
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It	Disability (Not V 1 1 ems - Carry-Or	3 n	4			2	2						2
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	Disability (Not V 1 1 ems - Carry-Or ems - Checl	3	4					2	3				2
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten	Disability (Not Value 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 n	4	1		2	2		1	3			2
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	Disability (Not Value 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 n	4			2	2	2					2
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelch: Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	Disability (Not Value 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 n	4	1		2	2	2	1	3			2
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance	Disability (Not Value 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 n	4	1		2	2	2	1	3	1	1 1 1	2
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other	Disability (Not V	3 1 3	4 1 3	1	1	1	1	1	1	3	1 1	1 1 1	2
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening	Disability (Not Value 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 n	4	1		10	1 1 5	2	1	3	1 1 1 4	1 1 1	21
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other	Disability (Not V	3 1 3	4 1 3	1	1	1	1	1	1	3	1 1	1 1 1	21
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency	Disability (Not V	3 3 3	4 1 3	1 1 5	7	10 3	1 1 5	1 7	2	3	1 1 1 4	1 1 1 1 5	20
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines	Disability (Not V	3 3 4 4	4 1 3 3	1 1 5	7	10 3 3	1 1 5 3	7	3	3 3 5	1 1 4 2	1 1 1 1 5	20
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	Disability (Not V	3 3 3	4 1 3	1 1 5	7	10 3	1 1 5	1 7	3	3	1 1 1 4	1 1 1 1 5	66
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Shoe Screening	Disability (Not V	3 3 4 4	4 1 3 3	1 1 5	7	10 3 3	1 1 5 3	7	3	3 3 5	1 1 4 2	1 1 1 1 5	20 20 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Shoe Screening	Disability (Not V	3 3 4 4	4 1 3 3	1 1 5	7	10 3 3	1 1 5 3	7	3	3 3 5	1 1 4 2	1 1 1 1 5	6
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Shoe Screening	Disability (Not V	3 3 4 1 3	3	1 5 2 3	7 4 3	10 3 3 4	2 1 1 5 3	7 1 6	3 1 1 1	3 3 5	1 1 4 2 2	1 1 1 1 5 1	20 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Shoe Screening  2023 Additional Information Required/Insufficient In	Disability (Not V	3 3 4 1 13 115	3	1 5 2 3	7 4 3	10 3 3 4	2 1 1 5 3	7 1 6	3 1 1 1	3 3 5	1 1 4 2 2	1 1 1 1 5 1	20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Shoe Screening  2023 Additional Information Required/Insufficient Int Additional Information Required/Insufficient	Disability (Not V	3 3 4 1 3	3	1 5 2 3	7 4 3	10 3 3 4	2 1 1 5 3	7 1 6	3 1 1 1 97	3 3 5	1 1 4 2 2 2	1 1 1 1 5 1	20 9 9 10 11 30 1,27
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Shoe Screening  2023 Additional Information Required/Insufficient Int Additional Information Required/Insufficient Airline	Disability (Not V	3 3 4 1 13 115	3	1 5 2 3	7 4 3 <b>92</b>	10 3 3 4	2 1 1 5 3	7 1 6	3 1 1 1	3 3 5	1 1 4 2 2	1 1 1 1 5 1	20 9 66 9 11: 3:
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Shoe Screening  2023 Additional Information Required/Insufficient Int Additional Information Required/Insufficient	Disability (Not V	3 3 4 1 13 115	3	1 5 2 3	7 4 3	10 3 3 4	2 1 1 5 3	7 1 6	3 1 1 1 97	3 3 5	1 1 4 2 2 2	1 1 1 1 5 1	6 1 3 1,27
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Shoe Screening  2023 Additional Information Required/Insufficient Int Additional Information Required/Insufficient Int Additional Information Required/Insufficient Airline Airline - Lost Baggage	Disability (Not V	3 3 4 1 13 115	3	1 5 2 3	7 4 3 <b>92</b>	10 3 3 4	2 1 1 5 3	7 1 6	3 1 1 1 97	3 3 5	1 1 4 2 2 87	1 1 1 1 5 1	20 6 11: 3: 1,27:
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Shoe Screening 2023 Additional Information Required/Insufficient Int Additional Information Required/Insufficient Int Additional Information Required/Insufficient Int Airline Airline - Lost Baggage Airline - Policy/Regulations/Service	Disability (Not V	3 4 4 1 3 3 115 1 1	3 3 117	1 1 5 2 3	7 4 3 <b>92</b>	10 3 3 4 107	2 1 1 5 3 2 120	7 1 6	1 2 3 3 1 1 1 1 97 1 1 1 1	3 5 5 108	1 1 4 2 2 2 87	1 1 1 5 1 4 101	6 1 3 <b>1,27</b>
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Lengthy Lines Screening - Screening Procedures/Process Screening - Shoe Screening Additional Information Required/Insufficient Int Additional Information Required/Insufficient Int Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights	Disability (Not V	3 3 4 1 13 115	3	1 5 2 3	7 4 3 <b>92</b>	10 3 3 4	2 1 1 5 3	2 1 7 1 6 135	1 2 3 1 1 1 97	3 3 5	1 1 4 2 2 87	1 1 1 1 5 1	6 1 3 1,27
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Screening 2023 Additional Information Required/Insufficient Int Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights	Disability (Not V	3 3 4 4 1 3 3 115 1 1 1	3 3 117	1 1 5 2 3	7 4 3 <b>92</b>	10 3 3 4 107	2 1 1 5 3 2 120	7 1 6	1 2 3 3 1 1 1 1 97 1 1 1 1	3 5 5 108	1 1 4 2 2 2 87	1 1 1 5 1 4 101	6 1 3 1,27
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Shoe Screening  2023 Additional Information Required/Insufficient Int Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights	Disability (Not V	3 3 4 4 1 3 3 115 1 1 1	3 3 117	1 1 5 2 3	7 4 3 <b>92</b>	10 3 3 4 107	2 1 1 5 3 2 120	2 1 7 1 6 135	1 2 3 3 1 1 1 1 97 1 1 1 1	3 5 5 108	1 1 4 2 2 2 87	1 1 1 5 1 4 101	6 1 3 1,27
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Shoe Screening  2023 Additional Information Required/Insufficient Int Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - National Origin	Disability (Not V	3 3 4 4 1 3 3 115 1 1 1	3 3 117	1 1 5 2 3 106	7 4 3 <b>92</b>	10 3 3 4 107	2 1 1 5 3 2 120	2 1 7 1 6 135	1 2 3 3 1 1 1 1 97 1 1 1 1	3 5 5 108	1 1 4 2 2 2 87	1 1 1 5 1 4 101	6 1 3 1,27
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Shoe Screening  2023 Additional Information Required/Insufficient Int Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Perceived Religion	Disability (Not V	3 3 4 4 1 3 3 115 1 1 1	3 3 117	1 1 5 2 3 106	7 4 3 <b>92</b>	10 3 3 4 107	2 1 1 5 3 2 120	2 1 7 1 6 135	1 2 3 3 1 1 1 1 97 1 1 1 1	3 5 5 108	1 1 4 2 2 87 1 1 2	1 1 1 5 1 4 101	6 1 3 1,27
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Shoe Screening  2023 Additional Information Required/Insufficient Int Additional Information Required/Insufficient Int Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Profiling	Disability (Not V	3 3 4 1 3 115 1	3 3 117	1 1 5 2 3 106	7 4 3 <b>92</b>	10 3 3 4 107	2 1 1 5 3 2 <b>120</b>	2 1 7 1 6 135	1 2 3 3 1 1 1 1 97 1 1 1 1	3 5 108	1 1 4 2 2 2 87	1 1 1 5 1 4 101	6 1 3 1,27
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Shoe Screening  2023 Additional Information Required/Insufficient Int Additional Information Required/Insufficient Int Additional Information Required/Insufficient Int Additional Information Required/Insufficient Int Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race	Disability (Not V 1 1 1 ems - Carry-Or ems - Checl ns - Carry-On 1 3 1 2 87 formation nt Informatic 1	3 3 4 4 1 3 3 115 1 1 1 1	3 3 117	1 1 5 2 3 106	7 4 3 <b>92</b>	10 3 3 4 107	2 1 1 5 3 2 120	2 1 7 1 6 135	1 2 3 3 1 1 1 1 97 1 1 1 1	3 5 5 108	1 1 4 2 2 87 1 1 2	1 1 1 5 1 4 101	20 6 11: 33: 1,27:
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Shoe Screening  2023 Additional Information Required/Insufficient Int Additional Information Required/Insufficient Int Additional Information Required/Insufficient Int Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race	Disability (Not V 1 1 1 ems - Carry-Or ems - Checl ns - Carry-On 1 3 1 2 87 formation nt Informatic 1	3 3 4 4 1 3 3 115 1 1 1 1	3 3 117	1 1 5 2 3 106	7 4 3 <b>92</b>	10 3 3 4 107	2 1 1 5 3 2 <b>120</b>	2 1 7 1 6 135	1 2 3 3 1 1 1 1 97 1 1 1 1	3 5 108	1 1 4 2 2 87 1 1 2	1 1 1 5 1 4 101	20 9 9 11 13 3 1,27
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Shoe Screening  2023 Additional Information Required/Insufficient Int Additional Information Required/Insufficient Int Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Screening of Religious Cultu	Disability (Not V 1 1 1 ems - Carry-Or ems - Checl ns - Carry-On 1 3 4 2 87 formation nt Informatic 1 1 ural and Cerem	3 3 4 4 1 3 3 115 1 1 1 1 onial Items	3 3 117	1 1 5 2 3 106	7 4 3 <b>92</b>	10 3 3 4 107	2 1 1 5 3 2 <b>120</b>	7 1 6 135	3 3 1 1 1 97 1 1	3 5 108	1 1 1 4 2 2 <b>87</b> 1 1 2	1 1 1 1 5 1 4 101	20 9 10 10 1,27
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Shoe Screening  2023 Additional Information Required/Insufficient Int Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling Civil Rights - Screening of Religious Cultu. Civil Rights - Sex/Gender/Gender Identity	Disability (Not V 1 1 1 ems - Carry-Or ems - Checl ns - Carry-On 1 3 4 2 87 formation nt Informatic 1 1 ural and Cerem	3 3 4 4 1 3 3 115 1 1 1 1 onial Items	3 3 117	1 1 5 2 3 106	7 4 3 <b>92</b>	10 3 3 4 107	2 1 1 5 3 2 <b>120</b>	7 1 6 135	1 2 3 3 1 1 1 1 97 1 1 1 1	3 5 108	1 1 4 2 2 87	1 1 1 5 1 4 101	20 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Shoe Screening  2023 Additional Information Required/Insufficient Int Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening	Disability (Not V 1 1 1 ems - Carry-Or ems - Checl ns - Carry-On 1 3 4 2 87 formation nt Informatic 1 1 ural and Cerem	3 3 4 4 1 3 3 115 1 1 1 1 onial Items	3 3 117	1 1 5 2 3 106	7 4 3 <b>92</b>	10 3 3 4 107	2 1 1 5 3 2 <b>120</b>	2 1 7 1 6 135	3 3 1 1 1 97 1 1	3 5 108	1 1 1 4 2 2 <b>87</b> 1 1 2	1 1 1 1 5 1 4 101	20 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Shoe Screening  2023 Additional Information Required/Insufficient Int Additional Information Required/Insufficient Int Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Screening of Religious Cultucin Rights - Scev/Gender/Gender Identity	Disability (Not V 1 1 1 ems - Carry-Or ems - Checl ns - Carry-On 1 3 4 2 87 formation nt Informatic 1 1 ural and Cerem	3 3 4 4 1 3 3 115 1 1 1 1 onial Items	3 3 117	1 1 5 2 3 106	7 4 3 <b>92</b>	10 3 3 4 107	2 1 1 5 3 2 <b>120</b>	7 1 6 135	3 3 1 1 1 97 1 1	3 5 108	1 1 1 4 2 2 <b>87</b> 1 1 2	1 1 1 1 5 1 4 101	6 1 3 1,27
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Shoe Screening  2023 Additional Information Required/Insufficient Int Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling Civil Rights - Race Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims	Disability (Not V 1 1 1 ems - Carry-Or ems - Checl ns - Carry-On 1 3 4 2 87 formation nt Informatic 1 1 ural and Cerem	3 3 4 4 1 3 3 115 1 1 1 1 onial Items	3 3 117	1 1 5 2 3 106	7 4 3 <b>92</b>	10 3 3 4 107	2 1 1 5 3 2 <b>120</b>	2 1 7 1 6 135	3 3 1 1 1 97 1 1	3 5 108	1 1 1 4 2 2 <b>87</b> 1 1 2	1 1 1 1 5 1 4 101	2
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Shoe Screening  2023 Additional Information Required/Insufficient Int Additional Information Required/Insufficient Int Additional Information Required/Insufficient Int Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Screening of Religious Cultucing Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - Status	Disability (Not V 1 1 1 ems - Carry-Or ems - Checl ns - Carry-On 1 3 1 2 87 formation nt Informatic 1 1 ural and Cerem - Not Transgen	3 4 1 3 115 1 1 1 onial Items	3 3 117	1 5 2 3 106	7 4 3 <b>92</b>	10 3 3 4 107	2 1 1 5 3 2 120	2 1 7 1 6 135	1 2 3 1 1 1 97 1 1	3 5 5 108	1 1 4 2 2 87 1 1 2	1 1 1 5 1 4 101	6 1 3 1,27
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Locks							Tool - FOIA							
Locks - Misering or Deserget Properly Date   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	Total
Maishanding of Passinger Property - Dam   1														1
Michanoliting of Passenger Pictures 2 1 4 1 1 1 1 2 2 2 1 1 1 1 1 2 2 2 1 1 1 1								1	1					7
Michardung of Passenger Property - Dear Prop														27
Michandrilling of Passenger Property - Deserwayed Items-Carry-on or Checked No Jurisdiction - Refer to CBP 1 1 2 2 3 1 1 3 2 1 2 1 2 3 1 1 3 2 2 1 5 1 1 5 1 1 1 1 1 1 1 1 1 1 1 1 1														12
No Jurisdiction - Refer to CEP							1			1			2	14
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Petadown - Figure   1				1										
Patdown	No Jurisdiction - Refer to CBP				1						2	1		
Patdown - Flyer   3   2   1   2   3   1   3   2   1   2   3   1   3   2   1   2   3   1   3   2   1   2   3   1   3   2   1   2   3   1   3   3   2   2   1   2   3   3   3   3   3   3   3   3   3	No Jurisdiction - Refer to Other			1										
Persons w Disabilities (PWD) - Autism Spectrum	Patdown		3	1	2	2	2	3	1	1	3		2	2
Persons w Disabilities (PWD) - Autism Spectrum	Patdown - Flyer		3	1	2	1	2	3	1	1	3		2	1
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Persons w Disabilities (PWD) - Copative Central   2   2   3   4   5   5   5   5   5   5   5   5   5	Persons w/ Disabilities (PWD)		1	1	3	1	2	4			3	5	2	2
Persons w Oil basilities (PWD) - Someral   2   1   2   3   4   3   3   4   4   3   3   4   4	Persons w/ Disabilities (PWD) - Autism S	pectrum										1		
Persons w Disabilities (PWD) - Canneral   2   1   1   1   1   1   1   1   1   1	Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Ment	al Disability								1		
Persons w Disabilities (PWD) - General   Persons w Disabilities (PWD) - Hearing Impairment   1   1   1   1   1   1   1   1   1	. , , ,			,		1							1	
Persons w Disabilities (PWD) - Hearing Impairment   1								2						
Persons w Disabilities (PWD) - Medical Devices - Altached to the Body   1		I mnairment										1		
Persons w Disabilities (PWD) - Medical Devices A Attached to the Body   1   1   1   1   1   1   1   1   1			cac				1							
Persons w Disabilities (PWD) - Medically Necessary Medication and Medic   1   1   2   1   1   1				o Pody							1			
Persons w Disabilities (PWD) - Oskopity (Not Wheelch   1					4		- 4						4	
Persons w/Disabilities (PWD) - Touth version (pain/truma)   2					1		1				- 1			
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Persons w/Disabilities (PWD) - Wheelchair/ Society   3   1   2   3   3   2   4   2   3   3   2   4   2   3   3   2   4   2   3   3   2   4   2   3   3   2   4   2   3   3   2   4   2   3   3   2   4   2   3   3   2   4   2   3   3   2   4   2   3   3   2   4   2   3   3   2   4   2   3   3   2   4   2   3   3   2   4   2   3   3   2   4   2   3   3   2   4   2   3   3   3   2   4   2   3   3   3   2   4   2   3   3   3   3   3   3   3   3   3	. , , , , , , , , , , , , , , , , , , ,													
Property - Special Handling - Damaged Items - Carry					2									
Property - Special Handling - Damaged Items - Checked			Segway											
Property - Special Handling - Damaged Items - Checked   1		-	1	2		3	2	3	3		4	2	3	2
Property - Special Handling - Missing Item   3	Property - Special Handling - Damaged Ite	ems - Carry	1						1	2	1		1	
Property - Special Handling - Missing Items - Checked   1   2   3   3   3   3   3   3   3   3   3	Property - Special Handling - Damaged Ite	ems - Check	ed	1		1		1	1		1	1	1	
Request for Assistance — 1	Property - Special Handling - Missing Iten	3					2	2				1	1	
Request for Assistance - Other Request for Assistance - Other Request for Assistance - Other Request for Assistance - Wounded Warrior (MSUSO) 1  Screening - Crew Member or Airline Employee 2 2 2 2 2 2 2 2 3 1 2 2 3 1 2 2 3 1 1 2 1 2	Property - Special Handling - Missing Iten	ns - Checked	1	1		2			1		2			
Request for Assistance - Wounded Warrior (MSIJSO) 1  Screening Crew Member or Airline Employee 2 2 2 1 1 2 1 2 3 3 1  Screening Crew Member or Airline Employee 2 2 2 1 1 2 1 2 3 3 1  Screening International Screening												1		
Request for Assistance - Wounded Warrior (MSUSO)   1   3   9   6   4   6   9   7   6   7   7   6   7   7   6   7   7														
Screening	·	or (MSIJSO	1											
Screening - Creew Member or Airline Employee   2				9	6	4	6	9	7	. 6	7	7	6	7
Screening - Inconsistency	<del>-</del>													
Screening - International Screening					2	1	1				2		3	
Screening - Lengthy Lines   2		'				- 1	<u> </u>							'
Screening - Procedures/Process			2		4	1	2			2		4		
Screening - Retrieving Abandoned/Confiscated Items 1 1 1 3 10  2024 103 10  Civil Rights   2   2   3   3   3   3   3   3   3   3														
103					3	2	3	5	C	4	3			
Civil Rights - Race         1           Civil Rights - Sex/Gender/Gender Identity         1           Customer Service         2           Customer Service - TSO         2           Expedited Passenger Screening Program         80           Expedited Passenger Screening Program         1           Expedited Passenger Screening Program         7           Mishandling of Passenger Property         3           Mishandling of Passenger Property - Dam         2           Mishandling of Passenger Property - Dam         1           Patdown - Children         2           Patdown - Flyer         1           Patdown - General         1           Persons w/ Disabilities (PWD) - Autism S         1           Persons w/ Disabilities (PWD) - Autism S         1           Persons w/ Disabilities (PWD) - General         1           Property - Special Handling - Damaged It         2           Property - Special Handling - Missing Iten         2           Screening - Lengthy Lines         1           Screening - Lengthy Lines         1			1	1								3		
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Customer Service         2           Customer Service - TSO         2           Expedited Passenger Screening Program         80         8           Expedited Passenger Screening Program         1         1           Expedited Passenger Screening Program         79         7           Mishandling of Passenger Property         3         1           Mishandling of Passenger Property - Dam         2         1           Mishandling of Passenger Property - Dam         4         1           Patdown         4         2           Patdown - Children         2         2           Patdown - General         1         1           Persons w/ Disabilities (PWD)         2           Persons w/ Disabilities (PWD) - Autism S         1           Persons w/ Disabilities (PWD) - General         1           Property - Special Handling - Damaged It         2           Property - Special Handling - Damaged It         2           Property - Special Handling - Damaged It         1           Property - Special Handling - Missing Iten         2           Screening - Lengthy Lines         1		1												
Customer Service - TSO         2           Expedited Passenger Screening Program         80           Expedited Passenger Screening Program         1           Expedited Passenger Screening Program         79           Mishandling of Passenger Property         3           Mishandling of Passenger Property - Dam         2           Mishandling of Passenger Property - Dam         1           Patdown         4           Patdown - Children         2           Patdown - Flyer         1           Patdown - General         1           Persons w/ Disabilities (PWD)         2           Persons w/ Disabilities (PWD) - Autism S         1           Persons w/ Disabilities (PWD) - General         1           Property - Special Handling         5           Property - Special Handling - Damaged It         2           Property - Special Handling - Damaged It         1           Property - Special Handling - Missing Iten         2           Screening - Lengthy Lines         1	Civil Rights - Sex/Gender/Gender Identity													
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property 3 Mishandling of Passenger Property 3 Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines  80  80  80  80  80  80  80  80  80  8	Customer Service	2												
Expedited Passenger Screening Program Expedited Passenger Screening Program Final Passenger Property Final Passenger Prop	Customer Service - TSO	2												
Expedited Passenger Screening Program Mishandling of Passenger Property 3 Mishandling of Passenger Property - Dam Patdown Patdown Patdown - Children 2 Patdown - Flyer Patdown - General 1 Persons w/ Disabilities (PWD) 2 Persons w/ Disabilities (PWD) - Autism S 1 Persons w/ Disabilities (PWD) - Autism S 1 Persons w/ Disabilities (PWD) - General Property - Special Handling Froperty - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines	Expedited Passenger Screening Program	80												8
Expedited Passenger Screening Program Mishandling of Passenger Property 3 Mishandling of Passenger Property - Dam Patdown Patdown Patdown - Children 2 Patdown - Flyer 1 Patdown - General 1 Persons W Disabilities (PWD) 2 Persons w Disabilities (PWD) - Autism S 1 Persons w J Disabilities (PWD) - Autism S 1 Persons w J Disabilities (PWD) - General Property - Special Handling Froperty - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Damaged It Screening Screening - Lengthy Lines 1	Expedited Passenger Screening Program	1												
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Mishandling - Damaged It Mishandling - Damaged It Mishandling - Damaged It Mishandling - Damaged It Mishandling - Missing Iten Screening - Lengthy Lines Mishandling - Damaged It Mishandling - Missing Iten Mishandling - Missing Iten Mishandling - Missing Iten Mishandling - Mishandling - Missing Iten Mishandling - Mishandling - Mishandling - Missing Iten Mishandling - Mishand		79												7
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Altown Altown Altown Altown - Children Altown - General Altown - Genera		_												
Mishandling of Passenger Property - Dam       1         Patdown       4         Patdown - Children       2         Patdown - Flyer       1         Patdown - General       1         Persons w/ Disabilities (PWD)       2         Persons w/ Disabilities (PWD) - Autism S       1         Persons w/ Disabilities (PWD) - General       1         Property - Special Handling       5         Property - Special Handling - Damaged Its       2         Property - Special Handling - Damaged Its       1         Property - Special Handling - Missing Item       2         Screening - Lengthy Lines       5         Screening - Lengthy Lines       1														
Patdown - Children         2           Patdown - Flyer         1           Patdown - General         1           Persons w/ Disabilities (PWD)         2           Persons w/ Disabilities (PWD) - Autism S         1           Persons w/ Disabilities (PWD) - General         1           Property - Special Handling         5           Property - Special Handling - Damaged It         2           Property - Special Handling - Damaged It         1           Property - Special Handling - Missing Iten         2           Screening - Lengthy Lines         5           Screening - Lengthy Lines         1														
Patdown - Children 2 Patdown - Flyer 1 Patdown - General 1 Persons w/ Disabilities (PWD) 2 Persons w/ Disabilities (PWD) - Autism S 1 Persons w/ Disabilities (PWD) - General 1 Property - Special Handling 5 Property - Special Handling - Damaged It 2 Property - Special Handling - Damaged It 1 Property - Special Handling - Damaged It 1 Screening 5 Screening - Lengthy Lines 1														
Patdown - Flyer 1 Patdown - General 1 Persons w/ Disabilities (PWD) 2 Persons w/ Disabilities (PWD) - Autism S 1 Persons w/ Disabilities (PWD) - General 1 Property - Special Handling 5 Property - Special Handling - Damaged It 2 Property - Special Handling - Damaged It 1 Property - Special Handling - Damaged It 1 Property - Special Handling - Damaged It 1 Screening 5 Screening - Lengthy Lines 1														
Patdown - General 1 Persons w/ Disabilities (PWD) 2 Persons w/ Disabilities (PWD) - Autism S 1 Persons w/ Disabilities (PWD) - General 1 Property - Special Handling 5 Property - Special Handling - Damaged It 2 Property - Special Handling - Damaged It 1 Property - Special Handling - Damaged It 1 Screening - Lengthy Lines 5 Screening - Lengthy Lines 1														
Persons w/ Disabilities (PWD) 2 Persons w/ Disabilities (PWD) - Autism S 1 Persons w/ Disabilities (PWD) - General 1 Property - Special Handling 5 Property - Special Handling - Damaged It 2 Property - Special Handling - Damaged It 1 Property - Special Handling - Damaged It 1 Screening - Special Handling - Missing Iten 2 Screening - Lengthy Lines 1	•													
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines 1		-												
Persons w/ Disabilities (PWD) - General 1 Property - Special Handling 5 Property - Special Handling - Damaged It 2 Property - Special Handling - Damaged It 1 Property - Special Handling - Missing Iten 2 Screening 5 Screening - Lengthy Lines 1	, ,													
Property - Special Handling 5 Property - Special Handling - Damaged It 2 Property - Special Handling - Damaged It 1 Property - Special Handling - Missing Iten 2 Screening 5 Screening - Lengthy Lines 1		1												
Property - Special Handling - Damaged It 2 Property - Special Handling - Damaged It 1 Property - Special Handling - Missing Iten 2 Screening 5 Screening - Lengthy Lines 1		-												
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten  Screening Screening - Lengthy Lines 1														
Property - Special Handling - Missing Iten 2 Screening 5 Screening - Lengthy Lines 1														
Screening 5 Screening - Lengthy Lines 1	Property - Special Handling - Damaged It	1												
Screening 5 Screening - Lengthy Lines 1														
Screening - Lengthy Lines 1														
		-												

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

ories  J 2022  Additional Information Required/Insufficient    Additional Information Required/Insufficient    Airline    Airline - Policy/Regulations/Service    Civil Rights     Civil Rights - National Origin     Civil Rights - Perceived Religion    Civil Rights - Race    Civil Rights - Racel    Civil Rights - Transgender Screening	173 35 Information	11-Nov 1 102	2-Dec (										
Additional Information Required/Insufficient Additional Information Required/Insufficient Additional Information Required/Insufficient Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Racial Profiling or Discrim	35 Information	102				03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Additional Information Required/Insufficient Additional Information Required/Insuffic Airline Airline - Policy/Regulations/Service Civil Rights - Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Racial Profiling or Discrim	Information		91	92	74	118	108	100	101	105	134	147	1,345
Additional Information Required/Insuffic Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Racial Profiling or Discrim		50	41	32	32	57	54	45	50	50	66	49	561
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Racial Profiling or Discrim	lent Information	EMAIL ON	11. \						1				
Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Racial Profiling or Discrim		- EMAIL ON	ILY				4		1				1
Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Racial Profiling or Discrim							1 1						1
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Racial Profiling or Discrim	-											4	1
Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Racial Profiling or Discrim	2		1	1		2	1					1	8
Civil Rights - Race Civil Rights - Racial Profiling or Discrim	1												1
Civil Rights - Racial Profiling or Discrim	1		1										2
						2						1	3
Civil Rights - Transgender Screening	ination			1									1
							1						1
Customer Service	2	15	6	4	4	7		4	8	6		8	75
Customer Service - Others		2									1		3
Customer Service - TSO	2	13	6	4	4	7		4	8	6	10	8	72
Expedited Passenger Screening Program	18	24	24	17	16	25	37	29	37	29	43	27	326
Expedited Passenger Screening Progra	m - DoD						1		1				2
Expedited Passenger Screening Progra	m - TSA Appl	3	2	1	1		2		1	2	3	1	16
Expedited Passenger Screening Progra	m 18	21	22	16	15	25	34	29	35	27	40	26	308
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Locks		1							1				2
Locks - Missing or Damaged Lock		1							1				2
Lost and Found		1						1					2
Lost and Found - Airport/TSA		1						1					2
Mishandling of Passenger Property	1	1	2			3	2	1		1	3		14
Mishandling of Passenger Property - Da	maged/Missing		1			1	2	1		1	1		7
Mishandling of Passenger Property - Da	, 0	4	1			2		ı		- 1	1 4		5
Mishandling of Passenger Property - Da  Mishandling of Passenger Property - Di		Carry on	1			2					1		2
	sarrayeu items-	-Carry-on	1	- 4				-			1		
No Jurisdiction No Referral				1				1			1		3
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to CBP								1					1
No Jurisdiction - Refer to Other				1									1
Patdown	3	1		2	1	3	2	1		1		3	17
Patdown - Flyer	3			2	1	3	2	1		1		3	16
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	2			3	2	3	2		1	2	1	1	17
Persons w/ Disabilities (PWD) - Diabete	es			1									1
Persons w/ Disabilities (PWD) - Genera	ıl					1							1
Persons w/ Disabilities (PWD) - Medica	l Devices - Atta	ched to the E	Body								1		1
Persons w/ Disabilities (PWD) - Medica	lly Necessary M	ledication an	nd Medical	Supplies		1	1			1			3
Persons w/ Disabilities (PWD) - Mobility	/ C 1			1	1				1	1			5
Persons w/ Disabilities (PWD) - Prosthe	esis/Amputees a	ind Casts		1			1						2
Persons w/ Disabilities (PWD) - Wheeld	ha 1				1	1						1	4
Prohibited & Permitted Items		1	1										2
Prohibited & Permitted Items - Breast M	lilk/Baby Form	1											1
Prohibited & Permitted Items - Firearm/			1										1
Property - Special Handling	3	4	3	1	3	3	3	2	1	5	1	2	31
Property - Special Handling - Damaged		1	2	•	2	1	2				•	2	10
Property - Special Handling - Damaged		2						1		2		_	5
Property - Special Handling - Missing Ite	_			1	1	1	1	1	1	2			9
Property - Special Handling - Missing It		1	1		· ·	1			!	1	1		7
	4	2	3	3	6		6	6	1	6	6	7	
Screening	4		3	3	О	11	6	0		0	0		61
Screening - Children									1				1
Screening - Crew Member or Airline Em	ipioyee										1		1
Screening - Inconsistency		1					1	4		3		1	10
Screening - Lengthy Lines			2	1	2	3	1				1	1	11
Screening - Procedures/Process	4	1	1	2	3	7	3	2		3	4	5	35
Screening - Retrieving Abandoned/Conf	iscated Items				1	1	1						3
2023	64	52	50	60	42	61	54	55	51	55	68	98	710
Additional Information Required/Insufficient				1					1				2
Additional Information Required/Insuffic	ient Information	- EMAIL ON	ILY	1					1				2
Civil Rights	2		3			1	1	1			1		9
Civil Rights - Race	1					1	1				1		4
Civil Rights - Sex/Gender/Gender Identi	ty. 1		2										3
Civil Rights - Transgender Screening			1					1					2
Claims												1	1
												1	1
	6	5	3	7	6	6	10	8	3	9	21	16	100
Claims - General	6	5	3	7	6	6	10	8	3	9	21	16	100
Claims - General Customer Service	0	41	31	38	27	36	31	36	37	36	30	58	445
Claims - General Customer Service Customer Service - TSO	4.4	41	31	30	1	30	2	1	1	1	30	1	9
Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program	44	41	24	20		20					20		
Claims - General  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program	m 2		31	38	26	36	29	35	36	35	30	57	436
Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra	m 2 m 42	41				2			2				
Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra Locks	m 2 m 42 1	41											5
Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra Locks Locks - Missing or Damaged Lock	m 2 m 42	41				2			2				5
Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra Locks Locks Locks - Missing or Damaged Lock Lost and Found	m 2 m 42 1	41				2			2			1	5
Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	m 2 m 42 1					2			2			1	5 1 1
Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra Locks Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	m 2 m 42 1 1	2	2	3		4		1	1	3	4	1 3	5 1 1 24
Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	m 2 m 42 1 1		2 2	3				1		3 2		1 3	5 1 1
Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra Locks Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	m 2 m 42 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2				4		1				1 3 2	5 1 1 24
Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Data	m 2 m 42 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2		1		4 3	2		1	2	2	1 3 2	5 1 1 24 13
Claims - General  Customer Service Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Prograe  Expedited Passenger Screening Prograe  Locks  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Da  Mishandling of Passenger Property - Da	m 2 m 42 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2		1		4 3 1	2	1	1	2	2	1 3 2	5 1 1 24 13
Claims - General  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Prograe  Expedited Passenger Screening Prograe  Locks  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Day  Mishandling of Passenger Property - Day  Mishandling of Passenger Property - Day	m 2 m 42 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2		1		4 3 1	2	1 2	1	2	2	1 3 2	5 1 1 24 13 11 6
Claims - General  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Prograe  Expedited Passenger Screening Prograe  Locks  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found  Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Damishandling of Passenger Property - Dam	m 2 m 42 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2		1		4 3 1		1 2	1	2	2	1 3 2	5 1 1 24 13 11 6
Claims - General  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Prograe  Locks  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Damishandling - Damishandling - Damishandling - Damishandling - Damishandling -	m 2 m 42 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2		1	2	4 3 1	1	1 2	1	2	2	1 3 2 1	5 1 1 24 13 11 6 2

gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer as Observer				1									
Persons w/ Disabilities (PWD)	1			3		2		1	2	3	1	1	1
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not	Breast Car	ncer					1					
Persons w/ Disabilities (PWD) - Diabetes				2		1			1	1			
Persons w/ Disabilities (PWD) - Hearing In	mpairment			1									
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies					1		1		
Persons w/ Disabilities (PWD) - Respirato	1					1							
Persons w/ Disabilities (PWD) - Service A	nimals									1			
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway								1		1	
Property - Special Handling	3	3	4	5	2	2	3	2	1	1	2	5	
Property - Special Handling - Damaged Ite	2		2	1			3					2	
Property - Special Handling - Damaged Ite	ems - Check	ed				1				1		1	
Property - Special Handling - Missing Item	ns - Carry-C	2	1	1	2	1		1	1		2		
Property - Special Handling - Missing Item	1	1	1	3				1				2	
Screening	5	1	7	2	5	6	6	3	4	3	7	11	(
Screening - Inconsistency			2		1		1		1	2	3	2	
Screening - Lengthy Lines	1				1							2	
Screening - Procedures/Process	4	1	5	2	3	6	5	3	3	1	4	7	
2024	74												
Customer Service	9												
Customer Service - TSO	9												
Expedited Passenger Screening Program	45												
Expedited Passenger Screening Program	45												
Mishandling of Passenger Property	3												
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Dam	2												
No Jurisdiction	1												
No Jurisdiction - Refer to Other	1												
Patdown	1												
Patdown - Flyer	1												
Persons w/ Disabilities (PWD)	2												
Persons w/ Disabilities (PWD) - General	1												
Persons w/ Disabilities (PWD) - Medical [	1												
Property - Special Handling	2												
Property - Special Handling - Missing Item	2												
Screening	11												
Screening - Children	1												
Screening - Inconsistency	2												
Screening - Lengthy Lines	2												
Screening - Procedures/Process	6												

Cotomorios	10.5				CC) Data			A= I-	•••		•••	22.5	
Categories	10-Oct			01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HPN	50	38	34	36	35	44	41	36	45	34	28	32	453
2022	11	11	5	8	9	8	10	11	23	16	17	18	147
Customer Service		1			1		1		1	1		1	6
Customer Service - TSO	44	1	_	7	1		1		1	1	40	1	6
Expedited Passenger Screening Program	D-D	9	5	7	8	8	8	9	20	12	16	14	127
Expedited Passenger Screening Program		4							1				1
Expedited Passenger Screening Program		1						1	1	40	2		
Expedited Passenger Screening Program	11	8	5	7	8	8	8	8	18	12	14	14	121
Mishandling of Passenger Property				1			1		1			1	4
Mishandling of Passenger Property - Dam												1	1
Mishandling of Passenger Property - Dam	naged/Missino T	itemsChe	cked Ba(	1			1		1				
No Jurisdiction		1											
No Jurisdiction - Refer to Other		1											
Patdown										1	1		
Patdown - Flyer										1	1		2
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Diabetes									1				
Property - Special Handling								1					
Property - Special Handling - Missing Iten	ns - Checked							1					
Screening								1		2		2	
Screening - Lengthy Lines										1		1	2
Screening - Procedures/Process								1		1		1	3
2023	17	27	29	28	26	36	31	25	22	18	11	14	284
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service	1	1	1	1	2		1	1		1	1		10
Customer Service - TSO	1	1	1	1	2		1	1		1	1		10
Expedited Passenger Screening Program	16	24	26	27	22	32	23	16	18	10	8	14	236
Expedited Passenger Screening Program	- DoD				1						1		2
Expedited Passenger Screening Program	- TSA Appl	3	1	3		1						1	Ç
Expedited Passenger Screening Program	16	21	25	24	21	31	23	16	18	10	7	13	225
Mishandling of Passenger Property			1				1	1		2			į
Mishandling of Passenger Property - Dam	naged/Missing	ItemsC	1				1			2			4
Mishandling of Passenger Property - Dam	naged/Missing	ItemsChe	cked Bagg	age				1					
No Jurisdiction							1			1			2
No Jurisdiction - No Referral										1			
No Jurisdiction - Refer to Other							1						
Patdown					1					1	1		
Patdown - Flyer					1					1	1		
Persons w/ Disabilities (PWD)			1			1			1	1			4
Persons w/ Disabilities (PWD) - Autism S	pectrum								1				
Persons w/ Disabilities (PWD) - Cognitive		ntal /Mental	Disability							1			
Persons w/ Disabilities (PWD) - Diabetes			1										
Persons w/ Disabilities (PWD) - Internal M		es				1							
Property - Special Handling		-					3	1			1		
Property - Special Handling - Damaged It	ı ems - Carry-0	)n					1						
Property - Special Handling - Damaged It							•				1		
Property - Special Handling - Missing Iten							2				•		2
Screening	1	1			1	3	2		3	2			18
Screening - Inconsistency					'	- 0		1	1				2
Screening - International Screening									'	1			-
Screening - International Screening Screening - Lengthy Lines						1	2	2	1	1			6
Screening - Procedures/Process		1			1	2		3	1	1			9
2024	20	I			1			3	1	l l			
Customer Service	22												22
Customer Service - TSO	1												
	1												
Expedited Passenger Screening Program	17												1
Expedited Passenger Screening Program													1
Lost and Found	1												
Lost and Found - Airport/TSA	1												
Patdown	2												2
Patdown - Flyer	2												2
Screening	1												1
Screening - Inconsistency	1												1

			SA Contact										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HRL	9	5	8	5	8	9		8	8	6		9	90
2022	2	2	5	5	2	5		4	6	3	3	3	45
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service			1				1			1	1		4
Customer Service - TSO			1				1			1	1		4
Expedited Passenger Screening Program	2	1	3	5	2	3	1	2	3	2	1	2	27
Expedited Passenger Screening Program	1		1	1	1								4
Expedited Passenger Screening Program	1	1	2	4	1	3	1	2	3	2	1	2	23
HAZMAT Endorsement							1						1
HAZMAT Endorsement - General							1						1
Mishandling of Passenger Property		1							1			1	
Mishandling of Passenger Property - Dam	naged/Missi	1							1			1	3
Patdown						1							1
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Mobility I	Disability (No	t Wheelcha	air or Scoote	r)		1							
Property - Special Handling								1					
Property - Special Handling - Missing Iter	ns - Checked							1					
Screening			1				1	1	2		1		
Screening - Inconsistency									1				
Screening - Procedures/Process			1				1	1	1		1		
2023	3	3	3		6	4			2	3		6	41
Civil Rights	2					•	•	•			•	•	2
Civil Rights - National Origin	1												-
Civil Rights - Perceived Religion	1												
Customer Service		2	1				1	2	1		2		9
Customer Service - TSO		2	1				1	2	1		2		9
Expedited Passenger Screening Program	1	1	2		5	3				2		4	20
Expedited Passenger Screening Program		1	2		5	3				2		4	20
Mishandling of Passenger Property					3			1			1	2	20
Mishandling of Passenger Property - Dan	 	a Itams C	arry on Luga	200				1			1	1	
Mishandling of Passenger Property - Dan								- 1			- 1	1	
Property - Special Handling	lageu/iviissiii	g itemsci	lecked bagg	Jaye	1			1		1		1	
Property - Special Handling - Damaged It	ome Cornu	On			1			- 1		- 1			
Property - Special Handling - Missing Iter					ı					1			
Property - Special Handling - Missing Iter								1		ı			
	iis - Checked							1	1		1		
Screening						1			1		1		
Screening - Crew Member or Airline Emp	loyee I					1							
Screening - Procedures/Process									1		1		2
2024	4												- 4
Civil Rights	1												1
Civil Rights - Race	1												
Expedited Passenger Screening Program	2												
Expedited Passenger Screening Program	2												
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												1

			SA Contact										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HSV	33	29	17	21	16	35	27	33	30	24	35	27	327
2022	4	9	4	5	6	19	13	16	9	12	16	18	131
Customer Service	1			1		1	2						5
Customer Service - CSM	1												1
Customer Service - TCC				1									1
Customer Service - TSO						1	2						3
Expedited Passenger Screening Program	3	9	4	4	5	15	10	14	8	9	13	18	112
Expedited Passenger Screening Program	2							2		1	1		6
Expedited Passenger Screening Program	- TSA Appl	2		2	1	1	1	1			1	3	12
Expedited Passenger Screening Program	1	7	4	2	4	14	9	11	8	8	11	15	94
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsUn	specified Lu	ıggage				1					1
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling								1		1			2
Property - Special Handling - Damaged It	ems - Carry-	On								1			1
Property - Special Handling - Damaged It	ems - Check	ed						1					1
Screening					1	3	1		1	1	3		10
Screening - Procedures/Process					1	3	1		1	1	3		10
2023	18	20	13	16	10	16	14	17	21	12	19	9	185
Civil Rights						2					1		3
Civil Rights - Age											1		1
Civil Rights - Not Specified						1							1
Civil Rights - Race						1							1
Customer Service	1	3	1		1		1	1	1		1	1	11
Customer Service - TSO	1	3	1		1		1	1	1		1	1	11
Expedited Passenger Screening Program	15	17	12	11	6	12	13	14	18	9	12	7	146
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program		cation Progr	am					2		1			3
Expedited Passenger Screening Program		17	12	10	6	12	13			8	12	7	142
Mishandling of Passenger Property	2							1			1		4
Mishandling of Passenger Property - Dam								1					2
Mishandling of Passenger Property - Dam		a ItemsCh	ecked Bago	lage							1		1
Mishandling of Passenger Property - Disa				, 5									1
Patdown				2									2
Patdown - Flyer				2									2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Mobility [	i Disability (No	t Wheelcha	ir or Scoote	r)						1			1
Property - Special Handling				. /	1				1		2		4
Property - Special Handling - Damaged It	ı ems - Carrv-	On									2		2
Property - Special Handling - Missing Iten					1				1				2
Screening				3	2	2		1	1	2	2	1	14
Screening - Crew Member or Airline Empl	lovee				1								1
Screening - Inconsistency									1		1		2
Screening - Lengthy Lines				1								1	2
Screening - Procedures/Process				2	1	1		1		2	1		8
Screening - Retrieving Abandoned/Confis	cated Items					1		•			•		1
2024	11												11
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	6												6
Expedited Passenger Screening Program	6												6
Property - Special Handling	1												1
	1 1												1
Property - Special Handling - Missing Item	3												
Screening Longthy Lines	3												3
Screening - Lengthy Lines													1
Screening - Procedures/Process	2												2

		•	TSA Contac	t Center (	ГСС) Data	Tool - FOIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HTS	3	2	4	1			3	2	3	4	1	4	27
2022			2				1	2	3			2	10
Customer Service			1						1			1	3
Customer Service - TSO			1						1			1	3
Expedited Passenger Screening Program			1					1	2			1	5
Expedited Passenger Screening Program	- TSA Appli	cation Prog	gram						1				1
Expedited Passenger Screening Program	- TSA PreC	heck	1					1	1			1	4
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling								1					1
Property - Special Handling - Missing Item	ns - Checke	d						1					1
2023		2	2	1			2			4	1	2	14
Civil Rights				1			1						2
Civil Rights - Race							1						1
Civil Rights - Sex/Gender/Gender Identity	- Not Transo	jender		1									1
Expedited Passenger Screening Program		1	2				1			3		1	8
Expedited Passenger Screening Program	- TSA Appl	1											1
Expedited Passenger Screening Program	- TSA PreC	heck	2				1			3		1	7
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Disa	rrayed Item	1											
Persons w/ Disabilities (PWD)										1	1		- :
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies							1		
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)									1			
Screening												1	
Screening - Procedures/Process												1	
2024	3												3
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	2												2
Patdown	1												1
Patdown - Flyer as Observer	1												1

				t Center (T									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HVN	11	2	3	5	11	9	8	9	13	10	4	8	93
2022			1	2	2	3	2	3		3	1	6	23
Airline								1					1
Airline - Lost Baggage								1					1
Customer Service					1			1					2
Customer Service - TSO					1			1					2
Expedited Passenger Screening Program			1		1	2	2	1		1	1	6	15
Expedited Passenger Screening Program	- TSA PreC	neck	1		1	2	2	1		1	1	6	15
Mishandling of Passenger Property				2									2
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Baç	2									2
Property - Special Handling										1			1
Property - Special Handling - Damaged It	ems - Check	ed								1			1
Screening						1				1			2
Screening - Inconsistency						1							1
Screening - Procedures/Process										1			1
2023	2	2	2	3	9	6	6	6	13	7	3	2	61
Airline	1						1						2
Airline - Lost Baggage	1												1
Airline - Policy/Regulations/Service							1						1
Civil Rights							1						1
Civil Rights - Not Specified							1						1
Customer Service					2						1	1	4
Customer Service - TSO					2						1	1	4
Expedited Passenger Screening Program	1		2	3	7	4	3	4	8	6	1		39
Expedited Passenger Screening Program	- TSA Appli	cation Prog	gram	1		1							2
Expedited Passenger Screening Program	1		2	2	7	3	3	4	8	6	1		37
Locks								1	1				2
Locks - Missing or Damaged Lock								1	1				2
Mishandling of Passenger Property		1				1							2
Mishandling of Passenger Property - Dam	aged/Missii	1				1							2
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Patdown		1							1	1			3
Patdown - Flyer		1											1
Patdown - Flyer as Observer									1	1			2
Property - Special Handling						1							1
Property - Special Handling - Damaged It	ems - Carry-	On				1							1
Screening							1	1	3		1		6
Screening - Inconsistency											1		1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process									3				3
Screening - Security Breach							1						1
2024	9												9
Animals	1												1
Animals - Carry-On	1												1
Expedited Passenger Screening Program	7												7
Expedited Passenger Screening Program	7												7
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
HVR	1												1
2024	1												1
Patdown	1												1
Patdown - Flyer	1												1

Table   1-0-ct   1-1-No   1			•	TSA Contac	t Center (1	ГСС) Data	Tool - FOIA							
2022   S	Categories	10-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	HXD	5	3	5	1		5	6	6	2	5	4	2	44
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	2022	3		3	1		4	5	2		3	2	2	25
Cuivil Rights - Sex/Gender/Gender Identity- Not Transgender	Civil Rights	1					1				1			3
Customer Service	Civil Rights - Racial Profiling or Discrimin	1												1
Customer Service - TSO	Civil Rights - Sex/Gender/Gender Identity	- Not Trans	gender				1				1			2
Expedited Passenger Screening Program	Customer Service	1		1										2
Expedited Passenger Screening Program - TSA PreCheck	Customer Service - TSO	1		1										2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway   1   1   1   1   1   1   1   1   1	Expedited Passenger Screening Program			1	1		3	3	2			2	2	14
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	Expedited Passenger Screening Program	- TSA Pre(	Check	1	1		3	3	2			2	2	14
Property - Special Handling	Persons w/ Disabilities (PWD)										1			1
Property - Special Handling - Damaged It	Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter	/ Segway								1			1
Property - Special Handling - Missing Items - Checked   1	Property - Special Handling	1		1										2
Screening - Inconsistency	Property - Special Handling - Damaged It	1												1
Screening - Inconsistency   1	Property - Special Handling - Missing Iter	ns - Checke	ed	1										1
Screening - Lengthy Lines   1   1   2023   1   3   2   1   1   4   2   2   2   2   2   2   2   2   2	Screening							2			1			3
Screening - Procedures/Process	Screening - Inconsistency							1						1
2023	Screening - Lengthy Lines							1						1
Civil Rights	Screening - Procedures/Process										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender       1         Expedited Passenger Screening Program       2       1       1       1       2         Expedited Passenger Screening Program - TSA PreCheck       2       1       1       1       2         Locks       1       1       1       2       1       1       2       1       1       2       1       1       2       1       1       1       2       1       1       1       2       1       1       1       2       1       1       1       2       1       1       1       2       1       1       1       2       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       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	2023	1	3	2			1	1	4	2	2	2		18
Expedited Passenger Screening Program   2	Civil Rights								1					1
Expedited Passenger Screening Program - TSA PreCheck 2 1 1 1 2	Civil Rights - Sex/Gender/Gender Identity	- Not Trans	gender						1					1
Locks       1         Locks - Missing or Damaged Lock       1         Persons w/ Disabilities (PWD)       1         Persons w/ Disabilities (PWD) - Medical Devices - At       1         Property - Special Handling       1         Property - Special Handling - Damaged Items - Carry-On       1         Screening       1       1       2       1       1         Screening - Procedures/Process       1       1       2       1       1         2024       1       1       2       1       1         Screening       1       1       2       1       1	Expedited Passenger Screening Program			2				1		1	1	2		7
Locks - Missing or Damaged Lock       1         Persons w/ Disabilities (PWD)       1         Persons w/ Disabilities (PWD) - Medical Devices - At       1         Property - Special Handling       1         Property - Special Handling - Damaged Items - Carry-On       1         Screening       1       1       2       1       1         Screening - Procedures/Process       1       1       2       1       1         2024       1       1       2       1       1         Screening       1       1       2       1       1	Expedited Passenger Screening Program	- TSA Pre(	Check	2				1		1	1	2		7
Persons w/ Disabilities (PWD)	Locks		1											1
Persons w/ Disabilities (PWD) - Medical Devices - At	Locks - Missing or Damaged Lock		1											1
Property - Special Handling     1       Property - Special Handling - Damaged Items - Carry-On     1       Screening     1     1     2     1     1       Screening - Procedures/Process     1     1     2     1     1       2024     1       Screening     1     1     1     1     1	Persons w/ Disabilities (PWD)		1											1
Property - Special Handling - Damaged Items - Carry-On       1         Screening       1       1       2       1       1         Screening - Procedures/Process       1       1       1       2       1       1         2024       1       1       3       3       1       1       3       1       1       1       2       1       1       1       1       2       1       1       1       2       1       1       1       2       1       1       1       2       1       1       1       2       1       1       1       2       1       1       1       2       1       1       1       2       1       1       1       2       1       1       1       2       1       1       1       2       1       1       1       2       1       1       1       2       1       1       1       2       1       1       1       2       1       1       1       2       1       1       2       1       1       1       2       1       1       2       1       1       2       1       1       2       1 <td< td=""><td>Persons w/ Disabilities (PWD) - Medical</td><td>Devices - A</td><td>t 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></td<>	Persons w/ Disabilities (PWD) - Medical	Devices - A	t 1											1
Screening         1         1         1         2         1         1           Screening - Procedures/Process         1         1         1         2         1         1           2024         1         1         2         1         1         1           Screening         1 <td< td=""><td>Property - Special Handling</td><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>1</td></td<>	Property - Special Handling								1					1
Screening - Procedures/Process         1         1         1         2         1         1           2024         1         1         Screening         1	Property - Special Handling - Damaged It	tems - Carry	/-On						1					1
2024         1           Screening         1	Screening	1	1				1		2	1	1			7
Screening 1	Screening - Procedures/Process	1	1				1		2	1	1			7
	2024	1												1
Screening - Procedures/Process 1		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
HYA											1		1
2022											1		1
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program	- TSA PreC	heck									1		1

			OA COIIIa	or center (	ICC) Data	1001 - 1017							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HYS		1	1			1		3				1	7
2022			1			1		2				1	5
Expedited Passenger Screening Program						1		1				1	3
Expedited Passenger Screening Program	- TSA PreC	Check				1		1				1	3
Property - Special Handling			1										1
Property - Special Handling - Damaged It	ems - Checl	ked	1										1
Screening								1					1
Screening - Procedures/Process								1					1
2023		1						1					2
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	arry-on Lug	gage				1					1

Categories	10-Oct			01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IAD	471	251	259	249	209	375	410	429	418	361	357	424	4,213
2022	66	72	70	52	59	191	211	211	226	174	183	217	1,732
Additional Information Required/Insufficient Info	ormation									1			1
Additional Information Required/Insufficien	nt Information	- EMAIL ON	LY							1			1
Airline								2		2	1		5
										2	1		<u>4</u>
Civil Rights	1	2	3	1	2		1		1		3		15
	'		3	'					1				
	1	1	3	1	1								
					1								1
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder						1			1		2
Civil Rights - Transgender Screening		1											1
Claims	Civil Rights - Race			2									
	Rights												
	Milk   Race   Milk   Race   Milk   Milk   Milk   Racial   Profiling or Discrimin   1	6	6	5	9								
	Ights												
	-		2		4	1	2	0	6	6		0	
	5		3	5	4	l l	3	8	0	0	5	9	1
·	Civil Rights - Screening of Religious Cultural and Ceremonial Items				1								
· · · · · · · · · · · · · · · · · · ·	1	1 481											
			40	00	70		100	100			102	102	
		······································	1	2			4					1	
		3	3		1			4			8	5	46
Expedited Passenger Screening Program	Civil Rights - Racial Profiling or Discriming   1   1   3   1   1   1   2   2   4     2   1   1   3   1   1   1   2   2   1   2   1   1   2   2												
Expedited Passenger Screening Program	- TSA/DHS	2	1			4	3	4	1	3	2		20
Hazardous Materials Safety				1					1				2
Hazardous Materials Safety - General				1					1				2
Locks	1	1	1	1						1		1	6
	1												
			1										
·	2			1	1	4		4					
	ogod/Missing		, on Luga	000		1			3				
			y-on Lugg	age		1	1		2			Ö	
			Checked				1		3				
No Jurisdiction	mayed items-	1					'		3			4	
		1											
			2							2	1	4	
No Jurisdiction - Refer to Other											1		
Patdown	1	1			1		1	1				1	6
Patdown - Flyer	1	1			1		1	1				1	6
Persons w/ Disabilities (PWD)	1	1	1		2		1	4	1	1	3	2	17
											1		1
								1					1
	Civil Rights - Sex/Gender/Gender Identity- Not Transgender	1				1							
					4						4	1	
		es			1			1		- 1		4	3
		Wheelchair	or Scoote	r)				1		- 1	- 1	1	1
	Civil Rights - Transgender Screening ms 1 Claims - Status 1 Claims - Status 5 Customer Service - CSM 1 Customer Service - Others 6 Customer Service - Others 7 Customer Service - TSO 5 Customer Service - TSO 6 Customer Service - TSO 7 Customer Ser		or occore	1)	1								1
. ,	Civil Rights - Transgender Screening ms  Claims - Status comer Service - CSM  Customer Service - Others  Customer Service - Others  Customer Service - TSO	ina Gaoto			'				1				
								1					2
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Knives/Too	1												1
Property - Special Handling	3	1	8	3	2			1	4	3	6	3	34
Property - Special Handling - Damaged Ite		)n	4					1	1	1	4	1	12
Property - Special Handling - Damaged Ite			1	1	1								4
Property - Special Handling - Missing Item			2	1							1	1	7
Property - Special Handling - Missing Item		1	1	1	1				3	2	1	1	11
Screening	6	5	3	4	1	1	3	5	3	3	5	8	47
Screening - Crew Member or Airline Empl	oyee	0						1				4	1
Screening - Inconsistency Screening - Lengthy Lines		2					- 1	1				1	2
Screening - Procedures/Process	6	3	1	4		1	1 1	3	3	2	4	5	33
Screening - Procedures/Process  Screening - Retrieving Abandoned/Confise			2		1		1	<u> </u>	3	1	1	1	7
2023	197	179	189	197	150	184	199	218	192	187	174	207	2,273
Airline				1									1
Airline - Lost Baggage				1									1
Civil Rights	3	1	1	2		2	1	2			1	2	15
Civil Rights - Constitutional Rights	1	1		1									3
Civil Rights - National Origin							1						1
Civil Rights - Race	1		1			2		2				2	8
Civil Rights - Screening of Religious Cultu		nonial Items		1									1
Civil Rights - Sex/Gender/Gender Identity	1										1		2
Customer Service	11	7	9	7	8	8	7	7	5	8	3		87
Customer Service - Others								1				1	2
Customer Service - TSO  Expedited Passanger Screening Program	11	7	154	7	120	142	160	101	165	150	3	170	85
Expedited Passenger Screening Program Expedited Passenger Screening Program	171	154 Military	154	164	128	143	169	191	165	158 1	144	170	1,911
Expedited Passenger Screening Program  Expedited Passenger Screening Program		willtary 2	1	3			1	1		1	1		10
Expedited Passenger Screening Program		4	2	4	1	5	2	2	1	3	1	3	31
Expedited Passenger Screening Program		147	149	156	125	135	165	187	163	152	141	166	1,853
Expedited Passenger Screening Program		1	2	130	2	3	103	107	103	2	1	100	16
, 5	=	•			_		•			_		•	

gories	10-Oct	11-Nov	TSA Contac	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Hazardous Materials Safety			500	J. Juli	02 1 00	oo ma	o- Aþi	oo may	oo Jun	J. Jul	oo Aug	1 1	Total
Hazardous Materials Safety - General												1	
Locks						1				1	2		
Locks - General						1				'			
Locks - Missing or Damaged Lock										1	2		
Lost and Found		1			2	1				'			
Lost and Found - Airport/TSA		1			2	1							
Mishandling of Passenger Property	1	2		6	5	5	5	5	1	3	5	7	
Mishandling of Passenger Property - Dam				3	2	1	2		1	1		5 7 4 3 1 2 1 1 3 1 2 3 3 3 4 1 2 2 4 5 1 1 1 2 2 2 2 9 11	
Mishandling of Passenger Property - Dam		2		2	2	1	2		'	2			
Mishandling of Passenger Property - Dam				1		1							
Mishandling of Passenger Property - Disa					1	2	1						
No Jurisdiction		1		2		2	1	1	3	3	3		
No Jurisdiction - No Referral									1				
No Jurisdiction - Refer to CBP		1	4	2		1	1	1	2	2	2		
No Jurisdiction - Refer to Other						1				1			
Patdown	2	1	3	1	1	1	2	1		1			
Patdown - Flyer	2	1		1	1	1	2			1			
Patdown - Flyer as Observer	_		1		•	•		•					
Persons w/ Disabilities (PWD)	1	1		1			1	1	2	2		4	
Persons w/ Disabilities (PWD) - Autism S							1		1	1			
Persons w/ Disabilities (PWD) - Diabetes	1							1					
Persons w/ Disabilities (PWD) - Hearing I		1	1										
Persons w/ Disabilities (PWD) - Mobility [				er)						1		2	
Persons w/ Disabilities (PWD) - Prosthesi				1									
Persons w/ Disabilities (PWD) - Service A									1				
Persons w/ Disabilities (PWD) - Visual Im												1	
Persons w/ Disabilities (PWD) - Wheelcha													
Property - Special Handling	3	5	6	4	1	9	5	2	4	2	4	5	
Property - Special Handling - Damaged It		1		4		3	1	1	2	1			
Property - Special Handling - Damaged It		2		-		1		1	2			4 3 1 2 1 1 3 1 2 3 3 3 4 1 1 2 2 1 1 4 5 1 1 2 2	
Property - Special Handling - Missing Iten		1			1	1	3			1			
Property - Special Handling - Missing Iten		1				4	1						
Screening	5	6		9	5	12			12	9			1
Screening - Children	_									1			
Screening - Crew Member or Airline Empl	lovee	1				2			1				
Screening - Inconsistency	Ľ		1	1		2		1	1	1		1	
Screening - International Screening				1			1		1				
Screening - Lengthy Lines			2	3		2	2		2	1	3		
Screening - Procedures/Process	3	4		4	5	6	5		6	6			
Screening - Retrieving Abandoned/Confis		1							1			1	
2024	208												2
Additional Information Required/Insufficient In													
Additional Information Required/Insufficien													
Customer Service	5												
Customer Service - TSO	5												
Expedited Passenger Screening Program	184												1
Expedited Passenger Screening Program	3												
Expedited Passenger Screening Program													1
Lost and Found	1												
Lost and Found - Airport/TSA	1												
Mishandling of Passenger Property	4												
Mishandling of Passenger Property - Dam													
No Jurisdiction	3												
No Jurisdiction - No Referral	1												
No Jurisdiction - Refer to Other	2												
Patdown	1												
Patdown - Flyer	1												
Property - Special Handling	4												
Property - Special Handling - Damaged It													
Property - Special Handling - Missing Iten													
Property - Special Handling - Missing Iten Screening													
<del>-</del>	5												
Screening - Lengthy Lines	1												
Screening - Procedures/Process	3												
Screening - Retrieving Abandoned/Confis	1												

			I SA COIILA	ci Center (	ICC) Data	1001 - FUIF	٠						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IAG	3	3		1	3			1	1		3		15
2022	1				2						1		4
Expedited Passenger Screening Program					2								2
Expedited Passenger Screening Program	- TSA PreC	Check			2								2
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling	1												1
Property - Special Handling - Damaged Ite	1												1
2023	2	3		1	1			1	1		2		11
Civil Rights								1					1
Civil Rights - Race								1					1
Expedited Passenger Screening Program	1	3			1				1		2		8
Expedited Passenger Screening Program	1	3			1				1		2		8
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction				1									1
No Jurisdiction - Refer to CBP				1									1

Categories	40 Oot					ool - FOIA	04 Ans	OF Mov	OG lum	07 1	00 4	00 Con	Total
	10-Oct			01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IAH	663	407	384	361	389	603	618	628	559	512			6,179
2022	121	150	112	133	129	302	326	298	278	267	229	272	2,617
Additional Information Required/Insufficient In  Additional Information Required/Insufficie		EMAIL ON	V						1 1			1	2
Additional information Required/insuffice	III IIIIOITIIauoi	I - EIVIAIL OIN	_ T	2	1			1	1		1	1	6
Airline - Policy/Regulations/Service				2	1			1			1		5
Airline - Wheelchair Assistance					ı			- 1			ı	1	1
Animals					1		1						2
Animals - Carry-On					1		1						2
Civil Rights	8		4	5	6	3	5	4	2	5	2	6	50
Civil Rights - Age	1		4	<u> </u>	0	3	<u> </u>			J		U	1
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin	· '		1	1				3		1	1		7
Civil Rights - Profiling			'			1		3			1		1
Civil Rights - Race						2	2	1	1	2		4	12
Civil Rights - Racial Profiling or Discrimin	4		3	4	3			'	'			-	14
Civil Rights - Screening of Religious Culti		monial Items	0		0		1						1
Civil Rights - Sex/Gender/Gender Identity		mornar nomo			2		1			2	1	2	9
Civil Rights - Sexual Orientation - Not Tra					1				1				3
Civil Rights - Transgender Screening	'						1		'				1
Claims	1		1							2			4
Claims - Status	1		1							2			4
Customer Service	29	41	22	17	19	28	26	27	30	27	21	32	319
Customer Service - Others	25	1	1	17	1	2	20	21		1	2		8
Customer Service - TCC		1	1		1	1				- 1			2
Customer Service - TCC  Customer Service - TSO	29	39	21	17	18	25	26	27	30	26	19	32	309
Duplicate E-mail	3	99	۷1	17	10	20	20	۷1	30	20	19	32	309
Duplicate E-mail - General	3												3
Expedited Passenger Screening Program	56	70	67	70	68	235	253	229	224	209	187	203	1,871
Expedited Passenger Screening Program  Expedited Passenger Screening Program			07	70	00	233	253	229	224	209	107	203	1,071
Expedited Passenger Screening Program		ivilital y				1	1	2					3
Expedited Passenger Screening Program		6	7		4		3	5	9	8	8	2	66
Expedited Passenger Screening Program		64	60	5 65	63	230	249		215	201	178		
Expedited Passenger Screening Program				00	1	230	249	221	215	201	1/0	199	1,797
Hazardous Materials Safety	-   13A/DH3	imployees - C						- 1			1	- 1	2
•			2										2
Hazardous Materials Safety - General Human Capital			2	1									
Human Capital - Prospective Employmen	t with TCA			1									
	I WILLI TOA	1		- 1									
Identification (ID) Requirements	bing Tieket	1											
Identification (ID) Requirements - ID Mate		ı			1		4						4
Locks - Missing or Damaged Lock	2 2				1		1 1						
Lost and Found				1	ļ	1	1		1			1	5
Lost and Found - Airport/TSA				1		1	1		1			1	5
Mishandling of Passenger Property	1	7	2	2	3	2	5	7	5		1	4	39
Mishandling of Passenger Property - Dan		3		1	2		1	5	1		ı	3	16
		3	2	1	1	2	4	1	4		1	3	20
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa		1		- 1	ı		4	1	4		ı	1	3
No Jurisdiction	irrayed item	2	1	2	3	6	2	4		3	2		30
No Jurisdiction - No Referral	'		- 1		3	1	1	1		3	1	4	4
No Jurisdiction - Refer to CBP		1	1	2	1	3	1	2		3		3	18
No Jurisdiction - Refer to Department of S	Stato	ı	- 1		- 1	3	- 1	1		3	1	3	10
No Jurisdiction - Refer to Other	1	1			2	2		- 1				1	7
No Subject	'	ı		1								- 1	1
No Subject - General				1									1
Patdown		1		7	3	1	4	2	3	2	6	5	34
Patdown - Children		1		- /	1	- 1	4		3	1	0	5	34
Patdown - Flyer		ı		6	1	1	4	2	3	1	5	5	
Patdown - Flyer as Observer				1		- 1	4		3	- 1	1		28
Patdown - General				- 1	1						1		1
Persons w/ Disabilities (PWD)	1	6	2	5	4	3	6	2		1		2	32
Persons w/ Disabilities (PWD) - Autism S		0		5	4	3	0	1		- 1			1
Persons w/ Disabilities (PWD) - Autism 3		ntal /Mantal C	icobility			1		- 1					1
Persons w/ Disabilities (PWD) - Cognitive		iliai /ivierilai L	154011111			- 1	1						2
Persons w/ Disabilities (PWD) - General			1				1	1					3
Persons w/ Disabilities (PWD) - Internal N	Andinal Day	1	- 1			1	1	- 1					2
Persons w/ Disabilities (PWD) - Medical		I school to the D	odv	1	1	- 1	1						3
Persons w/ Disabilities (PWD) - Medically			-		1		ļ					2	3
		vieulcation an	ivieuicai	Supplies	2								2
Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I		2				1				1			5
		1								- 1			
Persons w/ Disabilities (PWD) - Service A				1									<u> </u>
Persons w/ Disabilities (PWD) - Touch Av		irauma)		1									
Persons w/ Disabilities (PWD) - Visual Im							1						2
D	. ! / •	2		2			2						6
Persons w/ Disabilities (PWD) - Wheelch													3
Prohibited & Permitted Items	2	1											1
Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and	d Tobacco	1											
Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol an Prohibited & Permitted Items - Chemical/	d Tobacco												1
Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol an Prohibited & Permitted Items - Chemical/ Prohibited & Permitted Items - Knives/To	d Tobacco	1			10	10	10	•					1
Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol an Prohibited & Permitted Items - Chemical/ Prohibited & Permitted Items - Knives/To-	d Tobacco	7	4	8	13	12	13	8	2	10			1 87
Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol an Prohibited & Permitted Items - Chemical/ Prohibited & Permitted Items - Knives/To- Property - Special Handling Property - Special Handling - Damaged It	d Tobacco	1	4 3	2	6	12	4	8 2		5		3	1 87 30
Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol an Prohibited & Permitted Items - Chemical/ Prohibited & Permitted Items - Knives/To Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	2 d Tobacco 1 1 5 2 2 2 2	7 2	3	2 2	6 1	3	4 1	2	2	5 1			1 87 30 8
Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol an Prohibited & Permitted Items - Chemical/ Prohibited & Permitted Items - Knives/To Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter	2 d Tobacco 1 1 5 2 6 2 2 ms - Carry-C	7 2		2 2 3	6 1 2	3	4 1 3	5	1	5 1 3	1	1	1 87 30 8 30
Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol an Prohibited & Permitted Items - Chemical/ Prohibited & Permitted Items - Knives/To Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter	2 d Tobacco 1 1 5 5 2 2 ms - Carry-C	7 2 4 1	1	2 2 3 1	6 1 2 4	8 1	4 1 3 5	5 1	1	5 1 3 1	1	2	1 87 30 8 30
Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol an Prohibited & Permitted Items - Chemical/ Prohibited & Permitted Items - Knives/To Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening	2 d Tobacco 1 1 5 2 6 2 2 ms - Carry-C	7 2	3	2 2 3	6 1 2	3	4 1 3	5 1 13	1	5 1 3	1	2	1 87 30 8 30 19
Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol an Prohibited & Permitted Items - Chemical/ Prohibited & Permitted Items - Knives/To Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter	2 dd Tobacco	7 2 4 1	1	2 2 3 1	6 1 2 4	8 1	4 1 3 5	5 1	1	5 1 3 1	1	2	1 87 30 8 30

						CC) Data To								
Categories		10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Incon	sistency	1	2		1	2	1	3	3		2	2	1	18
Screening - Interr	ational Screening			1										1
Screening - Lengt	hy Lines	2	4		1		3	1	1	2	1	1	2	18
Screening - Proce		8	8	5	10	5	7	5	7	7	4	4		77
	eving Abandoned/Confis	cated Items		1					1		1			3
TSA Contact Informat									1					1
TSA Contact Info									1					1
TWIC										1				1
TWIC - Status										1				1
2023		266	257	272	228	260	301	292	330	281	245	261	293	3,286
	Required/Insufficient In		231	212	1	1	301	232	330	1	243	1	293	5,200
	ation Required/Insufficie				1	1				1		1		5
Airline	ation required/insumole	'	2		1	- 1	1			- 1	1	- 1	1	6
	2020				ı		1						- 1	
Airline - Lost Bag			2								1		4	3
	egulations/Service				1		-						1	2
Airline - Wheelch	air Assistance	_					1_							1
Civil Rights		5	2	3	4	1	1	7	4	2	3	1	2	35
Civil Rights - Age		1							1					2
Civil Rights - Con					1									1
Civil Rights - Hair				1										1
Civil Rights - Nati	onal Origin		1					2			1			4
Civil Rights - Not	Specified							1						1
Civil Rights - Per	ceived Religion				1			1	1					3
Civil Rights - Rac	е	4	1	1	1	1	1	1	2	2	2	1		17
Civil Rights - Scre	ening of Religious Cultu	iral and Cere	monial Ite	1										1
Civil Rights - Sex	Gender/Gender Identity	- Not Transge	ender		1			2					2	5
Customer Service	,	22	25	22	19	19	35	37	35	36	32	26		327
Customer Service	e - CSM			1	-	-		-						1
Customer Service			2				2			1		1		6
Customer Service								1		1				1
Customer Service		22	23	21	19	19	33	36	35	35	32	25	19	319
Expedited Passenger		201	189	208	161	199	213	190	230	193	154	189	223	2,350
	nger Screening Program			200	101	1	210	190	200	130	104	103	223	2,000
	nger Screening Program		ivilital y		- 1	- 1		1	1			1		3
	nger Screening Program		4	7		0			2	0	4	2	7	
			4	7	5	8	6	3		2	4			55
	nger Screening Program		185	201	155	190	206	186	227	191	150	186		2,285
	nger Screening Program	1					1						1	3
Freedom of Information													1	1
	nation Act (FOIA) - Gene	eral											1	1
Hazardous Materials				1										1
	als Safety - General			1										1
Locks		1		1	2		1	1		1	1		2	10
Locks - Missing o	r Damaged Lock	1		1	2		1	1		1	1		2	10
Lost and Found		1			3		2		2		1	1	1	11
Lost and Found -		1			3		2		2		1	1	1	11
Mishandling of Passe	nger Property	6	3	7	6	5	2	9	10	12	9	4	5	78
Mishandling of Pa	ssenger Property - Dam	3	2	4	4	4	2	5	9	8	3	3	3	50
Mishandling of Pa	ssenger Property - Dam	1	1	3	1	1		3	1	3	6	1	1	22
Mishandling of Pa	ssenger Property - Disa	2			1			1		1			1	6
No Jurisdiction		1	5	3	2	4		2	3		5		1	26
No Jurisdiction - I	No Referral							1	3		1			5
No Jurisdiction - F	Refer to CBP		5	1	2	4		1			4		1	18
No Jurisdiction - I		1		2										3
Patdown		2	4	3	3	5	7	3	7	1	8	9	8	60
Patdown - Flyer		2	3	2	1	5	5	3	7	1	7	8		52
Patdown - Flyer a	s Ohserver		0	1	1		2		'		1	1	0	6
Patdown - Non-Fl			1	1	1						'			2
Persons w/ Disabilitie	•	4	6	3	6	5	2	3	7	5	6	1	2	
	. ,		0	3	О	5		3	- 1	1	0	I		
	ilities (PWD) - Autism S		4							1				
	ilities (PWD) - Cancer (	,	1	Disability.										1
	ilities (PWD) - Cognitive		ntai /ivientai	Disability	1				-	4	-			1
	ilities (PWD) - Diabetes				1				1	1	1			4
	ilities (PWD) - General	1			1						1		1	4
	ilities (PWD) - Hearing I			1					1			1		3
	ilities (PWD) - Internal N								1					1
Persons w/ Disab	ilities (PWD) - Medical [	Devices - Atta	ched to the	Body							1			1
Persons w/ Disab	ilities (PWD) - Medically	1			1	1	1	1		3	2			10
Persons w/ Disab	ilities (PWD) - Metal Imp	plants (joint)	2											2
Persons w/ Disab	ilities (PWD) - Mobility [	Disability (Not	t Wheelchair	r or Scoot	1				1					2
Persons w/ Disab	ilities (PWD) - Prosthesi	is/Amputees	1			1								2
Persons w/ Disab	ilities (PWD) - Service A	1												1
Persons w/ Disab	ilities (PWD) - Touch Av	ersion (pair	2	1				1						
	ilities (PWD) - Visual Im								1					2
	ilities (PWD) - Wheelch		Segway	1	1	3	1	1	2		1		1	11
Property - Special Ha	. ,	6	12	8	6	6	8	13	9	7	8	7	10	100
	l Handling - Damaged It		3	3		3	4	3	4	6	2	3		38
	l Handling - Damaged It				1		7	1	1	- 0	2	3	1	6
	l Handling - Damaged II I Handling - Missing Iten		5 5	4	4	3	2	6	3		3	A		
			4	1		3						4		38
	I Handling - Missing Iten				1	4.5	2	3	1	1	1 17	00	3	18
Screening Craw	Mambar == Airtin - E	16	9	13	14	15	29	27	23	23	17	22	18	226
	Member or Airline Emp	ioyee	1	1	1		1	2		2				3
Screening - Gate									1					1
Screening - Incon		1	1	2	1	5	3	5		5	1	3		30
	ational Screening	1											1	2
	to the second se		2	1		2			1	1	1	2	_	16
Screening - Lengt Screening - Oppo		2						1	1		1	3	3	10

		-	ΓSA Conta	ct Center (	TCC) Data	Tool - FOIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process	11	3	8	11	7	24	19	19	15	15	15	10	157
Screening - Retrieving Abandoned/Confis	1	2	1	1	1	1		2			1	1	11
2024	276												276
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insufficier	1												1
Civil Rights	3												3
Civil Rights - Profiling	1												1
Civil Rights - Race	1												1
Civil Rights - Sex/Gender/Gender Identity-	1												1
Customer Service	28												28
Customer Service - TSO	28												28
Expedited Passenger Screening Program	206												206
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	203												203
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown	8												8
Patdown - Children	1												1
Patdown - Flyer	7												7
Persons w/ Disabilities (PWD)	5												5
Persons w/ Disabilities (PWD) - Autism S	1												1
Persons w/ Disabilities (PWD) - Cancer (d	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	8												8
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Damaged Ite	3												3
Property - Special Handling - Missing Item	2												2
Property - Special Handling - Missing Item	2												2
Screening	16												16
Screening - Crew Member or Airline Empl	2												2
Screening - Inconsistency	1												1
Screening - Procedures/Process	13												13

togorios	40.0-4		A Contact					05.85	00 1	07 11	00 6	00.0	T-4
tegories				01-Jan	02-Feb	03-Mar	04-Apr						
СТ													
2022	5	6	11	9	10	16	5		9		5	12	1
Civil Rights								2					
Civil Rights - National Origin										1			
Civil Rights - Profiling								1					
Civil Rights - Race								1					
Claims								1					
Claims - General		1											
Customer Service			1	2					2 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 10 3 2 1 1 1 10 3 2 1 1 1 10 2 4 10 3 11 79 2 6 2 6 2 4 8 3 11 73 1 1 1 1 4 4 1 1 4 4 1 1 1 1 1 1 1 1 1 1				
Customer Service - TSO			1						3		17 5 12 1 1 1 1 2 1 1 10 3 11 2 8 3 11  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		
Expedited Passenger Screening Program	3	6	7		9	13	5	2	1				
		6	7	6		13	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1						
Locks		1											
	Millights - Profiling												
No Jurisdiction													
No Jurisdiction - No Referral													
Patdown													
Patdown - Flyer			1							1			
Persons w/ Disabilities (PWD)											1		
	ledical Device	20											
	iodiodi Boviot	,,,				1				1			
	ome Corny C	n				- '		10         13         20         26         15         19         254           5         7         9         17         5         12         112           2         1         3         1         1         1         1           1         2         1         1         1         1         1         1         1         1         1         <					
						4						15 19 5 12 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
	ems - Cnecke	1											
Screening (D												15 19 5 12 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
-													
2023	5	20	10		13	15	15	6		9	10		
Civil Rights													
<u> </u>									1				
Customer Service							2						
Customer Service - TSO													
Customer Service - TSO Expedited Passenger Screening Program	1	1	8	6	13	11	2	1	9	2	9		
Expedited Passenger Screening Program	1 4	1 15	8	6	13	11	2	1 5	9	2	9		
Expedited Passenger Screening Program Expedited Passenger Screening Program	1 4 - Active Duty	1 15 Military		6	13	11	2	1 5		2			
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 4 - Active Duty - TSA Applica	1 15 Military ation Progra	ım				12	1 5 1	1	2 7	1		
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 4 - Active Duty - TSA Applica	1 15 Military ation Progra	ım 8				12	1 5 1	1	2 7	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks	1 4 - Active Duty - TSA Applica	1 15 Military ation Progra 15 2	ım 8 1				12	1 5 1	1	2 7	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	1 4 - Active Duty - TSA Applica	1 15 Military ation Progra 15 2	ım 8 1			11	12	1 5 1	1	2 7	1		
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	1 4 - Active Duty - TSA Applica 4	1 15 Military ation Progra 15 2 2	8 1	6		11	12	1 5 1	1	2 7	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 4 - Active Duty - TSA Applica 4	1 15 Military ation Progra 15 2 2	8 1	6		11	12	1 5 1	1	2 7	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 4 - Active Duty - TSA Applica 4	1 15 Military ation Progra 15 2 2	8 1	6		2 2	12	1 5 1	1	2 7	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown	1 4 - Active Duty - TSA Applica 4	1 15 Military ation Progra 15 2 2	8 1	6		11 2 2 2	12	1 5 1	1	2 7	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	1 4 - Active Duty - TSA Applica 4	1 15 Military ation Progra 15 2 2	8 1	6 age		2 2	12	1 5 1	1	2 7	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling	Origin												
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling	1 4 - Active Duty - TSA Applica 4 aged/Missing aged/Missin	1 15 Military ation Progra 15 2 2 1 ItemsCari	8 1	6 age		11 2 2 1 1 1	12	1 5 1	1	2 7	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling	1 4 - Active Duty - TSA Applica 4 aged/Missing aged/Missin	24											
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling Screening Screening - Inconsistency	1 4 - Active Duty - TSA Applica 4 aged/Missing aged/Missin												
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling	1 4 - Active Duty - TSA Applica 4 aged/Missing aged/Missin	1 15 Military ation Progra 15 2 2 1 ItemsCan	m 8 1 1 1 ry-on Lugga	6 age		11 2 2 1 1	12	1 5 1	1 8	2 7	1 8	1 5	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling Screening Screening - Inconsistency	1 4 4 - Active Duty - TSA Applica 4 aged/Missing aged/Missin	1 15 Military ation Progra 15 2 2 1 ItemsCan	m 8 1 1 1 ry-on Lugga	6 age		11 2 2 1 1	12	1 5 1	1 8	2 7	1 8	1 5	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Inconsistency Screening - Procedures/Process	1 4 - Active Duty - TSA Applica 4 aged/Missing aged/Missin ems - Checke	1 15 Military ation Progra 15 2 2 1 ItemsCan	m 8 1 1 1 ry-on Lugga	6 age		11 2 2 1 1	12	1 5 1	1 8	2 7	1 8	1 5	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling Screening Screening - Inconsistency Screening - Procedures/Process  2024 Customer Service	1 4 - Active Duty - TSA Applica 4 aged/Missing aged/Missin	1 15 Military ation Progra 15 2 2 1 ItemsCan	m 8 1 1 1 ry-on Lugga	6 age		11 2 2 1 1	12	1 5 1	1 8	2 7	1 8	1 5	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling Screening Screening - Inconsistency Screening - Procedures/Process  2024 Customer Service Customer Service - TCC	1 4 - Active Duty - TSA Applica 4 aged/Missing aged/Missin	1 15 Military ation Progra 15 2 2 1 ItemsCan	m 8 1 1 1 ry-on Lugga	6 age		11 2 2 1 1	12	1 5 1	1 8	2 7	1 8	1 5	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling Screening Screening - Inconsistency Screening - Procedures/Process  2024 Customer Service - TCC Customer Service - TSO	1 4 - Active Duty - TSA Applica 4 aged/Missing aged/Missi	1 15 Military ation Progra 15 2 2 1 ItemsCan	m 8 1 1 1 ry-on Lugga	6 age		11 2 2 1 1	12	1 5 1	1 8	2 7	1 8	1 5	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling Screening Screening - Inconsistency Screening - Procedures/Process  2024 Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program	1 4 - Active Duty - TSA Applica 4 aged/Missing aged/Missi	1 15 Military ation Progra 15 2 2 1 ItemsCan	m 8 1 1 1 ry-on Lugga	6 age		11 2 2 1 1	12	1 5 1	1 8	2 7	1 8	1 5	
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling Screening Screening - Inconsistency Screening - Procedures/Process  2024 Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 4 4 - Active Duty - TSA Applica 4 aged/Missing aged/Missin ems - Checke 14 6 1 5 6 6 6 6	1 15 Military ation Progra 15 2 2 1 ItemsCan	m 8 1 1 1 ry-on Lugga	6 age		11 2 2 1 1	12	1 5 1	1 8	2 7	1 8	1 5	
Expedited Passenger Screening Program Locks  Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Inconsistency Screening - Procedures/Process  2024 Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Screening	aged/Missing aged/Missing aged/Missing af 14 6 1 5 6 6 6 2	1 15 Military ation Progra 15 2 2 1 ItemsCan	m 8 1 1 1 ry-on Lugga	6 age		11 2 2 1 1	12	1 5 1	1 8	2 7	1 8	1 5	
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling Screening Screening - Inconsistency Screening - Procedures/Process  2024 Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 4 4 - Active Duty - TSA Applica 4 aged/Missing aged/Missin ems - Checke 14 6 1 5 6 6 6 6	1 15 Military ation Progra 15 2 2 1 ItemsCan	m 8 1 1 1 ry-on Lugga	6 age		11 2 2 1 1	12	1 5 1	1 8	2 7	1 8	1 5	

Categories	10-Oct	11-Nov	12-Dec	01-Jan	CC) Data 1 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
			12-Dec 7		02-reb		<u> </u>					<u> </u>	
IDA	9	4	•	9	~	10	9	3	8		5	8	89
2022	1	3	4	4	1	1	5	2	4	7	3	4	39
Customer Service			1	1					2				4
Customer Service - Others			1	1									2
Customer Service - TSO									2				2
Expedited Passenger Screening Program	1	1	1	2	1		4	2	1	6	2	3	24
Expedited Passenger Screening Program		cation Prog	ram							1			1
Expedited Passenger Screening Program	1	1	1	2	1		4	2	1	5	2	3	23
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Property - Special Handling		1					1						2
Property - Special Handling - Damaged It	ems - Carry-	On					1						1
Property - Special Handling - Missing Iten	ns - Carry-C	1											1
Screening			1	1		1			1	1	1	1	7
Screening - Inconsistency										1	1	1	3
Screening - Procedures/Process			1	1		1			1				4
2023	1	1	3	5	5	9	4	1	4	4	2	4	43
Civil Rights					1								1
Civil Rights - Screening of Religious or Co	ı ultural Garme	ents			1								1
Customer Service	1									1			2
Customer Service - TSO	1									1			2
Expedited Passenger Screening Program		1	2	5	3	8	3	1	4	3	2	3	35
Expedited Passenger Screening Program	- TSA PreC	1	2	5	3	8	3	1	4	3	2	3	35
Mishandling of Passenger Property	10/11/00											1	1
Mishandling of Passenger Property - Dam	l naded/Missin	a ItemsC	arry-on Lug	nane								1	1
Patdown	lagoa/wilcom	g itomo o	arry orr Eag	gugo		1	1						2
Patdown - Flyer as Observer						1	1						2
Persons w/ Disabilities (PWD)			1			'	'						1
Persons w/ Disabilities (PWD) - General			1										1
Screening			- 1		1								1
Screening - Procedures/Process					1								1
2024	7				- '								7
Expedited Passenger Screening Program	5												5
Expedited Passenger Screening Program  Expedited Passenger Screening Program	5												5
Lost and Found	5												5
	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1

			IOA COIILA	ct Ochter (	icc) Data	001 - 1 017	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IFP	2	1			2		1		2	2	1	1	12
2022		1			2		1		2	1		1	8
Customer Service		1								1			2
Customer Service - TSO		1								1			2
Expedited Passenger Screening Program					2		1						3
Expedited Passenger Screening Program	- TSA PreC	heck			2		1						3
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Property - Special Handling									1				1
Property - Special Handling - Missing Item	ns - Checked	d							1				1
Screening												1	1
Screening - Procedures/Process												1	1
2023										1	1		2
Customer Service										1			1
Customer Service - TSO										1			1
Screening											1		1
Screening - Procedures/Process											1		1
2024	2												2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1

			ISA COIILA	a center (	icc) Data	001 - FUIP	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ILG	2	1	1		3	3	1	2	7	4	2	4	3(
2022									4			1	
Claims												1	
Claims - General												1	
Expedited Passenger Screening Program									4				4
Expedited Passenger Screening Program	- TSA Appli	cation Prog	Jram						1				
Expedited Passenger Screening Program	- TSA PreC	heck							3				
2023	2	1	1		3	3	1	2	3	4	2	3	2
Customer Service								1			1		
Customer Service - TSO								1			1		
Expedited Passenger Screening Program	2	1			2	1			2	2		1	1
Expedited Passenger Screening Program	1					1							
Expedited Passenger Screening Program	1	1			2				2	2		1	
Patdown						1		1					
Patdown - Flyer						1		1					
Persons w/ Disabilities (PWD)									1	1	1		
Persons w/ Disabilities (PWD) - Mobility [	Disability (No	ot Wheelch	air or Scoot	er)					1		1		2
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts								1			
Screening			1		1	1	1			1		2	
Screening - Lengthy Lines			1							1			2
Screening - Procedures/Process					1	1	1					2	5

			Contact Co		-								
Categories	1				02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ILM	20	19	19	14	11	22	19	21	26	19	26	15	231
2022	2	5	7	5	5	13	9	11	11	5	12	7	92
Civil Rights							1			1			2
Civil Rights - Age										1			1
Civil Rights - Race							1						1
Customer Service		1	1	1		1	1				1		6
Customer Service - TSO		1	1	1		1	1				1		(
Expedited Passenger Screening Program	1	3	4	4	5	7	7	8	9	4	8	6	66
Expedited Passenger Screening Program	- TSA Applicati	on Progran	n	2			1		1		1		Į
Expedited Passenger Screening Program	1	3	4	2	5	7	6	8	8	4	7	6	6
Lost and Found								1	1				
Lost and Found - Airport/TSA								1	1				
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or	Checked								1		
No Jurisdiction											1		
No Jurisdiction - Refer to Other											1		
Patdown								1					
Patdown - Flyer								1					
Prohibited & Permitted Items		1	1										
Prohibited & Permitted Items - Knives/Too	ols/Razors/S	1											
Prohibited & Permitted Items - Medication	n/Prescription/M	edically	1										
Property - Special Handling						2							
Property - Special Handling - Missing Iten	ns - Carry-On					2							
Screening	1		1			3		1	1		1	1	
Screening - Lengthy Lines			1										
Screening - Procedures/Process	1					3		1	1		1	1	
2023	6	14	12	9	6	9	10	10	15	14	14	8	12
Airline		1											
Airline - Baggage Requirements		1											
Civil Rights	1												
Civil Rights - Transgender Screening	1												
Customer Service							1	1	1	2	1	2	
Customer Service - TSO							1	1	1	2	1	2	
Expedited Passenger Screening Program	5	8	8	7	3	8	9	7	9	12	12	5	9
Expedited Passenger Screening Program		1							1				
Expedited Passenger Screening Program		7	8	7	3	8	9	7	8	12	12	5	9
Locks				1	1				1				
Locks - Missing or Damaged Lock				1	1				1				
Lost and Found									1				
Lost and Found - Airport/TSA									1				
Mishandling of Passenger Property								1	2				
Mishandling of Passenger Property - Dam	l naged/Missing It	emsCarry	/-on Luggage	2				1	1				
Mishandling of Passenger Property - Dam								'	1				
Patdown	lagoa/wilcomig it	01110 01100	2	•									
Patdown - Flyer			2										
Property - Special Handling			1						1				
Property - Special Handling - Damaged It	eme - Carny-On		- '-						1				
Property - Special Handling - Missing Iten			1						1				
Screening	lis - Checked	5	1	1	2	1		1			1	1	1
	lovee	3	1	- 1	1	- 1		- 1			- 1	1	
Screening - Crew Member or Airline Emp	l		- '		1			1				- 1	
Screening - Inconsistency Screening - Procedures/Process		5		1	- 1	1		'			1		
2024	40	5		ļ.							- 1		
	12												1
Civil Rights	1												
Civil Rights - Race	1												
Expedited Passenger Screening Program	9												
Expedited Passenger Screening Program	9												
Screening	2												
Screening - Crew Member or Airline Emp													
Screening - Procedures/Process	1												1

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

Cotomonico	10.0 (		SA Contact		-		• • •		•••		•••		
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IND	147	103	89	98	82		97	137	107	118	109	115	1,338
2022	32	37	38	34	29	64	37	49	45	47	54	51	517
Airline	1												1
Airline - Lost Baggage	1												1
Civil Rights	2			1					1		1		5
Civil Rights - Race									1		1		2
Civil Rights - Racial Profiling or Discrimina	1												1
Civil Rights - Sex/Gender/Gender Identity		ender		1									1
Civil Rights - Transgender Screening	1	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,											1
Customer Service	2	4	2	1	2	2	2	3	1	4	6	5	27
		4		- 1				3	4	4	6	5	37
Customer Service - Others									1				1
Customer Service - TCC						1							1
Customer Service - TSO	2	4	2	1	2	1	2	3	3	4	6	5	35
DHS TRIP											1		1
DHS TRIP - General											1		1
Expedited Passenger Screening Program	22	25	33	25	21	51	33	37	36	36	40	39	398
Expedited Passenger Screening Program					1			0.					1
Expedited Passenger Screening Program		iviiiitai y			'					1			1
		0	2	4		0	4	0				4	
Expedited Passenger Screening Program		2	3	4		2	1	2		1		1	19
Expedited Passenger Screening Program		23	30	21	20	49	32	35	36	33	40	38	376
Expedited Passenger Screening Program	- TSA/DHS E	Employees	- Opt In							1			1
Lost and Found					1						1		2
Lost and Found - Airport/TSA					1						1		2
Mishandling of Passenger Property	1			2		1							4
Mishandling of Passenger Property - Dam	l aged/Missing	Items Co	arny on Lug	2		•							2
		, 110/11008	arry-orr Lug										
Mishandling of Passenger Property - Dam		0	011										1
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-on	or Unecked			1							1
No Jurisdiction				1							1		2
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to Other				1									1
Patdown	1				2		1	1	1	2		1	9
Patdown - Children	<u> </u>						1	1	1	1		1	1
	-				0		4	4	4			4	
Patdown - Flyer	1				2		1	1	1	1		1	8
Persons w/ Disabilities (PWD)		2		1		3		2					8
Persons w/ Disabilities (PWD) - Autism S	pectrum					1							1
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dre	ssings/Ma	sks			1							1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Medically	/ Necessary N	/ledication	and Medic	1		1							2
			and Medic	- 1		- 1							
Persons w/ Disabilities (PWD) - Mobility E		1											
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	1						1					2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Breast Milk	<td>1</td> <td></td> <td>1</td>	1											1
Property - Special Handling	3	3	2	2	1	2		3	1		2	1	20
Property - Special Handling - Damaged Ite	ems - Carry-C	)n	1	1				1	1				4
Property - Special Handling - Damaged Ite			1										3
Property - Special Handling - Missing Item		1	- '			1		1			1		4
				-									
Property - Special Handling - Missing Item	1	2		1	1	1		1			1	1	9
Screening		2	1	1	2	5	1	3	2	5	2	5	29
Screening - Inconsistency		2								1	1		4
Screening - Lengthy Lines						1							1
Screening - Procedures/Process			1	1	2	4	1	2	2	4	1	4	22
Screening - Retrieving Abandoned/Confise	cated Items		•							•		1	1
	I							4					
Screening - Traveling with Cash								1					1
2023	60	66	51	64	53	72	60	88	62	71	55	64	766
Additional Information Required/Insufficient Info	formation							2					2
Additional Information Required/Insufficier	nt Information	- EMAIL (	ONLY					2					2
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights			1	1		1		2	4	4	1	1	15
Civil Rights - Age			1	1		- 1			1	4	1	- 1	
	_mmle`								- 1				1
Civil Rights - Civil Rights Violation (TSA E	imployee)							1					1
Civil Rights - Hair Patdowns										1			1
Civil Rights - National Origin										1			1
Civil Rights - Race								1	2				3
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender	1	1		1				1	1	1	6
Civil Rights - Transgender Screening	l			1					1	1		- '	2
	4		^		_	^	4				^		
Customer Service	1	2	2		3		1	9	1	6	6	2	35
Customer Service - TCC						1							1
Customer Service - TSO	1	2	2		3		1	9	1	6	6		34
Expedited Passenger Screening Program	54	61	41	57	48	64	51	42	34	45	35	48	580
Expedited Passenger Screening Program	2	1											3
Expedited Passenger Screening Program		6	4	1	3	2	1	1	1	1	3		27
Expedited Passenger Screening Program		54	37	56	45		50	41	33	44	32		550
	40	04	31	50	45		50	41	33	44	32	40	
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property	1	1			1		1	3	4			3	14
Mishandling of Passenger Property - Dam			arry-on Luga	ane	'		'	3	1			1	2
			arry-orr Lugg	aye									
Mishandling of Passenger Property - Dam		1	0:				1	2	3			2	10
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on	or Checked		1			1					2
No Jurisdiction								2	1				3
No Jurisdiction - No Referral								2	1				3
No Subject											1		1
No Subject - General											1		1
Patdown			3	4				2	2	1	3	3	18
i atdown	<u> </u>		3	4						- 1	3	3	10

ories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Children	10-001	1 1-NOV	12-Dec		02-Feb	US-IVIAI	04-Apr	JJ-IVIAY	JO-Juil	07-Jul	Jo-Aug	na-aeh	10181
Patdown - Flyer			2					2	1		3	3	13
Patdown - Flyer as Observer									- '	1	3	3	1
Patdown - Non-Flyer				2					1	- 1			3
Persons w/ Disabilities (PWD)	1	1					1	1	4	2			10
Persons w/ Disabilities (PWD) - Autism Sp									4	1			10
Persons w/ Disabilities (PWD) - Cancer (g		Breast Ca	ncer				1						1
Persons w/ Disabilities (PWD) - Diabetes	elleral) Not	Dieasi Ca	ilicei						1	1			2
Persons w/ Disabilities (PWD) - Medically	1	1						1	1	- 1			2
Persons w/ Disabilities (PWD) - Touch Ave								- 1	1				
Persons w/ Disabilities (PWD) - Touch Avi									1				
Property - Special Handling	III/ Scoolei/	Segway					1	2		1		1	
		0-		2			1		2	1		1	11
Property - Special Handling - Damaged Ite								1					2
Property - Special Handling - Damaged Ite				1								1	2
Property - Special Handling - Missing Item		n						2	1	1			4
Property - Special Handling - Missing Item							1		1				3
Screening	2	1	4		1		5	22	10	11		6	74
Screening - Crew Member or Airline Emple	oyee					1					1		2
Screening - Inconsistency					1		1			3			6
Screening - Lengthy Lines						1	2		5		2		24
Screening - Procedures/Process	2	1	4			2	2	9	5	8	5	4	42
024	55												55
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity-	1												1
Customer Service	3												3
Customer Service - TSO	3												3
Expedited Passenger Screening Program	36												36
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	34												34
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Dam	1												
Patdown	4												4
Patdown - Children	1												
Patdown - Flyer	3												3
Persons w/ Disabilities (PWD)	3												3
Persons w/ Disabilities (PWD) - Breast Ca	1												
Persons w/ Disabilities (PWD) - Diabetes	1												
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening	5												5
Screening - Lengthy Lines	1												1
Screening - Lengthy Lines Screening - Procedures/Process	4												4
ocreening - Procedures/Process	4												4

				ot	, <i>-</i> ata	1001 - 1 015							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
INL	1	2					1				1	1	6
2022		2									1		3
Patdown											1		1
Patdown - Flyer											1		1
Screening		2											2
Screening - Inconsistency		2											2
2023	1						1					1	3
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Ba	ggage								1	1
Property - Special Handling							1						1
Property - Special Handling - Damaged Ite	ems - Carry	-On					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
IPL	1		1		1					1	1		5
2022	1		1		1						1		4
Expedited Passenger Screening Program	1										1		2
Expedited Passenger Screening Program	1										1		2
No Jurisdiction			1		1								2
No Jurisdiction - Refer to CBP			1		1								2
2023										1			1
Screening										1			1
Screening - Procedures/Process										1			1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Categories	10-001	I I-NOV	12-Dec	UI-Jan	UZ-Feb	US-IVIAI	04-Apr	U5-IVIAY	UO-JUII	U/-Jui	vo-Aug	09-Sep	TOLAI
IPT						1	1						2
2022						1	1						2
Civil Rights							1						1
Civil Rights - Race							1						1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program	- TSA PreC	Check				1							1

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

			SA Contac										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ISP	20	20	15	19	17	28		20	14	13	12	11	205
2022	11	11	5	8	12	10	9	8	3	8	7	7	99
Airline							1						1
Airline - Policy/Regulations/Service							1						
Civil Rights					1								
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender			1								
Customer Service	1	1	1							1		1	į
Customer Service - TSO	1	1	1							1		1	
Expedited Passenger Screening Program	7	9	4	8	10	10	7	8	3	7	5	5	8
Expedited Passenger Screening Program	- DoD						1						
Expedited Passenger Screening Program	- TSA Appl	2	1	1		1	1			1			
Expedited Passenger Screening Program	7	7	3	7	10	9	5	8	3	6	5	5	7
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dam	aged/Missing	ltemsCa	arry-on Lugo	gage			1						
Patdown					1							1	
Patdown - Children					1								
Patdown - Flyer												1	
Property - Special Handling	2												
Property - Special Handling - Damaged It	1												
Property - Special Handling - Missing Iten	1												
Screening	1	1									2		
Screening - Inconsistency											1		
Screening - Procedures/Process	1	1									1		
2023	7	9	10	11	5	18	7	12	11	5	5	4	10
Airline	-			1			•				-	-	
Airline - Lost Baggage				1									
Civil Rights							1						
Civil Rights - Race							1						
Customer Service		1		1		1		2					
Customer Service - TSO		1		1		1		2					
Expedited Passenger Screening Program	7	8	10	7	5	17	3	9	7	4	4	1	8
Expedited Passenger Screening Program	1	0	1		1	1			1				
Expedited Passenger Screening Program	5	8	9	7	4	16	3	9	6	4	4	1	7
Expedited Passenger Screening Program	1	0	3		7	10	J	3	0			- '	,
Mishandling of Passenger Property	'			1									
Mishandling of Passenger Property - Dam	l laged/Missing	tome_C	rry on Lua	1									
Patdown	lageu/Missiriç	J ItellisCa	iry-orr Lug	1			2					1	
Patdown - Flyer				1			2					1	
Persons w/ Disabilities (PWD)				- 1					1			- 1	
Persons w/ Disabilities (PWD) - Metal Imp	lanta (iaint)								1				
	l							4	ı				
Property - Special Handling	Corn. On							1					
Property - Special Handling - Missing Iten	is - Carry-Off						- A	1		4	4		
Screening							1		3	1	1	2	
Screening - Inconsistency										1		1	
Screening - Lengthy Lines									_		1		
Screening - Procedures/Process	_						1		3			1	
2024	2												
Expedited Passenger Screening Program	2												
Expedited Passenger Screening Program	2												2

			OA COIII	ici Center (1	CC) Data	1001 - 1 012							
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
ITH	4	2		1	1	2	3	1	2				16
2022		1				2	1						4
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimina	ation	1											1
Expedited Passenger Screening Program						2	1						3
Expedited Passenger Screening Program	- TSA PreC	heck				2	1						3
2023	1	1		1	1		2	1	2				ç
Customer Service	1												1
Customer Service - TSO	1												
Expedited Passenger Screening Program				1	1		1	1	1				į
Expedited Passenger Screening Program	- TSA PreC	heck		1	1		1	1	1				į
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	arry-on Lug	ggage					1				
Property - Special Handling		1											1
Property - Special Handling - Damaged Ite	ems - Carry	1											1
Screening							1						1
Screening - Procedures/Process							1						1
2024	3												3
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	3												3

		1		ct Center (T									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ITO	22	8	11	8	7	18	6	20	14	17		10	153
2022	6	1	4	3	5	6	3	6	8	12	6	5	65
Civil Rights					1					2			3
Civil Rights - Profiling										1			1
Civil Rights - Race										1			1
Civil Rights - Racial Profiling or Discrimina	ation				1								1
Customer Service						1		1	1		1		4
Customer Service - TSO						1		1	1		1		4
Expedited Passenger Screening Program	3	1	1	1	3	3	2	2	4	9	2	5	36
Expedited Passenger Screening Program	1				1							1	3
Expedited Passenger Screening Program	2	1	1	1	2	3	2	2	4	8	2	4	32
Expedited Passenger Screening Program	- TSA/DHS	Employees	- Opt In							1			1
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domest	ic			1									1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property			1		1	1		1		1	3		8
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	1					1					2
Mishandling of Passenger Property - Dam			necked Bac	gage						1	2		3
Mishandling of Passenger Property - Disa					1	1					1		3
Persons w/ Disabilities (PWD)	,	, ., .,	1		•	1							2
Persons w/ Disabilities (PWD) - Cognitive	I :/Developme	ntal /Ment	1										1
Persons w/ Disabilities (PWD) - Diabetes		71110111	•			1							1
Property - Special Handling	1					•		1					2
Property - Special Handling - Missing Iten	1							1					2
Screening	2			1			1	1	3				8
Screening - Procedures/Process	2			1			1	1	3				8
2023	7	7	7		2	12	3		6	5	6	5	79
Civil Rights	,		1	3		12	,	14		1		3	2
Civil Rights - National Origin			1							1			2
Civil Rights - Race			ı							1			1
Customer Service						2				1	1		3
Customer Service - TSO											1		
	4	4	4	4	0	2	2	4.4	0	2		2	3 51
Expedited Passenger Screening Program  Expedited Passenger Screening Program		4	4		2	3	3		6	3	4	3 1	
				1				1					3
Expedited Passenger Screening Program	4	4	4	3	2	3	3	10	6	3		2	48
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property	1	1	2			2						1	7
Mishandling of Passenger Property - Dam		1	2			1						1	5
Mishandling of Passenger Property - Disa	1					1							2
No Jurisdiction						1							1
No Jurisdiction - Refer to Other						1							1
Patdown	1	1		1									3
Patdown - Flyer	1			1									2
Patdown - Flyer as Observer		1											1
Property - Special Handling										1			1
Property - Special Handling - Damaged It										1			1
Screening	1	1				4		3				1	10
Screening - Lengthy Lines						3		1				1	5
Screening - Procedures/Process		1				1		2					4
Screening - Retrieving Abandoned/Confis	1												1
2024	9												9
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program	6												6
Expedited Passenger Screening Program	6												6
Screening	1												1
Screening - Procedures/Process	1												1
	-												

				t Center (T									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IWA	17	15	23	10	18	28	18	9	15	12		15	190
2022	3	9	8	6	4	18	9	4	7	8		8	90
Customer Service		2	1			4	3	1	2	1	1	2	17
Customer Service - TSO		2	1			4	3	1	2	1	1	2	17
Expedited Passenger Screening Program	1	3	4	5	4	12	3	3	4	7	3	3	52
Expedited Passenger Screening Program						2				1			3
Expedited Passenger Screening Program	1	3	4	5	4	10	3	3	4	6		3	49
Locks							1				1		2
Locks - Missing or Damaged Lock							1				1		2
Lost and Found		1	1										2
Lost and Found - Airport/TSA		1	1										2
Mishandling of Passenger Property												2	2
Mishandling of Passenger Property - Dam												1	1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsCl	necked Bag	gage								1	1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - General			1										1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Firearm/An	nmunition	1											1
Property - Special Handling			1										1
Property - Special Handling - Damaged Ite			1										1
Screening	2	2		1		2	2		1			1	11
Screening - Children							1						1
Screening - Inconsistency												1	1
Screening - Procedures/Process	2	2		1		2	1		1				9
2023	3	6	15	4	14	10	9	5	8	4	4	7	89
Airline								1					1
Airline - Lost Baggage								1					1
Civil Rights			1				1				1		3
Civil Rights - Race			1								1		2
Civil Rights - Sex/Gender/Gender Identity-							1						1
Customer Service	1	1	2	1	1	2	2			1		1	13
Customer Service - TSO	1	1	2	1	1	2	2			1	1	1	13
Expedited Passenger Screening Program	2	4	8	2	9	6	5	3	7	2	2	5	55
Expedited Passenger Screening Program			1			1			1			1	4
Expedited Passenger Screening Program	2	4	7	2	9	5	5	3	6	2	2	4	51
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property			1		1		1	1					4
Mishandling of Passenger Property - Dam			arry-on Lug	gage				1					1
Mishandling of Passenger Property - Dam			1				1						2
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked		1								1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)					2	1						1	4
Persons w/ Disabilities (PWD) - Internal M		ces										1	1
Persons w/ Disabilities (PWD) - Metal Imp		_			1								1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway			1	1							2
Property - Special Handling		_	1						1				2
Property - Special Handling - Damaged Ite	ems - Carry-		1						1				2
Screening		1	1	1	1	1							5
Screening - Lengthy Lines		1											1
Screening - Procedures/Process			1		1	1							3
	4 1 2 2												
Screening - Retrieving Abandoned/Confise				1									1
	cated Items 11			1									11 11

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

				ct Center (									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JAC	10	5	7	7 9	3	14	3		8	19	15	9	102
2022		1	6	3	1	9	1			3	10	5	39
Expedited Passenger Screening Program		1	6	3	1	7				1	9	2	30
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ıram			1							1
Expedited Passenger Screening Program	- TSA PreC	1	6	3	1	6				1	9	2	29
Mishandling of Passenger Property						1							
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Ba	iggage		1							
No Jurisdiction							1						
No Jurisdiction - No Referral							1						
Patdown										1			
Patdown - Flyer as Observer										1			•
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medi	cal Supplies							1		
Screening						1				1		3	
Screening - Lengthy Lines												1	
Screening - Procedures/Process						1				1		2	
2023	5	4	1	6	2	5	2		8	16	5	4	58
Customer Service									1	3			4
Customer Service - TSO									1	3			4
Expedited Passenger Screening Program	2	4	1	4	2	5	2		6	10	5	2	4
Expedited Passenger Screening Program	- TSA Appl	1											
Expedited Passenger Screening Program	2	3	1	4	2	5	2		6	10	5	2	4:
Patdown	1												
Patdown - Flyer	1												
Persons w/ Disabilities (PWD)	1									1			
Persons w/ Disabilities (PWD) - Medically	1									1			2
Property - Special Handling				1								1	
Property - Special Handling - Missing Item	ns - Checked	ł		1								1	2
Screening	1			1					1	2		1	(
Screening - Procedures/Process	1			1					1	2		1	(
2024	5												į.
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	4												4
Screening	1												4
Screening - Procedures/Process	1												1

Categories	10-Oct	11-Nov	12-Dec	ct Center (1 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JAN	21	13			18	12	12		15	24	18	14	19
2022	3	6				7	6		10	18	10	8	10
Additional Information Required/Insufficient Inf			,	, 5	12	,		10	10	10	10	0	
Additional Information Required/Insufficient		n EMAII	ONLV								1		
Civil Rights	Tit iriioimalio	II - EIVIAIL	ONLT								1		
Civil Rights - Sex/Gender/Gender Identity	Not Trance	ondor									1		
Customer Service	- NOL Hansy				1	2	1	2		2	1	1	-1
Customer Service - TSO		2			1	2	1	2		2	1	1	1.
Expedited Passenger Screening Program	1	3		2 5	10	3	5		10	14	6	4	
Expedited Passenger Screening Program  Expedited Passenger Screening Program		3	)	5	10	3	5	12	10	14	0	4	7
Expedited Passenger Screening Program  Expedited Passenger Screening Program		ootion Pro	( 1		- 1		1	1		1			
Expedited Passenger Screening Program  Expedited Passenger Screening Program			•		0	2	4	11	40		0	4	7
	1	3	)	5	9	3	4	- 11	10	13	6	4	- /
Mishandling of Passenger Property  Mishandling of Passenger Property - Disa	rrayad Itama	Cormion	or Charles	d						1			
Patdown	irrayed items I	sCarry-or	TOI CHECKE	eu .				4		1			
								1				1	
Patdown - Flyer			1					1				1	
Persons w/ Disabilities (PWD)	]	aabad ta tl											
Persons w/ Disabilities (PWD) - Medical [	Jevices - All												
Property - Special Handling	1	1			1	1						1	
Property - Special Handling - Damaged It					1								
Property - Special Handling - Missing Iten		1										1	
Property - Special Handling - Missing Iten						1				4	4	4	
Screening	1		2			1				1	1	1	
Screening - Inconsistency												1	
Screening - Lengthy Lines			1			1							
Screening - Procedures/Process	1		. 1							1	1		
2023	9	7		10	6	5	6	8	5	6	8	6	8
Civil Rights	1	1							1				
Civil Rights - Age		1											
Civil Rights - National Origin	1												
Civil Rights - Race									1				
Customer Service	2		1							1	1	1	
Customer Service - TSO	2		1							1	1	1	
Expedited Passenger Screening Program	6	5		9	5	2	5	5	3	2	4	2	5
Expedited Passenger Screening Program			-		1								
Expedited Passenger Screening Program	6	5	3	9	4	2	5	5	3	2	4	2	ţ
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										1		1	
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	Checked Ba	( 1						1			
No Jurisdiction						1							
No Jurisdiction - Refer to Other						1							
Patdown						1							
Patdown - Flyer						1							
Persons w/ Disabilities (PWD)		1											
Persons w/ Disabilities (PWD) - Hearing I	mpairment	1											
Property - Special Handling			1					1					
Property - Special Handling - Damaged Ite	ems - Check	ed	1										
Property - Special Handling - Missing Iten	ns - Checked	d						1					
Screening			1			1	1	2	1	1	3	1	
Screening - Inconsistency									1	1			
Screening - Lengthy Lines											1		
Screening - Procedures/Process						1	1	2			2	1	
Screening - Retrieving Abandoned/Confis	cated Items		1										
2024	9												
Customer Service	1												
Customer Service - TSO	1												
Expedited Passenger Screening Program	7												
Expedited Passenger Screening Program  Expedited Passenger Screening Program	-												
Expedited Passenger Screening Program													
Screening Procedures/Process	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
JAX	165	101	93	91	80	135	120	144	143	97	119	131	1,419
2022	26	38	35	29	35	74	56	69	58	42	59	53	574
Airline						1			1				2
Airline - Policy/Regulations/Service						1			1				2
Civil Rights		1	2		1	1	1		1	1			8
Civil Rights - Headwear Civil Rights - Race						1	1		1	1			3
Civil Rights - Race  Civil Rights - Racial Profiling or Discrimin	ation	1	1		1	ı			ı	I			3
Civil Rights - Sex/Gender/Gender Identity			1		- '								1
Claims		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,						1					1
Claims - General								1					1
Customer Service		3	2	1	2	7	7	2	7	2	1	3	37
Customer Service - TSO		3	2	1	2	7	7	2	7	2	1	3	37
Expedited Passenger Screening Program	21	28	28	19	25	55	44	59	43	30	51	42	445
Expedited Passenger Screening Program		2	1		1	1		3			1		11
Expedited Passenger Screening Program		3	3	2				1	3	5	2	2	22
Expedited Passenger Screening Program		22	24	17	24	54	43	55	40	25	48	40	409
Expedited Passenger Screening Program	1	1	1				1						3
Identification (ID) Requirements  Identification (ID) Requirements - Domest	ic		1										1
Locks	1		'		1				2				3
Locks - Missing or Damaged Lock					1				2				3
Lost and Found				1	1								2
Lost and Found - Airport/TSA				1	1								2
Mishandling of Passenger Property		1						3	2	1	1		8
Mishandling of Passenger Property - Dam	naged/Missing	ltemsChe	ecked Bagg	age				2	2	1	1		6
Mishandling of Passenger Property - Disa	rrayed Item	1						1					2
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Notice of Violation/Civil Penalties	L										1		1
Notice of Violation/Civil Penalties - Gener											1		1
Patdown	1		1			1		1		2	2	3	11
Patdown - Flyer			1			1		1		2	2	2	9
Patdown - Flyer as Observer Patdown - General	1											1	1
Persons w/ Disabilities (PWD)	'				2	2	1			2			7
Persons w/ Disabilities (PWD) - Autism S	nectrum						1						1
Persons w/ Disabilities (PWD) - Diabetes	1					1							1
Persons w/ Disabilities (PWD) - Hearing I						1							1
Persons w/ Disabilities (PWD) - Internal M		es			1								1
Persons w/ Disabilities (PWD) - Medically			and Medical	Supplies	1								1
Persons w/ Disabilities (PWD) - Mobility [	Disability (Not	Wheelchai	r or Scooter	r)						1			1
Persons w/ Disabilities (PWD) - Service A	Animals									1			1
Property - Special Handling	2	2	1	2	2	2		2			1	2	16
Property - Special Handling - Damaged It				1	1	1							3
Property - Special Handling - Damaged It		1										1	3
Property - Special Handling - Missing Item		4	4	1	4	1		1			1	1	6
Property - Special Handling - Missing Iten Public Affairs	ns - Checke	1	1		1			1		1			4
Public Affairs - Newspaper, Radio, TV Re	nrecentatives									1			1
Screening	1	3		6	1	5	3	1	2	3	2	3	30
Screening - Children											1		1
Screening - Crew Member or Airline Emp	loyee			1									1
Screening - Inconsistency		1			1		1						3
Screening - Procedures/Process	1	1		5		5	2	1	2	3	1	3	24
Screening - Shoe Screening		1											1
2023	62	63	58	62	45	61	64	75	85	55	60	78	768
Additional Information Required/Insufficient In										1			1
Additional Information Required/Insufficie	nt Information	- EMAIL O	NLY							1			1
Airline												1	1
Airline - Policy/Regulations/Service				0			-	0	0		4	1	1
Civil Rights Civil Rights - Profiling	1			2			1	3	3 1		1	2	13
Civil Rights - Race	1						1	2	2		1	2	9
Civil Rights - Sex/Gender/Gender Identity		ender		2			1						2
Civil Rights - Transgender Screening		ridei						1					1
Customer Service	1	4	2	4	3	5	2	9	6	2	2	3	43
Customer Service - TSO	1	4	2	4	3	5	2	9	6	2	2	3	43
Expedited Passenger Screening Program	54	52	52	47	42	52	52	52	68	44	44	64	623
Expedited Passenger Screening Program	- Active Duty	Military									1		1
Expedited Passenger Screening Program	- DoD		1			1			1				3
Expedited Passenger Screening Program		3	1	4	4	1			2	1	1		19
Expedited Passenger Screening Program		49	49	42	38	50	52	51	65	43	42	64	597
Expedited Passenger Screening Program	- TSA/DHS E		1	1				1					3
Locks		1				1		1					3
Locks - General								1					1
Locks - Missing or Damaged Lock		1				1					_		2
Mishandling of Passenger Property	1	1	1			2		2		4	2		13
Mishandling of Passenger Property - Dam		4	4			4		2			0		3
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa		1 Carry-on o	1 or Checked			1				4	2		9
Patdown	1	Jan y-On O	- OHECKEU	3		1			3	1	2	1	11
Patdown - Children	<u> </u>			1					1	1		1	2
Patdown - Flyer	1			2					1	1	2	1	8
Patdown - Flyer as Observer	· ·								1			1	1
Persons w/ Disabilities (PWD)	1			1			2	1	2	2	1	1	11
							-						

ories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-Mav	06-Jun	07-Jul	08-Aug	09-Sep	Tota
Persons w/ Disabilities (PWD) - Autism Sp			.2 500	J. Juli	JE 1 00	30 mai	24 M	Jo may	30 0an	1	Jo Aug	20 OCP	
Persons w/ Disabilities (PWD) - Cognitive		ental /Ment	tal Disability	/							1		
Persons w/ Disabilities (PWD) - Diabetes		Ontal /IVIOII	ar Broading	'									
Persons w/ Disabilities (PWD) - Medical D		tached to th	ne Body				1						
Persons w/ Disabilities (PWD) - Medically				al Sunnlies			'		2				
Persons w/ Disabilities (PWD) - Mobility D										1			
Persons w/ Disabilities (PWD) - Service A		ot Willouidi	idii 01 0000				1						
Persons w/ Disabilities (PWD) - Wheelcha		Segway					'	1				1	
Property - Special Handling	, 000010.,	1					2	2	1	1	1	1	
Property - Special Handling - Damaged Ite	ı ems - Carry						1	1		1			
Property - Special Handling - Missing Item							'	1	1		1	1	
Property - Special Handling - Missing Item							1						
Screening	3			5		1	5	5	2		7	5	
Screening - Crew Member or Airline Empl	1			-			1		1		,		
Screening - Inconsistency	1	1	2	1		1	'	1					
Screening - Lengthy Lines		1					2	1	1		3	2	
Screening - Procedures/Process	1	2	1	4			1	3			4	3	
Screening - Retrieving Abandoned/Confise							1	-					
2024	77												
Customer Service	7												
Customer Service - TSO	7												
Expedited Passenger Screening Program	54												
Expedited Passenger Screening Program	4												
Expedited Passenger Screening Program	49												
Expedited Passenger Screening Program	1												
Locks	1												
Locks - Missing or Damaged Lock	1												
Mishandling of Passenger Property	2												
Mishandling of Passenger Property - Dam													
Patdown	2												
Patdown - Flyer	2												
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Ostomy/0													
Property - Special Handling	2												
Property - Special Handling - Damaged Ite													
Property - Special Handling - Missing Item													
Screening	8												
Screening - Crew Member or Airline Empl	1												
Screening - Inconsistency	1												
Screening - Inconsistency Screening - Lengthy Lines	2												
Corocining - Longury Lines													

			A Contact (		•								
Categories	10-Oct	11-Nov	12-Dec (	01-Jan (	)2-Feb (	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JFK	1,051	648	697	652	653	766	687	745	762	790	831	747	9,029
2022	163	210	263	228	260	302	310	356	364	407	467	363	3,693
Additional Information Required/Insufficient Inf	formation					1							1
Additional Information Required/Insufficier		- EMAIL O	NLY			1							1
Airline	1	2.00	1	1			1	3	3	4	5	1	20
Airline - Lost Baggage	'						- '	2	- 0	2	3		7
Airline - Policy/Regulations/Service	1			1			1	1	3	2	1	1	11
	ı		4				ı	1	3				
Airline - Wheelchair Assistance			1					40			1		2
Civil Rights	1	5	4	4	4	4	6	10	1	3	7	4	53
Civil Rights - Age		1											1
Civil Rights - Civil Rights Violation (TSA E	mployee)						1						1
Civil Rights - National Origin				1						1	1		3
Civil Rights - Not Specified						1							1
Civil Rights - Perceived Religion					1	2							3
Civil Rights - Profiling						1							1
Civil Rights - Race							2	6	1	1	5	2	17
Civil Rights - Racial Profiling or Discrimina	1	4	4	2	1								12
Civil Rights - Sex/Gender/Gender Identity				1	1		2	1				1	6
Civil Rights - Sexual Orientation - Not Tra							1					1	2
Civil Rights - Transgender Screening	lisgerider				1		'	3		1	1	- '	6
								3	0	ı	1		
Claims		1							2		1		4
Claims - General		1							1				2
Claims - Status									1		1		2
Customer Service	26	31	29	22	25	39	34	37	49	63	53	52	460
Customer Service - Others	1											1	2
Customer Service - TSO	25	31	29	22	25	39	34	37	49	63	53	51	458
DHS TRIP		1						1	1	1			4
DHS TRIP - General		1						1	1	1			4
Expedited Passenger Screening Program	89	114	163	140	185	210	210	246	241	262	322	231	2,413
Expedited Passenger Screening Program			100	140	100	210	210	210	211	202	ULL	1	1
Expedited Passenger Screening Program  Expedited Passenger Screening Program		y				1						1	1
Expedited Passenger Screening Program  Expedited Passenger Screening Program		40	7	-	0		0	7	0	4.4	A.F.	7	
		10	7	5	8	4	8		9	11	15	7	95
Expedited Passenger Screening Program		103	156	135	175	204	202	239	232	250	307	223	2,311
Expedited Passenger Screening Program	- TSA/DHS	1			2	1				1			5
Freedom of Information Act (FOIA)			1										1
Freedom of Information Act (FOIA) - Gene	eral		1										1
Hazardous Materials Safety		2	1	1	4	2	4	2	2		1	1	20
Hazardous Materials Safety - General		2	1	1	4	2	4	2	2		1	1	20
Identification (ID) Requirements			1	2	2	2							7
Identification (ID) Requirements - Domest	ic.			2	2	2							6
Identification (ID) Requirements - Real ID			1										1
Intranet/Internet Inquiries			- '				1						1
·													
Intranet/Internet Inquiries - General							1						1
Locks	1	1		1		1	1	1		3	1	4	14
Locks - Missing or Damaged Lock	1	1		1		1	1	1		3	1	4	14
Lost and Found			1	2	1	3			2	5	2	1	17
Lost and Found - Airport/TSA			1	2	1	3			2	5	2	1	17
Mishandling of Passenger Property	6	7	5	9	2	3	7	2	7	5	10	9	72
Mishandling of Passenger Property - Dam	2	7	3	1		1	3	2	1		5	1	26
Mishandling of Passenger Property - Dam	4		2	6	2	2	4		5	3	5	7	40
Mishandling of Passenger Property - Dam	aged/Missing	ItemsUns	specified I	1									1
Mishandling of Passenger Property - Disa				1					1	2		1	5
No Jurisdiction		4	5	2	5	6	2	5	2	4	3	3	41
No Jurisdiction - No Referral			<u> </u>		1	0						3	
		^	4		2	-		1					2
No Jurisdiction - Refer to CBP		2	1		2	5	2	1	2	3	2	3	23
No Jurisdiction - Refer to FAA		_	1	_				_					1
No Jurisdiction - Refer to Other		2	3	2	2	1		3		1	1		15
Ombudsman											1		1
Ombudsman - General											1		1
Patdown	2	4	4	2	3	4	5	10	3	7	13	9	66
Patdown - Children		1					1				1		3
Patdown - Flyer	2	3	3	2	3	3	4	9	3	7	11	8	58
Patdown - Flyer as Observer						1					1	1	3
Patdown - General								1					1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	6	6	8	6	7	5	3	5	9	4	8	4	71
		0		0		5	3	5	9	4	0		
Persons w/ Disabilities (PWD) - Autism S			1									1	2
Persons w/ Disabilities (PWD) - Breast Ca			1										1
Persons w/ Disabilities (PWD) - Cancer (g			1					1					2
Persons w/ Disabilities (PWD) - Cognitive		ital /Mental	Disability	1	1		1				1		4
Persons w/ Disabilities (PWD) - Diabetes				1		1	1		1	2	1	1	8
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dres	ssings/Mas	ks			1							1
Persons w/ Disabilities (PWD) - General	1				2	1		1				1	6
Persons w/ Disabilities (PWD) - Internal N	ledical Dev	1		1									2
Persons w/ Disabilities (PWD) - Medical D			1	1		1			1	1	1	1	7
Persons w/ Disabilities (PWD) - Medically		2							3		2		8
Persons w/ Disabilities (PWD) - Metal Imp								1	J				2
		M/bools!		4			4						
Persons w/ Disabilities (PWD) - Mobility E			3	1	1		1	1	2		2		11
Persons w/ Disabilities (PWD) - Prosthesi		1			2				1	1			8
Persons w/ Disabilities (PWD) - Service A											1		1
Persons w/ Disabilities (PWD) - Touch Av		rauma)			1								1
Persons w/ Disabilities (PWD) - Visual Im	pairment			1									1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	2	1			1		1	1				6
Prohibited & Permitted Items	3	3	5										11
Prohibited & Permitted Items - Alcohol and	1	1	3										5
Prohibited & Permitted Items - Breast Milk		a/Breast	1										1
			-										

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

				ct Center (1									
Categories  Persons w/ Disabilities (PWD) Hearing	10-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) - Hearing Persons w/ Disabilities (PWD) - Internal I		1	1		1			1		1			3
Persons w/ Disabilities (PWD) - Medical		1				1	1		1				5
Persons w/ Disabilities (PWD) - Medicall			and Medic	1	1		1	5	'		2		10
Persons w/ Disabilities (PWD) - Metal Im						1							2
Persons w/ Disabilities (PWD) - Mobility		4				2		1	1			2	11
Persons w/ Disabilities (PWD) - Ostomy/							1						1
Persons w/ Disabilities (PWD) - Prosthes		1			1						1		3
Persons w/ Disabilities (PWD) - Respirate	ory and Inha	ler Equipme	1						1				2
Persons w/ Disabilities (PWD) - Service	A 1		1			1	1		1	1			6
Persons w/ Disabilities (PWD) - Wheelch	na 3	2	1			2		4	1	1	3	2	19
Property - Special Handling	17	18	14	19	8	14	10	10	16	12	10	15	163
Property - Special Handling - Damaged It	te 12	6	5	5	1		2	6	4	5	3	3	52
Property - Special Handling - Damaged It	te 3		1	2	1	6	3	2	3	1	1		23
Property - Special Handling - Missing Iter		8			2		1	1	3	2	3	6	38
Property - Special Handling - Missing Iter	ms - Checke	4	4	8	4	6	4	1	6	4	3	6	50
Request for Assistance							1		2				3
Request for Assistance - Other							1		2				3
Screening	28	24	30		28	38	27	40	39	37	45	32	403
Screening - Crew Member or Airline Emp	1		5		1	1					1	1	10
Screening - Inconsistency	6	2	6		1	5	6		9	4	6	2	65
Screening - International Screening		1		1			2			1			5
Screening - Lengthy Lines	5	4			2		2		3	8	7	5	44
Screening - Procedures/Process	15	17	15		17	29	17	29	24	24	31	23	259
Screening - Retrieving Abandoned/Confis	1		1	3	7	2		1	3			1	19
Screening - Security Breach													471
Additional Information Required/Insufficient In	471												4/1
Additional Information Required/Insufficient in Additional Information Required/Insufficie													1
Airline	2												2
Airline - Lost Baggage	1												1
Airline - Lost Baggage Airline - Policy/Regulations/Service	1												1
Civil Rights	3												3
Civil Rights - Race	1												1
Civil Rights - Screening of Religious or C													1
Civil Rights - Sex/Gender/Gender Identity													1
Customer Service	43												43
Customer Service - TSO	43												43
DHS TRIP	1												1
DHS TRIP - General	1												1
Expedited Passenger Screening Program	348												348
Expedited Passenger Screening Program													5
Expedited Passenger Screening Program													342
Expedited Passenger Screening Program													1
Locks	2												2
Locks - Missing or Damaged Lock	2												2
Mishandling of Passenger Property	5												5
Mishandling of Passenger Property - Dan	n 3												3
Mishandling of Passenger Property - Dan	n 2												2
No Jurisdiction	5												5
No Jurisdiction - No Referral	2												2
No Jurisdiction - Refer to CBP	1												1
No Jurisdiction - Refer to Other	2												2
Patdown	3												3
Patdown - Flyer	2												2
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	7												7
Persons w/ Disabilities (PWD) - Cognitive													1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medically	у 1												1
Persons w/ Disabilities (PWD) - Mobility	1												1
Persons w/ Disabilities (PWD) - Service /	A 1												1
Persons w/ Disabilities (PWD) - Visual In	n 1												1
Property - Special Handling	11												11
Property - Special Handling - Damaged It	te 3												3
Property - Special Handling - Missing Iter													5
Property - Special Handling - Missing Iter													3
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	38												38
Screening - Children	1												1
Screening - Crew Member or Airline Emp													2
Screening - Inconsistency	5												5
Screening - Lengthy Lines	5												5
Screening - Procedures/Process	24												24
Screening - Retrieving Abandoned/Confis	1												1
TWIC	1												1
TWIC - General	1												1

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

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

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

				tact Center (									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JNU	11	7		6 5	3	6	15	10	12	10	13	12	110
2022	3	1		3 2	1	1	6	3	5	4	8	6	4
Civil Rights							1				1		
Civil Rights - Race							1						
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender									1		
Customer Service							1		2			1	
Customer Service - TSO							1		2			1	
Expedited Passenger Screening Program	2	1		3 1		1	2	2	3		3	4	2
Expedited Passenger Screening Program	- TSA Appl	1						1					
Expedited Passenger Screening Program				3 1		1	2	1	3		3	4	2
Mishandling of Passenger Property				1						1			
Mishandling of Passenger Property - Dan	naged/Missir	g ItemsC	hecked B	aç 1						1			
Patdown	1										2		
Patdown - Flyer	1										2		
Screening					1		2	1		3			1
Screening - Inconsistency							2			2			
Screening - Lengthy Lines					1						1		
Screening - Procedures/Process										1	1	1	
Screening - Retrieving Abandoned/Confis	cated Items							1					
2023	3	6		3 3	2	5	9		7	6	5	6	6
Civil Rights	•	•		1	_	1		2					
Civil Rights - Constitutional Rights				•					1				
Civil Rights - National Origin								1	'				
Civil Rights - Not Specified						1		'					
Civil Rights - Race				1		- '		1	1				
Customer Service		1		1				'	1				
Customer Service - TSO		1											
Expedited Passenger Screening Program	4	3		1 2	2	2	7	4	3	4	2	5	3
Expedited Passenger Screening Program	1 TCA Appli			1 2				4	1	4		5	
			_	1 2	0	1		4		4	2		
Expedited Passenger Screening Program	1	3		1 2	2			4		<u>4</u>		5	3
Mishandling of Passenger Property				1		2				ı			
Mishandling of Passenger Property - Dan		ig itemsc 2		I									
Mishandling of Passenger Property - Dan		2				2				1			
Mishandling of Passenger Property - Disa	1 1												
No Jurisdiction											1		
No Jurisdiction - Refer to Other											- 1		
Patdown									1	1	1		
Patdown - Flyer									1	1			
Patdown - Non-Flyer											1		
Property - Special Handling	1			1									
Property - Special Handling - Damaged It													
Property - Special Handling - Missing Iter	ns - Checked	d		1									
Screening							2	1	1		1	1	
Screening - Crew Member or Airline Emp	loyee											1	
Screening - Inconsistency							1		1		1		
Screening - Procedures/Process							1	1					
2024	5												
Customer Service	1												
Customer Service - TSO	1												
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program													
Patdown	2												
Patdown - Flyer as Observer	2												
Screening	1												
Screening - Procedures/Process	1												

			ISA Contac	a center (1	CC) Data	TOOL - FOIR							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JQF	3	1	2	2		2	2		3	1		1	17
2022	1	1	1	1		2	2		3				11
Customer Service									1				1
Customer Service - TSO									1				1
DHS TRIP	1												1
DHS TRIP - General	1												1
Expedited Passenger Screening Program		1	1			1			2				5
Expedited Passenger Screening Program	- TSA PreC	1	1			1			2				5
Property - Special Handling				1									1
Property - Special Handling - Damaged It	ems - Carry-	-On		1									1
Screening						1	2						3
Screening - Procedures/Process						1	1						2
Screening - Retrieving Abandoned/Confis	cated Items						1						1
2023	1		1	1						1		1	5
Expedited Passenger Screening Program	1		1	1								1	4
Expedited Passenger Screening Program	1		1	1								1	4
Screening										1			1
Screening - Procedures/Process										1			1
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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

			A Contact C		•								
Categories	10-Oct 1	I-Nov 1	12-Dec 0	1-Jan (	02-Feb 0	3-Mar (	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
KOA	43	30	40	43	28	52	38	58	49	29	42	33	485
2022	7	17	19	18	16	25	28	31	27	19	25	23	255
Civil Rights		1	2			2	1					2	8
Civil Rights - Race						1	1					1	3
Civil Rights - Racial Profiling or Discrimina	ation		2										2
Civil Rights - Sex/Gender/Gender Identity-		1				1						1	3
Claims	, , , , , , , , , , , , , , , , , , , ,	1											1
Claims - General		1											1
Customer Service	2	1	4	3	2	3	3	4	2	1	2		27
Customer Service - TSO	2	1	4	3		3	3	4	2	1	2		27
	4				2							40	
Expedited Passenger Screening Program		10	10	10	10	16	21	19	19	13	15	18	165
Expedited Passenger Screening Program	1	1	40	40	40	40	04	40	40	40	45	40	2
Expedited Passenger Screening Program	3	9	10	10	10	16	21	19	19	13	15	18	163
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Lost and Found		1						1					2
Lost and Found - Airport/TSA		1						1					2
Mishandling of Passenger Property					1			1	2	1			5
Mishandling of Passenger Property - Dam	aged/Missing It	emsCarr	ry-on Luggag	ge					1	1			2
Mishandling of Passenger Property - Dam	aged/Missing It	emsChe	cked Bagga	ge				1	1				2
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or	Checked		1								1
Patdown				3	1		1				3		8
Patdown - Flyer				3	1		1				3		8
Persons w/ Disabilities (PWD)		1	1	1		1	1		1			1	7
Persons w/ Disabilities (PWD) - Cognitive	l /Develonmenta	ı /Mental i	Disahility				1						1
Persons w/ Disabilities (PWD) - Internal M			Biodbinty	1									1
Persons w/ Disabilities (PWD) - Medically			4	1					1			1	3
			ı			1			ı			1	
Persons w/ Disabilities (PWD) - Prosthesi		1 Casts				1							
Persons w/ Disabilities (PWD) - Wheelcha	an/ GCOOLET/												1
Property - Special Handling		1			2			1		1	4	2	11
Property - Special Handling - Damaged Ite										1	3	1	5
Property - Special Handling - Damaged Ite					1								1
Property - Special Handling - Missing Item					1			1			1		3
Property - Special Handling - Missing Item	ns - Checke	1										1	2
Screening	1		1	1		3	1	5	3	3	1		19
Screening - Inconsistency						1		1			1		3
Screening - Lengthy Lines						1		1					2
Screening - Procedures/Process	1		1	1		1	1	2	3	3			13
Screening - Shoe Screening								1					1
Transfer to Security Specialist		1											1
Transfer to Security Specialist - Reportabl	le Commun	1											1
2023	16	13	21	25	12	27	10	27	22	10	17	10	210
Civil Rights								1			1	1	3
Civil Rights - Perceived Religion												1	1
Civil Rights - Race								1					1
Civil Rights - Sex/Gender/Gender Identity-	Not Transgen	lor									1		1
Customer Service	2	1	3	1	2	2		2	2		2		17
		1							2				
Customer Service - TSO	2		3	1	2	2	0	2		7	2		17
Expedited Passenger Screening Program	11	11	16	19	5	21	8	21	15	7	10	5	149
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program			1	1							1		3
Expedited Passenger Screening Program		11	15	18	5	20	8	20	15	7	9	5	144
Expedited Passenger Screening Program	- TSA/DHS Em	ployees -	Opt In			1							1
Hazardous Materials Safety						1							1
Hazardous Materials Safety - General						1							1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	1		1	1				2		1	2	2	10
Mishandling of Passenger Property - Dam	1			1				1		1	2		6
Mishandling of Passenger Property - Dam		emsC	1					1		- '		2	4
Patdown		1	1	1		1	1	1	1	1	1		8
Patdown - Flyer				1		1	1	1	1	1	1		7
Patdown - Flyer as Observer		1		- 1		- '	- '	- 1	1	- '	- '		1
Persons w/ Disabilities (PWD)		ı		1	1		1		1		1		5
				1	1				1		1		
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Hearing II					1								1
Persons w/ Disabilities (PWD) - Medically									1		1		2
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not W	/heelchair	or Scoot	1									1
Property - Special Handling	1				1	1				1			4
Property - Special Handling - Damaged Ite	ems - Carry-On				1					1			2
Property - Special Handling - Damaged Ite	ems - Checked					1							1
Property - Special Handling - Missing Item													1
Screening	1			2	3	1			2			2	11
Screening - Children					-	1							1
Screening - Inconsistency	1			1									2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process				1	1				2			1	5
	Lated Items			- 1	1							1	
Screening - Retrieving Abandoned/Confise					1							1	2
2024	20												20
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program	13												13
Expedited Passenger Screening Program													13
Mishandling of Passenger Property	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
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	2												2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Screening	1												1
Screening - Procedures/Process	1												1

				act Center (	ΓCC) Data 1	ool - FOIA	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
KTN	5	3	3	3	3	3		2	2	5	1	5	35
2022	1	1	1	l 1	2	2		1	1	2		5	17
Customer Service		1		1								1	3
Customer Service - TSO		1		1								1	3
Expedited Passenger Screening Program	1		1	1	1	1				1		1	6
Expedited Passenger Screening Program	- TSA Appl	ication Prog	gram			1							1
Expedited Passenger Screening Program	1		1	1	1					1		1	5
Patdown						1						1	2
Patdown - Flyer						1						1	2
Property - Special Handling												1	1
Property - Special Handling - Damaged Ite	ems - Checl	ked										1	1
Screening					1			1	1	1		1	5
Screening - Inconsistency								1					1
Screening - Procedures/Process					1				1	1		1	4
2023	2	2	2	2 2	1	1		1	1	3	1		16
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service		1	1	1									2
Customer Service - TSO		1	1	1									2
Expedited Passenger Screening Program		1		1	1	1		1	1	1			7
Expedited Passenger Screening Program	- TSA Appl	ication Prog	gram	1									1
Expedited Passenger Screening Program	- TSA PreC	1			1	1		1	1	1			6
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	naged/Missii	ng ItemsC	arry-on Lu	ggage							1		1
Persons w/ Disabilities (PWD)	1									1			2
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medi	cal Supplies						1			1
Persons w/ Disabilities (PWD) - Mobility [	1												1
Screening			1	1 1						1			3
Screening - Inconsistency			1	1 1									2
Screening - Procedures/Process										1			1
2024	2												2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Iten	1												1

		1	SA Contac	ct Center (1	CC) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAN	3	3	2	4	4	1	2	3		1	5	1	29
2022	1	1	2	2	1		2	1			5	1	16
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimina	ation		1										1
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program		1		1	1		2	1			4	1	11
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ıram		1								1
Expedited Passenger Screening Program	- TSA PreC	1		1			2	1			4	1	10
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown			1										1
Patdown - Flyer			1										1
Screening											1		1
Screening - Procedures/Process											1		1
2023		2		2	3	1		2		1			11
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program		2		2	2					1			7
Expedited Passenger Screening Program	- TSA PreC	2		2	2					1			7
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	arry-on Lug	gage	1								1
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling								1					1
Property - Special Handling - Damaged Ite	ems - Carry-	-On						1					1
2024	2												2
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	2												2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAS	718	388	380	338	382	493	392	449	478	344	404	450	5,216
2022	168	178	163	130	159	222	166	217	222	150	205	209	2,189
Additional Information Required/Insufficient In		1											1
Additional Information Required/Insufficie	nt Informatic	1											1
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Fly Airline	/er 		2	2		1			1	1	2	1	9
Airline - Lost Baggage						I			1			ı	1
Airline - Policy/Regulations/Service			2	2		1			'		2	1	8
Animals					1								1
Animals - Carry-On					1								1
Civil Rights	6	5	5	2	1	5	4	3	2	5	2	5	45
Civil Rights - Constitutional Rights				1						1			2
Civil Rights - Headwear									1				1
Civil Rights - National Origin	2										1		3
Civil Rights - Not Specified Civil Rights - Race	1					3	1	1 2	1	3	1	5	17
Civil Rights - Racial Profiling or Discrimin		3	4	1	1	- 3	ļ.					<u> </u>	12
Civil Rights - Screening of Religious or C		1				1							2
Civil Rights - Sex/Gender/Gender Identity		ender	1			1	1						3
Civil Rights - Sexual Orientation - Not Tra	insgender						1						1
Civil Rights - Transgender Screening		1					1			1			3
Claims		3		1	1			2					7
Claims - General		2		1	4								3
Claims - Status	20	1	24	22	1	21	20	2	20	10	20	26	4
Customer Service - Others	28	36	31	23	27	31	20	34	30	19	29	26	334
Customer Service - Others  Customer Service - TSO	28	35	31	23	27	31	20	34	30	19	29	26	333
Duplicate E-mail	1	- 00	1	1	21	- 01	20	0-7	- 00	13	23	20	3
Duplicate E-mail - General	1		1	1									3
Expedited Passenger Screening Program	76	85	84	68	87	138	108	123	130	88	113	133	1,233
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program		1	1	1	1	2	1	1			1	1	10
Expedited Passenger Screening Program		15	9	3	4	2	3	9	10	3 84	3	120	1 154
Expedited Passenger Screening Program Expedited Passenger Screening Program		69 Employees	74 - Opt In	64	82	134	104	113	119	84	108	130	1,154
Hazardous Materials Safety		Imployees	- Орс пт						1	1	1		1
Hazardous Materials Safety - General										1			1
Identification (ID) Requirements			1		1	1							3
Identification (ID) Requirements - Domes	tic		1		1	1							3
Locks	1		1			2	2		1		1	1	9
Locks - Missing or Damaged Lock	1		1			2	2		1		1	1	9
Lost and Found	1	2				1			2			1	7
Lost and Found - Airport/TSA  Mishandling of Passenger Property	1 4	3	5	7	1	3	6	10	11	9	7	1 5	7
Mishandling of Passenger Property - Dan		3	2	2	1	2	3	7	5	2	5	1	34
Mishandling of Passenger Property - Dan		0	3	5	1	1	2	3	6	5	2	3	33
Mishandling of Passenger Property - Dan		ItemsUn	specified Lu							1			1
Mishandling of Passenger Property - Disa				00 0			1			1		1	3
No Jurisdiction		1	3	4	2				1		1		12
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to CBP		1							1				2
No Jurisdiction - Refer to Other Patdown	5	1	3	4 2	2	3	1	3	4	2	6	2	9
Patdown - Children	5	1				3	ı	3	4	3	6 1	2	32
Patdown - Flyer	5	1		2	2	3	1	2	4	3	4	2	29
Patdown - Flyer as Observer											1	_	1
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	5	9	3	4	7	8	4	5	6	6	7	4	68
Persons w/ Disabilities (PWD) - Autism S	1					1		1			1		4
Persons w/ Disabilities (PWD) - Cancer (						1							1
Persons w/ Disabilities (PWD) - Cognitive		ntal /Ment	2			1				1	1	1	6
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/		eeinae/Ma	eke			1	2		1				3
Persons w/ Disabilities (PWD) - Diapers/	Jarments/Dre	ooniyo/ivias	31(3		2	1			1		1	1	6
Persons w/ Disabilities (PWD) - Hearing		1		1		1			- '			'	3
Persons w/ Disabilities (PWD) - Internal N		1				1		1			1		3
Persons w/ Disabilities (PWD) - Medical					1				2				4
Persons w/ Disabilities (PWD) - Medically	Necessary	3				1	2	1		2	1		10
Persons w/ Disabilities (PWD) - Metal Im				1									1
Persons w/ Disabilities (PWD) - Mobility I		Wheelch	1		2				1	1			5
Persons w/ Disabilities (PWD) - Prosthes		1 	nt	1						1			3
Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Service A		r Equipme 1	nt		1	1					1		3
Persons w/ Disabilities (PWD) - Service A		- 1			1						- 1	1	1
Persons w/ Disabilities (PWD) - Wheelch		2		1	1	1		2	1	1	1	1	13
Prohibited & Permitted Items	2	2	2	1		•							7
Prohibited & Permitted Items - Breast Mil	k/Baby Form	1											1
Prohibited & Permitted Items - Food/Beve			2										2
Prohibited & Permitted Items - General	1	1											2
Prohibited & Permitted Items - Knives/To													1
Prohibited & Permitted Items - Medication				1		- 10		- 10					100
Property - Special Handling Property - Special Handling - Damaged It	25	9	18 9	7 6	14	16	7 1	12 10	17	9	18	16 9	168
Property - Special Handling - Damaged It		1	1	1	1	10	1	10	6	1	7	1	83 17
Property - Special Handling - Missing Iter		2	4	ı	5	3	3		8	3	6	4	42
separationing mostly nor	-					J			0	3	0	7	74

11-1-66 114 5 3 6 ms 553 11 attic 11 110 58 HS	2 21 1 3 3 13 1 210 1 1 1 1 1 2	2-Dec 0: 4 7 1 1 6 217 2 2 1 1 2 2 1 1 3 5 139	1-Jan 0 8 1 2 5 208 1 1 1 21 130 8 121 1 19	2 15 14 1 1 223 1 1 1 1 1 3 2 20 20 161	3-Mar 0  13  13  271  3  1  1  1  1  1  1  1  7  162	4-Apr 0 3 14 3 2 9 226 8 1 1 1 1 1 33 33 135 4 1 130	5-May 0 2 25 6 1 4 13 1 232 9 1 1 1 31 135 2 2 131	3 4 10 256 3 2 1 1 1 1 256 3 4 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	9 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	1 1 4 4 3 11 1 1 1 1 3 3 107 2 1 1 1 2 2 2 2 1 1 1 2 2 2 2 1 1 1 2 2 2 1 1 1 2 2 2 1 1 1 2 2 2 1 1 1 2 2 2 1 1 1 2 2 2 1 1 1 2 2 2 1 1 1 1 2 2 2 1 1 1 1 2 2 2 1 1 1 1 2 2 2 1 1 1 1 2 2 2 1 1 1 2 2 2 1 1 1 1 2 2 2 1 1 1 1 2 2 2 1 1 1 1 2 2 2 1 1 1 1 2 2 2 1 1 1 1 2 2 1 1 1 1 2 2 1	2 15 1 1 6 2 5 5 241 1 1 1 23 23 152 6 145 1 1	7 Total  26  177  2  23  33  1  27  109  2  1  2,730  5  5  4  4  4  24  5  1  22  327  2  327  2  1  324  1,724  1,724  1,724  1,724  1,724  1,724  1,724  1,724  1,724  1,724  1,724  1,724  1,724  1,724  1,724  1,724  1,666
14 5 3 6 ms 553 n attic 1 1 insgender r 33 2 31 68 Duty Milli 10 58 HS	21 1 3 3 13 1 210 1 1 1 1 1 2 2 2 2 2 2 2 2 2 2 2 1 3 3 8 itary 7 130 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7 1 6 217 2 2 1 1 2 2 1 1 2 2 25 147 3 5 139	1 2 5 5 208 1 1 1 1 2 1 1 3 0 8 1 2 1 1 1 1	15  14 1 1 223 1 1 1 1 1 2 20 20 161 161	13 271 3 1 1 1 1 1 24 24 170 1 7 162	14 3 2 9 226 8 1 1 1 1 1 33 33 135	9 1 1 232 9 1 1 6 1 31 31 135 2 2 131	3 4 10 256 3 2 1 1 1 1 34 34 167	9 1 4 4 4 194 4 27 1 26 110 1 108	19 1 1 3 11 1 199 1 1 1 1 1 2 32 111 1 1 3 107	15 1 1 6 2 5 241 1 1 23 23 152 6 145 1	177 2 2 333 1 27 109 2 1 2,730 5 4 4 39 1 1 1 2 327 2 1 324 1,724 39 52 1,657 3 1 10 11 9 7 7 117
5 3 6 ms 53 n atic 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 3 3 13 13 1 210 1 1 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2	1 6 217 2 2 1 1 2 2 2 1 1 2 2 2 5 147 3 5 139 3 3 7 7	1 2 5 5 208 1 1 1 1 2 1 1 3 0 8 1 2 1 1 1 1	14 1 223 1 1 1 1 1 3 2 20 20 161	13 271 3 1 1 1 1 1 24 24 170 1 7 162	3 2 9 226 8 1 1 1 1 1 33 33 135	6 1 4 13 1 232 9 1 1 1 6 1 1 31 31 135 2 2 131	3 4 10 256 3 2 1 1 1 1 34 167	1 4 4 4 194 4 4 27 1 26 110 1 108	1 4 3 11 199 1 1 1 1 1 1 1 3 3 107	1 1 6 2 5 241 1 1 23 23 152 6 145 1	2 2 3 3 3 1 1 2,730 5 5 4 4 4 3 3 9 1 1 1 3 2 4 1,724 1,724 1 1 1 0 1 1 9 9 7 7 1 1 1 7 6 6 6
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Categories   10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May   06-Jan   07-Jal   08-Aug   09-Sep   Total   1   1   1   1   1   1   1   1   1				TSA Conta	ct Center (	TCC) Data	Tool - FOIA	4						
Civil Rights   4   4   Civil Rights - National Origin   1   1   Civil Rights - National Origin   1   1   Civil Rights - National Origin   1   2   2   2   2   2   2   2   2   2	Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
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Customer Service   36   36   36   36   36   36   36   3	Civil Rights - Race	1												1
Customer Service - TSO   36   36   36   36   36   36   36   Expedited Passenger Screening Program   190	Civil Rights - Transgender Screening	2												2
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Expedited Passenger Screening Program   1	Customer Service - TSO	36												36
Expedited Passenger Screening Program   1	Expedited Passenger Screening Program	190												190
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Locks - Missing or Damaged Lock  Mishandling of Passenger Property  10  Mishandling of Passenger Property - Dam  7  Mishandling of Passenger Property - Dam  7  Mishandling of Passenger Property - Dam  8  No Jurisdiction  13  No Jurisdiction - Refer to CBP  14  Patdown  15  Patdown - Flyer  Persons w/ Disabilities (PWD)  10  Persons w/ Disabilities (PWD)  10  Persons w/ Disabilities (PWD) - Breast Cc  11  Persons w/ Disabilities (PWD) - Medical Ic  Persons w/ Disabilities (PWD) - Wheelch  16  Property - Special Handling  19  Property - Special Handling - Missing Iten  10  Screening  11  Screening  12  Screening - Crew Member or Airline Empl  12  Screening - Lengthy Lines  4	Expedited Passenger Screening Program	188												188
Mishandling of Passenger Property - Dam         7           Mishandling of Passenger Property - Dam         7           Mishandling of Passenger Property - Dam         3           No Jurisdiction         3           No Jurisdiction - Refer to CBP         2           No Jurisdiction - Refer to Other         1           Patdown         5           Patdown - Flyer         5           Persons w/ Disabilities (PWD)         10           Persons w/ Disabilities (PWD) - Breast Cs         1           Persons w/ Disabilities (PWD) - Breast Cs         1           Persons w/ Disabilities (PWD) - Medical I         1           Persons w/ Disabilities (PWD) - Medical I         1           Persons w/ Disabilities (PWD) - Medical I         3           Persons w/ Disabilities (PWD) - Medical I         1           Persons w/ Disabilities (PWD) - Medical I         2           Persons w/ Disabilities (PWD) - Medical I         1           Property - Special Handling - Missing Iten         1           Property - Special Handling - Missing Iten         2           Property -	Locks	3												3
Mishandling of Passenger Property - Dam       7         Mishandling of Passenger Property - Dam       3         No Jurisdiction       3         No Jurisdiction - Refer to CBP       2         No Jurisdiction - Refer to Other       1         Patdown       5         Patdown - Flyer       5         Persons w/ Disabilities (PWD)       10         Persons w/ Disabilities (PWD) - Breast Call       1         Persons w/ Disabilities (PWD) - Diabetes       2         Persons w/ Disabilities (PWD) - Medical I       1         Persons w/ Disabilities (PWD) - Medical I       1         Persons w/ Disabilities (PWD) - Medical I       1         Persons w/ Disabilities (PWD) - Weblock       1         Persons w/ Disabilities (PWD) - Wheelch       1         Persons w/ Disabilities (PWD) - Special Handling       19         Property - Special Handling - Missing Iten       2         Property - Special Handling - Missing Iten       5         Screening - Crew Member or Airline Empl       2         Screening - Lengthy Lines       4	Locks - Missing or Damaged Lock	3												3
Mishandling of Passenger Property - Dam       3         No Jurisdiction       3         No Jurisdiction - Refer to CBP       2         No Jurisdiction - Refer to Other       1         Patdown       5         Patdown - Flyer       5         Persons w/ Disabilities (PWD)       10         Persons w/ Disabilities (PWD) - Breast Ca       1         Persons w/ Disabilities (PWD) - Breast Ca       1         Persons w/ Disabilities (PWD) - Medical I       1         Persons w/ Disabilities (PWD) - Medical I       1         Persons w/ Disabilities (PWD) - Medical I       3         Persons w/ Disabilities (PWD) - Mobility I       2         Persons w/ Disabilities (PWD) - Mobility I       2         Persons w/ Disabilities (PWD) - Wheelchall I       1         Property - Special Handling       19         Property - Special Handling - Missing Item       2         Property - Special Handling - Missing Item       2         Property - Special Handling - Missing Item       5         Screening       16         Screening - Crew Member or Airline Empl       2         Screening - Lengthy Lines       4	Mishandling of Passenger Property	10												10
No Jurisdiction   Refer to CBP   2   2   2   2   2   2   2   2   2	Mishandling of Passenger Property - Dam	7												7
No Jurisdiction - Refer to CBP   2   2   2   2   2   2   2   3   3   2   3   3	Mishandling of Passenger Property - Dam	3												3
No Jurisdiction - Refer to Other	No Jurisdiction	3												3
Patdown         5           Patdown - Flyer         5           Persons w/ Disabilities (PWD)         10           Persons w/ Disabilities (PWD) - Breast Cs         1           Persons w/ Disabilities (PWD) - Diabetes         2           Persons w/ Disabilities (PWD) - Medical I         1           Persons w/ Disabilities (PWD) - Medically         3           Persons w/ Disabilities (PWD) - Medically         1           Property - Special Handling         19           Property - Special Handling - Damaged It         12           Property - Special Handling - Missing Iten         2	No Jurisdiction - Refer to CBP	2												2
Patdown - Flyer       5         Persons w/ Disabilities (PWD)       10         Persons w/ Disabilities (PWD) - Breast Ca       1         Persons w/ Disabilities (PWD) - Diabetes       2         Persons w/ Disabilities (PWD) - Medical I       1         Persons w/ Disabilities (PWD) - Medically       3         Persons w/ Disabilities (PWD) - Mobility I       2         Persons w/ Disabilities (PWD) - Mobility I       2         Persons w/ Disabilities (PWD) - Wheelcha       1         Property - Special Handling       19         Property - Special Handling - Damaged It       12         Property - Special Handling - Missing Iten       2         Property - Special Handling - Missing Iten       2         Property - Special Handling - Missing Iten       5         Screening       16         Screening - Crew Member or Airline Empl       2         Screening - Lengthy Lines       4	No Jurisdiction - Refer to Other	1												1
Persons w/ Disabilities (PWD) 10 Persons w/ Disabilities (PWD) - Breast Cs 1 Persons w/ Disabilities (PWD) - Diabetes 2 Persons w/ Disabilities (PWD) - Medical I 1 Property - Special Handling - I 1 Property - Special Handling - I 1 Property - Special Handling - Damaged It 12 Property - Special Handling - Missing Iten 2 Property - Special Handling - Missing Iten 2 Property - Special Handling - Missing Iten 5 Screening - Crew Member or Airline Empl 2 Screening - Lengthy Lines 4	Patdown	5												5
Persons w/ Disabilities (PWD) - Breast Ca	Patdown - Flyer	5												5
Persons w/ Disabilities (PWD) - Diabetes 2 Persons w/ Disabilities (PWD) - Medical I 1 Persons w/ Disabilities (PWD) - Medically 3 Persons w/ Disabilities (PWD) - Medically 3 Persons w/ Disabilities (PWD) - Mobility I 2 Persons w/ Disabilities (PWD) - Wheelcha 1 Property - Special Handling 19 Property - Special Handling 19 Property - Special Handling - Damaged It 12 Property - Special Handling - Missing Iten 2 Property - Special Handling - Missing Iten 5 Screening 16 Screening 16 Screening - Crew Member or Airline Empl 2 Screening - Lengthy Lines 4	Persons w/ Disabilities (PWD)	10												10
Persons w/ Disabilities (PWD) - Medical I 1 Persons w/ Disabilities (PWD) - Medically 3 Persons w/ Disabilities (PWD) - Mobility I 2 Persons w/ Disabilities (PWD) - Mobility I 2 Persons w/ Disabilities (PWD) - Wheelcha 1 Property - Special Handling 19 Property - Special Handling - Damaged It 12 Property - Special Handling - Missing Iten 2 Property - Special Handling - Missing Iten 5 Screening 16 Screening - Crew Member or Airline Empl 2 Screening - Lengthy Lines 4	Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Medically       3         Persons w/ Disabilities (PWD) - Mobility I       2         Persons w/ Disabilities (PWD) - Wheelchat       1         Property - Special Handling       19         Property - Special Handling - Damaged It       12         Property - Special Handling - Missing Iten       2         Property - Special Handling - Missing Iten       2         Screening       16         Screening - Crew Member or Airline Empl       2         Screening - Lengthy Lines       4	Persons w/ Disabilities (PWD) - Diabetes	2												2
Persons w/ Disabilities (PWD) - Mobility E       2         Persons w/ Disabilities (PWD) - Wheelch       1         Property - Special Handling       19         Property - Special Handling - Damaged It       12         Property - Special Handling - Missing Iten       2         Property - Special Handling - Missing Iten       2         Screening       16         Screening - Crew Member or Airline Empl       2         Screening - Lengthy Lines       4	Persons w/ Disabilities (PWD) - Medical [	1												1
Persons w/ Disabilities (PWD) - Wheelcha         1           Property - Special Handling         19           Property - Special Handling - Damaged It         12           Property - Special Handling - Missing Iten         2           Property - Special Handling - Missing Iten         5           Screening         16           Screening - Crew Member or Airline Empl         2           Screening - Lengthy Lines         4	Persons w/ Disabilities (PWD) - Medically	3												3
Property - Special Handling         19         19           Property - Special Handling - Damaged It         12         12           Property - Special Handling - Missing Iten         2         2           Property - Special Handling - Missing Iten         5         5           Screening         16         16           Screening - Crew Member or Airline Empl         2         2           Screening - Lengthy Lines         4         4	Persons w/ Disabilities (PWD) - Mobility [	2												2
Property - Special Handling - Damaged It       12         Property - Special Handling - Missing Iten       2         Property - Special Handling - Missing Iten       5         Screening       16         Screening - Crew Member or Airline Empl       2         Screening - Lengthy Lines       4	Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling - Missing Iten         2         2           Property - Special Handling - Missing Iten         5         5           Screening         16         16           Screening - Crew Member or Airline Empl         2         2           Screening - Lengthy Lines         4         4	Property - Special Handling	19												19
Property - Special Handling - Missing Iten         5         5           Screening         16         16           Screening - Crew Member or Airline Empl         2         2           Screening - Lengthy Lines         4         4	Property - Special Handling - Damaged Ite	12												12
Screening         16         16           Screening - Crew Member or Airline Empl         2         2           Screening - Lengthy Lines         4         4	Property - Special Handling - Missing Item	2												2
Screening - Crew Member or Airline Empl 2 Screening - Lengthy Lines 4	Property - Special Handling - Missing Item	5												5
Screening - Lengthy Lines 4	Screening	16												16
	Screening - Crew Member or Airline Empl	2												2
Screening - Procedures/Process 10 10	Screening - Lengthy Lines	4												4
	Screening - Procedures/Process	10												10

			ISA Conta	ct Center (	(ICC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAW	2		2			1	4	2	1	3	1	3	
2022	1		1			1		2		2	1	1	
Civil Rights	1												
Civil Rights - Racial Profiling or Discrimina	1												
Customer Service								1					
Customer Service - TSO								1					
Expedited Passenger Screening Program			1			1				2	1		
Expedited Passenger Screening Program	- DoD									1			
Expedited Passenger Screening Program	- TSA PreCh	heck	1			1				1	1		
Locks												1	
Locks - Missing or Damaged Lock												1	
Screening								1					
Screening - Procedures/Process								1					
2023			1				4		1	1		2	
Customer Service										1			
Customer Service - TSO										1			
Expedited Passenger Screening Program			1				3		1			2	
Expedited Passenger Screening Program	- TSA PreCh	heck	1				3		1			2	
Screening							1						
Screening - Crew Member or Airline Empl	loyee						1						
2024	1												
Patdown	1												
Patdown - Children	1												

		TS	A Contact	Center (TC	CC) Data To	ol - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAX	1,076	665	717	511	523	748	822	827	832	828	751	764	9,064
2022	206	266	276	187	224	355	424	395	418	412	372	402	3,937
Airline	1		3	1	1		1	1	4	1		1	14
Airline - Lost Baggage					1				2				3
Airline - Policy/Regulations/Service	1		3	1			1	1	2	1		1	11
Cargo											1		1
Cargo - Indirect Air Carrier (IAC)											1		1
Civil Rights	3	5	5		4	4	6	9	6	4	1	5	52
Civil Rights - Age	3						1	3	1		1		2
Civil Rights - Age	1						1	1	- 1				3
	ı						1	ı				4	
Civil Rights - Perceived Religion												1	1
Civil Rights - Profiling								1		1			2
Civil Rights - Race					1	3	3	4	1	2	1	2	17
Civil Rights - Racial Profiling or Discrimina		4	2		1								8
Civil Rights - Sex/Gender/Gender Identity		1	1		1	1			1	1		1	8
Civil Rights - Sexual Orientation - Not Tra	nsgender		2		1			1	1				5
Civil Rights - Transgender Screening							1	2	2			1	6
Claims								1					1
Claims - Status								1					1
Customer Service	25	26	20	12	12	17	16	24	24	30	22	22	250
Customer Service - Others										1			1
Customer Service - TSO	25	26	20	12	12	17	16	24	24	29	22	22	249
	23	1	20	12	12	17	10	24	24	1	22	22	
DHS TRIP													2
DHS TRIP - General		1								1			2
Duplicate E-mail	10												10
Duplicate E-mail - General	10												10
Expedited Passenger Screening Program	122	191	197	129	168	289	347	301	339	327	291	334	3,035
Expedited Passenger Screening Program	- Active Duty	/ Military				2			1				3
Expedited Passenger Screening Program		4	1	1	1	4		2	2	1			18
Expedited Passenger Screening Program		31	10	12	10	9	10	9	16	14	6	7	139
Expedited Passenger Screening Program		156	184	116	157	274	337	289	318	311	285	327	2,869
Expedited Passenger Screening Program			2	110	107	217	001	1	2	1	200	021	6
Hazardous Materials Safety	- 10//////////							1		- '	4		
·		1									1		3
Hazardous Materials Safety - General	_	1						1			1		3
Identification (ID) Requirements	2			3									5
Identification (ID) Requirements - Domest				3									5
Locks	2			1	2	3	1	2	1	1	1		14
Locks - Missing or Damaged Lock	2			1	2	3	1	2	1	1	1		14
Lost and Found	2	4		2	1	2		3	2	1	1	2	20
Lost and Found - Airport/TSA	2	4		2	1	2		3	2	1	1	2	20
Mishandling of Passenger Property	2	3	5	3	2	3	9	9	5	7	7	12	67
Mishandling of Passenger Property - Dam		2	3		1	1	3	3		4	'	4	22
Mishandling of Passenger Property - Dam		1	2	3		1	6	5	5	3	6	7	39
				3	- 4	1	0	1	5	3			
Mishandling of Passenger Property - Disa	1	-			1	ı	0		0	0	1	1	6
No Jurisdiction		1	2		2		6	4	3	3	6	3	30
No Jurisdiction - No Referral							1	1		1			3
No Jurisdiction - Refer to CBP			1		1		3	3	3	1	2	3	17
No Jurisdiction - Refer to FAA			1										1
No Jurisdiction - Refer to Other		1			1		2			1	4		9
Patdown	3	5	4	8	2	5	9	6	7	3	4	4	60
Patdown - Children				1			1						2
Patdown - Flyer	3	3	4	5	2	5	8	5	5	3	4	4	51
Patdown - Flyer as Observer		2		2									4
Patdown - General									1				1
Patdown - Non-Flyer								1	1				2
•	_			4	-	0				40		4	
Persons w/ Disabilities (PWD)	8	8	4	4	4	8	3	9	3	13	5	1	70
Persons w/ Disabilities (PWD) - Autism S		1								1	1		3
Persons w/ Disabilities (PWD) - Cancer (g	1									1			2
Persons w/ Disabilities (PWD) - Cognitive		1			1	1							3
Persons w/ Disabilities (PWD) - Diabetes					1		1		1		1		4
Persons w/ Disabilities (PWD) - General	1	1			1	1			1				5
Persons w/ Disabilities (PWD) - Hearing I	1					1				2			4
Persons w/ Disabilities (PWD) - Internal N		1		1		1							4
Persons w/ Disabilities (PWD) - Medical [			Bodv					1					1
Persons w/ Disabilities (PWD) - Medically		1	1	1	1	3	1	4		3	1	1	18
Persons w/ Disabilities (PWD) - Metal Imp			1			0		1		1			3
	,	4											
Persons w/ Disabilities (PWD) - Mobility [		1	1					1		3			6
Persons w/ Disabilities (PWD) - Ostomy/C		2					1						3
Persons w/ Disabilities (PWD) - Prosthesi				1						1			3
Persons w/ Disabilities (PWD) - Service A			1	1		1		1					4
Persons w/ Disabilities (PWD) - Touch Av	- "	trauma)									1		1
Persons w/ Disabilities (PWD) - Visual Im	1									1			2
Persons w/ Disabilities (PWD) - Wheelcha	1							1	1		1		4
Prohibited & Permitted Items	1	2	1										4
Prohibited & Permitted Items - Breast Milk		1											1
Prohibited & Permitted Items - Electronic	1	1	1										3
Property - Special Handling	17	7	20	18	18	13	10	11	14	5	9	7	149
										5	9		
Property - Special Handling - Damaged It		JII	6	7	6	4	2	2	3			3	33
Property - Special Handling - Damaged It			3	1	11	2	1	1	3	1	2	1	18
Property - Special Handling - Missing Iten		7	9	5	7	5	5	1	5	2	5		61
Property - Special Handling - Missing Iten			2	5	4	2	2	7	3	2	2	3	37
Screening	8	12	15	6	8	10	16	14	10	16	23	11	149
Screening - Children	1												1
Screening - Inconsistency	1	2	5	1		2	2	2	3	3	6		27
Screening - International Screening			1										1
Screening - International Screening	1		'		1			2		1		3	8
Corocining - Longiny Lines	· ·				1					1		3	0

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

			TSA Contac	t Center (	TCC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - International Screening			1	1									2
Screening - Lengthy Lines		1		2		3			1	1		1	9
Screening - Military									1				1
Screening - Procedures/Process	12	9	12	9	11	12	12	10	15	16	13	8	139
Screening - Retrieving Abandoned/Confisc	cated Items		2	1	3	1		2	1	1	1	2	14
TWIC				1							1		2
TWIC - General				1							1		2
2024	451												45
Airline	1												
Airline - Lost Baggage	1												
Civil Rights	2												
Civil Rights - Race	1												
Civil Rights - Sex/Gender/Gender Identity-	1												
Customer Service	23												2
Customer Service - TCC	1												
Customer Service - TSO	22												2
Expedited Passenger Screening Program	370												37
Expedited Passenger Screening Program	11												1
Expedited Passenger Screening Program	359												35
HAZMAT Endorsement	1												
HAZMAT Endorsement - General	1												
Lost and Found	2												
Lost and Found - Airport/TSA	2												
Mishandling of Passenger Property	7												
Mishandling of Passenger Property - Dam	4												
Mishandling of Passenger Property - Dam	3												
No Jurisdiction	7												
No Jurisdiction - No Referral	1												
No Jurisdiction - Refer to CBP	5												
No Jurisdiction - Refer to Other	1												
Patdown	7												
Patdown - Children	1												
Patdown - Flyer	6												
Persons w/ Disabilities (PWD)	3												
Persons w/ Disabilities (PWD) - Autism S	1												
Persons w/ Disabilities (PWD) - General	1												
Persons w/ Disabilities (PWD) - Respirato	1												
Property - Special Handling	15												1
Property - Special Handling - Damaged Ite	3												
Property - Special Handling - Damaged Ite	1												
Property - Special Handling - Missing Iten	8												
Property - Special Handling - Missing Iten	3												
Screening	13												1
Screening - Inconsistency	1												
Screening - Procedures/Process	12												1.

2ata wawisa	100				CC) Data					<b>^-</b>			
Categories	10-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	15	14	15	10	8	10	15	19	14	13		14	154
2022	5	5	6	7	4	5	3	5	3	4	4	9	60
Civil Rights						1							1
Civil Rights - Race						1							1
Customer Service	2	1		1	1	1	1	1	1			1	10
Customer Service - Others									1				1
Customer Service - TSO	2	1		1	1	1	1	1				1	9
Expedited Passenger Screening Program	2	3	4	5	2	3	2	3	1	3	4	7	39
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program	2	2	4	5	2	3	2	3	1	3	4	7	38
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	1										1
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
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medica	al Supplies	1								1
Property - Special Handling		1		1									2
Property - Special Handling - Missing Iter	ns - Carry-Or	ı		1									1
Property - Special Handling - Missing Iter	ns - Checke	1											1
Screening								1	1	1			3
Screening - Procedures/Process								1	1	1			3
2023	7	9	9	3	4	5	12	14	11	9	3	5	91
Additional Information Required/Insufficient In	formation		1										1
Additional Information Required/Insufficie		n - EMAIL	1										1
Civil Rights						1	1			1			3
Civil Rights - Sex/Gender/Gender Identity	- Not Transo	ender					1			1			2
Civil Rights - Transgender Screening	1					1							-
Customer Service		1			1		1	2	1	2			8
Customer Service - TSO		1			1		1	2	1	2			8
Expedited Passenger Screening Program	6	5	5	3	2	4	9	6	9	6		3	60
Expedited Passenger Screening Program		5	5	3	1	4	9	6	9	6			59
Expedited Passenger Screening Program					1								1
Patdown		1	- p									1	2
Patdown - Flyer		1										1	2
Persons w/ Disabilities (PWD)		1									1	1	3
Persons w/ Disabilities (PWD) - General		'									1		
Persons w/ Disabilities (PWD) - Medically	/ Necessary	1											1
Persons w/ Disabilities (PWD) - Touch Av												1	1
Screening	1	1	3		1		1	6	1			- '	14
Screening - Inconsistency	'		3		1		1	0	1				4
Screening - Inconsistency Screening - Lengthy Lines			3				1	1					1
Screening - Procedures/Process					1			5	1				7
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	1	1			1			5	1				2
2024	3	1											3
Customer Service	2												
Customer Service - TSO	2												2
Screening	1												1
Screening - Crew Member or Airline Emp	1												1

			OA COIILA	ocintoi (	TCC) Data	001 - 1 015	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LBE	2	2	2		2	1	1	6	2		1	2	21
2022		2	2		2	1	1	4	1		1	2	16
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program		2	2		2	1		4				2	13
Expedited Passenger Screening Program	- TSA PreC	2	2		2	1		4				2	13
Patdown							1						1
Patdown - Children							1						1
Property - Special Handling											1		1
Property - Special Handling - Damaged Ite	ems - Check	ked									1		1
2023	2							2	1				5
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program	2							1					3
Expedited Passenger Screening Program	2							1					3
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									1				1

			I SA COIILA	ci center (	rcc) Data	1001 - FUI <i>P</i>	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LBF		1			1				2	2	2		8
2022		1							1		2		4
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program	- TSA PreC	Check							1				1
Screening		1									2		3
Screening - Inconsistency											1		-
Screening - Lengthy Lines											1		
Screening - Procedures/Process		1											1
2023					1				1	2			4
Customer Service										1			-
Customer Service - TSO										1			1
Expedited Passenger Screening Program					1					1			2
Expedited Passenger Screening Program	- TSA PreC	Check			1					1			2
Screening									1				1
Screening - Procedures/Process									1				1

			SA Conta	ct Center (1	CC) Data	001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LCH	5	1		2	3	3	2	3	5	2	4	6	3
2022	1			1	1	1		2			2	4	1:
Customer Service				1									
Customer Service - TSO				1									
Expedited Passenger Screening Program	1				1	1		1			1	2	
Expedited Passenger Screening Program	1				1	1		1			1	2	
Patdown												1	
Patdown - Flyer												1	
Property - Special Handling												1	
Property - Special Handling - Missing Item	s - Checked	d										1	
Screening								1			1		
Screening - Procedures/Process								1			1		
2023	1	1		1	2	2	2	1	5	2	2	2	2
Civil Rights							1						
Civil Rights - Race							1						
Customer Service									1				
Customer Service - TSO									1				
Expedited Passenger Screening Program	1	1		1	2	2		1	2	2	1	1	1-
Expedited Passenger Screening Program	1	1		1	2	2		1	2	2	1	1	14
No Jurisdiction									1				
No Jurisdiction - No Referral									1				
Property - Special Handling											1		
Property - Special Handling - Damaged Ite	ems - Carry-	On									1		
Screening							1		1			1	
Screening - Lengthy Lines							1						
Screening - Procedures/Process									1			1	
2024	3												;
Expedited Passenger Screening Program	3												
Expedited Passenger Screening Program	3												3

				ct Center (									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LCK	1	2	1	1	2	4	4	6	5	5	7	3	41
2022				1		3	3	3	4	3	2	1	20
Civil Rights							2						2
Civil Rights - Transgender Screening							2						2
Customer Service									1		1		2
Customer Service - TSO									1		1		2
Expedited Passenger Screening Program				1		2	1	3	1	2	1		11
Expedited Passenger Screening Program	- TSA Appli	cation Prog	Jram	1									
Expedited Passenger Screening Program	- TSA PreC	heck				2	1	3	1	2	1		1
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Dam	iaged/Missin	g ItemsC	arry-on Lu	ggage						1			
Patdown												1	
Patdown - Flyer												1	
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts				1							
Property - Special Handling									2				
Property - Special Handling - Damaged Ite	ems - Carry-	On							1				
Property - Special Handling - Missing Item	ns - Checked	d							1				
2023		2	1		2	1	1	3	1	2	5	2	2
Airline										1			
Airline - Lost Baggage										1			
Expedited Passenger Screening Program		2	1		1			2		1	2	2	1
Expedited Passenger Screening Program	- TSA Appli	cation Prog	jram		1								
Expedited Passenger Screening Program	- TSA PreC	2	1					2		1	2	2	1
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Ba	iggage			1						
Patdown	_				1						2		
Patdown - Children											1		
Patdown - Flyer					1						1		
Property - Special Handling						1							
Property - Special Handling - Missing Item	ns - Checked	d				1							
Screening								1	1		1		
Screening - Inconsistency									1				
Screening - Procedures/Process								1			1		
2024	1												
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Prosthesi	1												4

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

				t Center (T									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LEX	12	12	9	12	12	13	14	17	10	13	21	20	165
2022	1	4	4	3	5	6	8	4	6	8	13	10	72
Civil Rights											1		1
Civil Rights - Race											1		1
Claims					1								1
Claims - General					1								1
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program		3	4	2	4	5	6	4	5	8	11	7	59
Expedited Passenger Screening Program	- DoD									1			
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ram								2		2
Expedited Passenger Screening Program	- TSA PreC	3	4	2	4	5	6	4	5	7	9	7	56
Patdown							1				1		2
Patdown - Flyer							1				1		2
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway										1	1
Property - Special Handling	1												
Property - Special Handling - Damaged It	1												
Screening		1				1	1		1			2	6
Screening - Inconsistency						1						1	2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process		1							1			1	3
2023	6	8	5	9	7	7	6	13	4	5	8	10	88
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	jender						1					1
Customer Service						1		1					2
Customer Service - TSO						1		1					2
Expedited Passenger Screening Program	6	8	5	9	7	6	6	10	4	5	8	9	83
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ram					1					1
Expedited Passenger Screening Program	6	8	5	9	7	6	6	9	4	4	8	9	81
Expedited Passenger Screening Program	- TSA/DHS	Employees	- Opt In							1			1
Patdown								1					1
Patdown - Flyer								1					1
Screening												1	1
Screening - Retrieving Abandoned/Confis	cated Items											1	1
2024	5												5
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	4												4
Patdown	1												1
Patdown - Flyer	1												1

			ΓSA Conta	ct Center (	TCC) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LFT	12	8	8	7	8	15	14	12	14	14	9	9	130
2022	4	3	2	1	4	6	6	3	6	5	6	4	50
Airline						1							1
Airline - Lost Baggage						1							1
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	- 1												1
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program	3	3	2	1	4	4	5	3	6	5	4	3	43
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	2	3	1	1	4	4	5	3	6	5	4	3	41
Property - Special Handling						1							
Property - Special Handling - Missing Iten	ns - Checke	d				1							1
Screening											2	1	3
Screening - Inconsistency											1		1
Screening - Procedures/Process											1	1	2
2023	6	5	6	6	4	9	8	9	8	9	3	5	78
Customer Service		2						1	1				4
Customer Service - TSO		2						1	1				4
Expedited Passenger Screening Program	5	3	5	6	4	7	8	8	7	8	3	4	68
Expedited Passenger Screening Program	- TSA Appl	ication Prog	ıram 💮 💮					1					1
Expedited Passenger Screening Program	5	3	5	6	4	7	8	7	7	8	3	4	67
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	hecked Ba	ggage						1		1	2
Patdown			1										1
Patdown - Flyer			1										1
Screening	1					2							3
Screening - Lengthy Lines	1												1
Screening - Procedures/Process						2							2
2024	2												2
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

ategories	10-Oct		A Contact ( 12-Dec (		-		04 Apr	OF Mov	06 1	07 1	00 4	00 Con	Total
			327			03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LGA 2022	532 93	344 136	131	260 104	267 98	421 215	450 224	392 200	390 225	346 178	437 248		4,543 2,027
Additional Information Required/Insufficient Inf		130	131	104	90	215	224	200	225	1/0	240	1/0	2,027
Additional Information Required/Insufficient Info		- EMAIL ON	II V	1									1
Airline	It illioilliation	- LIVIAIL OI	4L1	1			1				1	1	4
Airline - Policy/Regulations/Service				1			1					1	4
Civil Rights	1	2	4	'	2	6	7	1	3	1	1	1	29
Civil Rights - Age	'		4			1	- 1	- 1	3	- 1			1
Civil Rights - Hair Patdowns						1							1
<del>-</del>	4					1	0						1
Civil Rights - Perceived Religion	1						2	1					4
Civil Rights - Profiling							1						1
Civil Rights - Race					1	2	1		1		1	1	7
Civil Rights - Racial Profiling or Discrimina		2	2										4
Civil Rights - Sex/Gender/Gender Identity		ender	2		1	2	1		2	1			9
Civil Rights - Sexual Orientation - Not Tra	nsgender						1						1
Civil Rights - Transgender Screening							1						1
Claims				1									1
Claims - Status				1									1
CSM/Stakeholder Follow-up						1							1
CSM/Stakeholder Follow-up - General						1							1
Customer Service	15	17	19	11	6	22	12	11	19	17	11	11	171
Customer Service - Others			1				1						2
Customer Service - TSO	15	17	18	11	6	22	11	11	19	17	11	11	169
Expedited Passenger Screening Program	61	91	90	71	73	151	173	158	168	135	210		1,513
		31	30	11	10	101	173	100		100	210	102	
Expedited Passenger Screening Program	1					4			1			1	3
Expedited Passenger Screening Program	1	_				1		_	1		1		4
Expedited Passenger Screening Program	3	8	5	2	3	4	4	8	8	1	4		58
Expedited Passenger Screening Program		83	85	68	70	146	168	149	158	133	204		1,443
Expedited Passenger Screening Program	- TSA/DHS E	Employees -	Opt In	1			1	1		1	1		5
Locks			1		1					1			3
Locks - Missing or Damaged Lock			1		1					1			3
Lost and Found			1		1	2	1	1	4		2	3	15
Lost and Found - Airport/TSA			1		1	2	1	1	4		2		15
Mishandling of Passenger Property	1	2	1		1	3	3	4	5	5			41
Mishandling of Passenger Property - Dam		2	1		- '	3				4			
							1	1	2	4	6		20
Mishandling of Passenger Property - Dam		itemsChec	скео вадда	ge		2	2	2	3		2	3	14
Mishandling of Passenger Property - Dam													1
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-on or	Checked		1	1		1		1		2	6
No Jurisdiction		1		1	1	1			2				6
No Jurisdiction - No Referral				1					2				3
No Jurisdiction - Refer to CBP					1	1							2
No Jurisdiction - Refer to Other		1											1
Notice of Violation/Civil Penalties				1						1			2
Notice of Violation/Civil Penalties - Gener	l al			1						1			2
Patdown	1	2		'	1	6		6	3	1	2	2	24
Patdown - Children	'				'	1		1	3	1			3
	4								2	- 1			
Patdown - Flyer	1	2			1	4		5	3		2	2	20
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)	2	6	1	5	4	4	10	2	2	3		2	41
Persons w/ Disabilities (PWD) - Cognitive	1			1									2
Persons w/ Disabilities (PWD) - Diabetes		1			2		1						4
Persons w/ Disabilities (PWD) - General							2						2
Persons w/ Disabilities (PWD) - Hearing I	mpairment			1									1
Persons w/ Disabilities (PWD) - Internal M		3							1				4
Persons w/ Disabilities (PWD) - Medically			nd Medic	1	1		1						3
Persons w/ Disabilities (PWD) - Medically		1	id Medic	'	- '		1			1		1	
. , ,													4
Persons w/ Disabilities (PWD) - Mobility [		1	1				1	2		1			6
Persons w/ Disabilities (PWD) - Ostomy/C						1							1
Persons w/ Disabilities (PWD) - Prosthesi				1			1		1				3
Persons w/ Disabilities (PWD) - Respirato		r Equipment				2							2
Persons w/ Disabilities (PWD) - Service A	nimals									1			1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/t	rauma)										1	1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway		1	1	1	4						7
Prohibited & Permitted Items	2	3 ,	1										3
Prohibited & Permitted Items - Food/Beve													1
	'		4										
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Knives/Too													1
Property - Special Handling	3	4	4	3	5	12	6	6	4	5			66
Property - Special Handling - Damaged Ite	1	2	1	2	1	3	3	1	2		2	2	20
Property - Special Handling - Damaged Ite	ems - Checl	1			1	3	1	1					7
Property - Special Handling - Missing Item		1	1	1	2	2		3	1	4	3	3	23
Property - Special Handling - Missing Item			2		1	4	2	1	1	1	2		16
Screening	7	11	9	9	3	7	11	11	15	9	6		106
	1	- 11	J	9	3	- 1	- 11	- 11	13	9			100
Screening - Classified Materials		4		4		4		a	,				
Screening - Inconsistency	1	4	1	1	1	1	3	1	1		2	1	17
Screening - Lengthy Lines	1	1	2	1	2	1	3	3	4	2			20
Screening - Procedures/Process	4	6	6	6		5	4	6	8	6		7	61
Screening - Retrieving Abandoned/Confis	cated Items						1	1	2		1		5
Screening - Security Breach										1			1
Screening - Traveling with Cash				1									1
	186	208	196	156	169	206	226	192	165	168	189	202	2,263
2023		200	100	100	100	200	-20	132	103	100	103	202	4
2023 Advanced Imaging Technology (AIT)	100	4											
Advanced Imaging Technology (AIT)		1											- 1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly	er	1											1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline				1			1			1		2	6
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly	er			1			1			1		2	

		TS	A Contact (	Center (TC	C) Data Too	I - FOIA							
Categories	10-Oct	11-Nov 1	12-Dec (	01-Jan	02-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Airline - Wheelchair Assistance	1												1
Civil Rights	2	1	3	3	2	1	5	5	7	3	3	1	36
Civil Rights - Age				1									1
Civil Rights - National Origin					1				1				2
Civil Rights - Perceived Religion		1						1	1				3
Civil Rights - Profiling									1				1
Civil Rights - Race	1		3	2	1	1	2	2	4	1			17
		anta	3		ı	- 1			4	ı	0		
Civil Rights - Screening of Religious or Cu		ents									2		2
Civil Rights - Sex/Gender/Gender Identity							2	1		2	1		7
Civil Rights - Sexual Orientation - Not Tra	nsgender						1						1
Civil Rights - Transgender Screening								1				1	2
Customer Service	18	9	20	13	14	14	21	12	20	13	15	12	181
Customer Service - Others	1												1
Customer Service - TCC			1										1
Customer Service - TSO	17	9	19	13	14	14	21	12	20	13	15	12	179
Expedited Passenger Screening Program	146	180	162	115	133	160	168	143	110	125	133	163	1,738
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program		1		1			1		1				4
Expedited Passenger Screening Program		5	4	5	2		1	3	3	1	2	3	35
Expedited Passenger Screening Program		174	158	108	131	160	166	140	106	124	131	160	1,697
				1	131	100	100	140	100	124	131	100	1,097
Expedited Passenger Screening Program	- 13A/DH3	Employees -	Оргіп	ı									
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												1
Locks				2	1			2				1	6
Locks - Missing or Damaged Lock				2	1			2				1	6
Lost and Found			1	2		1	1	1			3		9
Lost and Found - Airport/TSA			1	2		1	1	1			3		9
Mishandling of Passenger Property	2	3	2	1	2	4	5	5	5	4	2	4	39
Mishandling of Passenger Property - Dam	2	2	1	1	1	4	5	2	3	2	1	3	27
Mishandling of Passenger Property - Dam		1	1		1			3	1		1	1	9
Mishandling of Passenger Property - Disa	-								1	2			3
No Jurisdiction	,	, 5 51	1	1	1	2	1	1	1	1			9
No Jurisdiction - No Referral			1	1		2	1	1					6
No Jurisdiction - Refer to CBP			1	- 1	1		1						1
No Jurisdiction - Refer to Other					1				1	4			
										1		4	2
Patdown	3			2	3	3		2	1	2		4	20
Patdown - Children	_					1							1
Patdown - Flyer	3			2	3	2		2	1	2		3	18
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)	1	2			3	3	5	3	2	5	6	3	33
Persons w/ Disabilities (PWD) - Autism S	pectrum									1			1
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	Breast Cance	er						1				1
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Mental I	Disability							1			1
Persons w/ Disabilities (PWD) - Diabetes	1	1									1		3
Persons w/ Disabilities (PWD) - General							1	1			1		3
Persons w/ Disabilities (PWD) - Hearing I	mpairment											1	1
Persons w/ Disabilities (PWD) - Medically		Medication ar	nd Medical	Supplies		1	1				4	1	7
Persons w/ Disabilities (PWD) - Metal Imp									1				1
Persons w/ Disabilities (PWD) - Mobility I	,	t Wheelchair	or Scooter)	١			1	1		1			3
Persons w/ Disabilities (PWD) - Prosthesi		1	or occording	1			'	ļ.		1		1	3
					1					1		- '	1
Persons w/ Disabilities (PWD) - Respirato		er Equipment			ı		4						
Persons w/ Disabilities (PWD) - Service A							1						1
Persons w/ Disabilities (PWD) - Visual Im		_								1			1
Persons w/ Disabilities (PWD) - Wheelch		<u> </u>			2	2	1	1					6
Property - Special Handling	5	4	4	9	3	6	6	6	6	3		4	65
Property - Special Handling - Damaged It		1	1	2	1	3	4	2	1	2	3	3	23
Property - Special Handling - Damaged It				1					1				3
Property - Special Handling - Missing Iten	3	3	2	3	1	2	2	4	3	1	5	1	30
Property - Special Handling - Missing Iten	1		1	3	1	1			1		1		9
Screening	7	8	3	7	7	12	13	12	13	11	18	8	119
Screening - Children											2		2
Screening - Crew Member or Airline Empl	oyee				1			1	1				3
Screening - Inconsistency	1	1	1	2	2	3	3	3	3	1		2	22
Screening - International Screening	,	-					1						1
Screening - Lengthy Lines	1	2			1	1	1	5	1	1	3	1	17
Screening - Procedures/Process	5	5	1	5	3	7	7	3	7	8	12	5	68
Screening - Retrieving Abandoned/Confis		3	1	3	3	1	1	3	- 1	1	1	5	5
	taleu ileilis		ı			- 1	I		1	I	- 1		1
Screening - Traveling with Cash	050								1				
2024	253												253
Civil Rights	2												2
Civil Rights - Perceived Religion	1												1
Civil Rights - Transgender Screening	1												1
Customer Service	23												23
Customer Service - TSO	23												23
Expedited Passenger Screening Program	190												190
Expedited Passenger Screening Program	5												5
Expedited Passenger Screening Program	185												185
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found	4												4
Lost and Found - Airport/TSA	4												4
•	7												7
Mishandling of Passenger Property													
Mishandling of Passenger Property - Dam	5												5
Mishandling of Passenger Property - Dam	2												2
Patdown	2												2
Patdown - Flyer	2												2

			I SA COIILA	ci center (	icc, Data	1001 - 1 012	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)	6												6
Persons w/ Disabilities (PWD) - Medically	2												2
Persons w/ Disabilities (PWD) - Mobility [	2												2
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	8												8
Property - Special Handling - Damaged Ite	2												2
Property - Special Handling - Missing Item	4												4
Property - Special Handling - Missing Item	2												2
Screening	10												10
Screening - Inconsistency	1												1
Screening - Procedures/Process	8												8
Screening - Retrieving Abandoned/Confis	1												1

					) Data Too								
egories												09-Sep	Total
3B 2022	52	36	23	40	46	26	47	29	46	40	34	55	474
2022	10	16	10	<b>16</b>	<b>12</b>	11	19	15	19	18	14	<b>29</b>	189
Civil Rights  Civil Rights - Race				1	1						1	2	6
Civil Rights - Race  Civil Rights - Racial Profiling or Discrimina	l ation				1						1		1
Civil Rights - Screening of Religious or Cu				1	1								1
Civil Rights - Sexual Orientation - Not Tra		<u> </u>		'								1	1
Customer Service	2	2		3	1		3	4	1	2	2	4	24
Customer Service - TSO	2	2		3	1		3	4	1	2	2	4	24
Expedited Passenger Screening Program	8	11	8	8	7	8	11	4	15	15	10	17	122
Expedited Passenger Screening Program	1	3	1	0	,	0	- ''		2	3	2	2	14
Expedited Passenger Screening Program	7	8	7	8	7	8	11	4	13	12	8	15	108
Locks	,	1		-			- ''	-	10	12		10	1
Locks - Missing or Damaged Lock		1											1
Lost and Found				1				1					2
Lost and Found - Airport/TSA				1				1					2
Mishandling of Passenger Property					1			'				1	2
Mishandling of Passenger Property - Dam	ı ıaqed/Missing It	emsCarry	-on Luggao	e	1								-
Mishandling of Passenger Property - Dam												1	
Patdown	lagoa/Miconig it	01110 01100	nou Duggu	1			1			1		1	
Patdown - Flyer				1			1			1		1	
Persons w/ Disabilities (PWD)				1		1	2	4	1	- '			
Persons w/ Disabilities (PWD) - Cognitive	/Developmenta	I /Mental F	licability			1	1	4	'				
Persons w/ Disabilities (PWD) - Internal N		ii /iviciitai L	isability				1		1				
Persons w/ Disabilities (PWD) - Medically		dication an	d Medical S	unnlies		1	1	1					;
Persons w/ Disabilities (PWD) - Prosthesi			u ivieulcai c	иррпез		1	1	3					
Prohibited & Permitted Items	S/Ampulees and	1 (4515						3					
Prohibited & Permitted Items - Firearm/Ar	l nmunition	1											
Property - Special Handling	Innumuon	1			1	1		1				1	Ę
Property - Special Handling - Damaged Ite	l Corn	1			ı	ı		ı				1	
Property - Special Handling - Damaged Ite		1				1						ı	2
					4								
Property - Special Handling - Missing Item					1			4					
Property - Special Handling - Missing Item	is - Checked		0	0	4	4	0	1	0			0	1
Screening			2	2	1	1	2	1	2		1	2	14
Screening - Crew Member or Airline Empl	l			1								0	
Screening - Inconsistency				1								2	3
Screening - Procedures/Process			2		1	1	2	1	2		1		10
2023	20	20	13	24	34	15	28	14	27	22	20	26	263
Airline												1	1
Airline - Policy/Regulations/Service				4	4				4			1	1
Civil Rights				1	1				1		1		4
Civil Rights - Race					1				1				2
Civil Rights - Sex/Gender/Gender Identity													2
				1							1		
Customer Service	2	4	3	2	4	1	2		1	1	2	2	24
Customer Service Customer Service - TSO	2 2	4 4	3	2	4	1	2	40	1	1	2	2	24 24
Customer Service Customer Service - TSO Expedited Passenger Screening Program	2 2 13	4 4 15		2				12			2	2 16	24 24 184
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	2 2 13 - Active Duty M	4 4 15 ilitary	3 8	2 2 13	4	1	2	12	1	1	2 2 13	2	24 24 184 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	2 2 13 - Active Duty M - TSA Application	4 4 15 ilitary on Progran	3 8	2 2 13	4 25	1 12	2 19		1 20	1 18	2 2 13	2 16 1	24 24 184 1 2
Customer Service Customer Service - TSO Expedited Passenger Screening Program	2 2 13 - Active Duty M - TSA Application	4 4 15 ilitary	3 8	2 2 13	4 25 25	1	2	12	20	1	2 2 13	2 16	24 24 184 1 2 181
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks	2 2 13 - Active Duty M - TSA Application	4 4 15 ilitary on Progran	3 8	2 2 13	25 25	1 12	2 19		1 20 20 1	1 18	2 2 13	2 16 1	2 <sup>4</sup> 2 <sup>4</sup> 18 <sup>4</sup> 18 <sup>4</sup> 18 <sup>4</sup>
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	2 2 13 - Active Duty M - TSA Application	4 4 15 ilitary on Progran	3 8	2 2 13	4 25 25	1 12	2 19		20 1 1	1 18	2 2 13	2 16 1	2 <sup>4</sup> 2 <sup>4</sup> 18 <sup>4</sup> 18 <sup>7</sup> 2 2 2
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found	2 2 13 - Active Duty M - TSA Application	4 4 15 ilitary on Progran	3 8	2 2 13	25 25	1 12	2 19		20 20 1 1	1 18	2 2 13	2 16 1	2 <sup>2</sup> 2 <sup>4</sup> 18 <sup>2</sup> 18 <sup>3</sup> 2
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	2 2 13 - Active Duty M - TSA Application 13	4 4 15 ilitary on Progran	3 8	2 2 13 1 1 12	25 25 1	1 12 12	2 19	12	20 1 1 1 1	1 18 18	2 2 13 1 1	2 16 1 15	2 <sup>2</sup> 2 <sup>2</sup> 18 <sup>2</sup> 181
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	2 2 13 - Active Duty M - TSA Application 13	4 4 15 ilitary on Progran	3 8	2 2 13	25 25 1 1	1 12 12	2 19		20 1 1 1 1 1	1 18	2 2 13	2 16 1 15	24 24 184 18 18 4
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	2 2 13 - Active Duty M - TSA Application 13	4 4 15 ilitary on Progran	3 8	2 2 13 1 1 12	25 25 1	1 12 12	19 19	12	20 1 1 1 1	1 18 18	2 2 13 1 1	2 16 1 15	24 22 184 18 18 18
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks 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 2 13 - Active Duty M - TSA Application 13 3 1 1 1	4 4 15 ilitary on Progran	3 8	2 2 13 1 1 12	25 25 1 1	1 12 12	2 19	12	20 1 1 1 1 1	1 18	2 2 13 1 1 12	2 16 1 15	24 24 184 18 18 18
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	2 2 13 - Active Duty M - TSA Application 13 3 1 1 1	4 4 15 ilitary on Progran	3 8	2 2 13 1 12	25 25 1 1	1 12 12	19 19	12	20 1 1 1 1 1	1 18	2 2 13 1 1	2 16 1 15	24 24 184 18 18 18 18 11 11
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction	2 2 13 - Active Duty M - TSA Application 13 3 1 1 1	4 4 15 ilitary on Progran	3 8	2 2 13 1 1 12	25 25 1 1	1 12 12	19 19	12	20 1 1 1 1 1	1 18	2 2 13 1 1 12	2 16 1 15	24 24 184 18 18 18 10 11
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral	2 2 13 - Active Duty M - TSA Application 13 3 1 1 1	4 4 15 ilitary on Progran	3 8	2 2 13 1 1 12	25 25 1 1	1 12 12	19 19	12	20 1 1 1 1 1	1 18	2 2 13 1 1 12	2 16 1 15 2 1	24 184 184 18 18 18 19 19 19 19
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown	2 2 13 - Active Duty M - TSA Application 13 3 1 1 1	4 4 15 ilitary on Progran	3 8	2 2 13 1 1 12	25 25 1 1	1 12 12	19 19	12	20 1 1 1 1 1	1 18	2 2 13 13 1 12	2 16 1 15 2 1 1	24 184 183 183 183 193 193 193 193 193 193 193 193 193 19
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer	2 2 13 - Active Duty M - TSA Application 13 3 1 1 1	4 4 15 ilitary on Progran	3 8	2 2 13 1 12 1 1 1 1 1 1	25 25 1 1	1 12 12	19 19 119	12	1 20 20 1 1 1 1 1 1	1 18	1 1 1 1 1 2 2 2	2 16 1 15 2 1 1	24 24 184 18 18 13 6 5 5
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks 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 Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	2 2 13 - Active Duty M - TSA Application 13 3 1 1 1 1	4 4 15 ilitary on Progran	3 8	2 2 13 1 1 12	25 25 1 1	1 12 12	19 19 11 1	12	20 1 1 1 1 1	1 18	2 2 13 13 1 12	2 16 1 15 2 1 1	24 24 188 187 2 2 3 4 13 6 6 5 5 5 10 10 10 10 10 10 10 10 10 10 10 10 10
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism Sp	2 2 13 - Active Duty M - TSA Application 13 3 1 1 1 1 pectrum	4 4 15 ilitary on Progran	3 8	2 2 13 1 12 1 1 1 1 1 1	25 25 1 1 1	1 12 12	2 19 19 1 1 1	12	1 20 20 1 1 1 1 1 1 1	1 18	1 1 1 1 2 2 1 1	2 16 1 15 2 1 1 1	24 24 184 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Medically	2 2 13 - Active Duty M - TSA Application 13 3 1 1 1 1 pectrum 1	4 4 15 iilitary on Progran 15	3 8	2 2 13 1 12 1 1 1 1 1 1 1 1	25 25 1 1	1 12 12	19 19 11 1	12	1 20 20 1 1 1 1 1 1	1 18	1 1 1 1 1 2 2 2	2 16 1 15 2 1 1	22 184 187 188 188 13 13 14 15 15 16 17 18 18 18 18 18 18 18 18 18 18 18 18 18
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism Sy Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha	2 2 13 - Active Duty M - TSA Application 13 3 1 1 1 1 pectrum 1	4 4 15 iilitary on Progran 15	3 8	2 2 13 1 12 1 1 1 1 1 1 1 1	4 25 25 1 1 1 1	1 12 12	2 19 19 1 1 1	12	1 20 20 1 1 1 1 1 1 1	1 18	1 1 1 1 2 2 1 1	2 16 1 15 2 1 1 1	24 184 187 187 13 14 15 15 16 17 17 18 18 18 18 18 18 18 18 18 18 18 18 18
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha	2 2 13 - Active Duty M - TSA Applicati 13 3 1 1 1 1 pectrum 1 air/ Scooter/ Seg	4 4 15 iilitary on Progran 15	3 8	2 2 13 1 12 1 1 1 1 1 1 1 1	25 25 1 1 1	1 12 12	2 19 19 1 1 1	12	1 20 20 1 1 1 1 1 1 1	1 18	1 1 1 1 2 2 1 1	2 16 1 15 2 1 1 1	24 184 187 187 13 14 15 15 16 17 17 18 18 18 18 18 18 18 18 18 18 18 18 18
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite	2 2 13 - Active Duty M - TSA Application 13 3 1 1 1 1 pectrum 1 air/ Scooter/ Seguens - Carry-On	4 4 15 iilitary on Progran 15	3 8 n 8	2 2 13 1 12 1 1 1 1 1 1 1 1	4 25 25 1 1 1 1	1 12 12	2 19 19 1 1 1	12	1 20 20 1 1 1 1 1 1 1	1 18	1 1 1 1 2 2 1 1	2 16 1 15 2 1 1 1 2 2	24 24 188 187 2 2 3 4 13 6 5 5 5 5 6 6 7 7 7 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks 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 Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	2 2 13 - Active Duty M - TSA Application 13 3 1 1 1 1 pectrum 1 pectrum 1 air/ Scooter/ Seg 1 ems - Carry-On 1	4 4 15 iilitary on Progran 15	3 8 n 8	2 2 13 1 12 1 1 1 1 1 1 1 1 1 1 1	4 25 25 1 1 1 1 1	1 12 12	2 19 19 1 1 1	12	1 20 20 1 1 1 1 1 1 1	1 18	1 1 1 1 2 2 1 1	2 16 1 15 2 1 1 1 2 2	24 24 188 183 133 6 5 5 100 100 100 100 100 100 100 100 100
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	2 2 13 - Active Duty M - TSA Application 13 3 1 1 1 1 pectrum 1 pectrum 1 air/ Scooter/ Seg 1 ems - Carry-On 1	4 4 15 15 ilitary on Progran 15	3 8 n 8	2 2 13 1 12 1 1 1 1 1 1 1 1 1 1 1	4 25 25 1 1 1 1 1	1 12 12	2 19 19 1 1 1 2 1	12	1 20 20 1 1 1 1 1 1 1	1 18 18 11 1 1	1 1 1 1 2 2 1 1	2 16 1 15 2 1 1 1 2 2	24 22 188 188 188 13 4 4 5 6 8 8 8 10 10 10 10 10 10 10 10 10 10 10 10 10
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening	2 2 13 - Active Duty M - TSA Application 13 3 1 1 1 1 pectrum 1 pectrum 1 air/ Scooter/ Seg 1 ems - Carry-On 1	4 4 15 iilitary on Progran 15	3 8 n 8	2 2 13 1 1 12 1 1 1 1 1 1 1 1 1 1 1 1 1	4 25 25 1 1 1 1 1	1 12 12	2 19 19 1 1 1	12	1 20 20 1 1 1 1 1 1 1	1 18	1 1 1 1 2 2 1 1	2 16 1 15 2 1 1 1 2 2	22 188 183 183 10 10 10 10 10 10 10 10 10 10 10 10 10
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency	2 2 13 - Active Duty M - TSA Application 13 3 1 1 1 1 pectrum 1 pectrum 1 air/ Scooter/ Seg 1 ems - Carry-On 1	4 4 15 15 ilitary on Progran 15	3 8 1 8	2 2 13 1 12 1 1 1 1 1 1 1 1 1 1 1	4 25 25 1 1 1 1 1	1 12 12 1 1 1	2 19 19 1 1 1 2 1	12	1 20 20 1 1 1 1 1 1 1	1 18 18 11 1 1	1 1 1 1 2 2 1 1	2 16 1 15 2 1 1 1 2 2 2	24 184 188 188 13 13 14 15 15 16 16 16 16 17 17 18 18 18 18 18 18 18 18 18 18 18 18 18
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines	2 2 13 - Active Duty M - TSA Application 13 3 1 1 1 1 pectrum 1 pectrum 1 air/ Scooter/ Seg 1 ems - Carry-On 1	4 4 15 15 ilitary on Progran 15	3 8 1 8	2 2 13 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 25 25 1 1 1 1 1	1 12 12 1 1 1	2 19 19 1 1 1 2 1 1	12	1 20 20 1 1 1 1 1 1 1	1 18 18 11 1 1 1	1 1 1 1 2 2 1 1	2 16 1 15 2 1 1 1 2 2 2	24 184 187 187 138 148 158 158 168 168 178 178 178 178 178 178 178 178 178 17
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks 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 Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Inconsistency	2 2 13 - Active Duty M - TSA Application 13 3 1 1 1 1 pectrum 1 air/ Scooter/ Seg 1 ems - Carry-On 1 s - Checked	4 4 15 15 ilitary on Progran 15	3 8 1 8	2 2 13 1 1 12 1 1 1 1 1 1 1 1 1 1 1 1 1	4 25 25 1 1 1 1 1	1 12 12 1 1 1	2 19 19 1 1 1 2 1 1	12	1 20 20 1 1 1 1 1 1 1	1 18 18 11 1 1	1 1 1 1 2 2 1 1	2 16 1 15 2 1 1 1 2 2 2	24 24 188 183 133 6 5 5 5 5 100 100 120 120 120 120 120 120 120 120
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines	2 2 13 - Active Duty M - TSA Application 13 3 1 1 1 1 pectrum 1 pectrum 1 air/ Scooter/ Seg 1 ems - Carry-On 1	4 4 15 15 on Progran 15	3 8 1 8	2 2 13 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 25 25 1 1 1 1 1	1 12 12 11 1 1	2 19 19 1 1 1 2 1 1	12	1 20 20 1 1 1 1 1 1 1	1 18 18 11 1 1 1	1 1 1 1 2 2 1 1	2 16 1 15 2 1 1 1 2 2 1 1	24 22 188 187 13 4 4 5 5 10 10 10 10 10 11 11
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks 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 Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Inconsistency	2 2 13 - Active Duty M - TSA Application 13 3 1 1 1 1 1 pectrum 1 air/ Scooter/ Seg 1 ems - Carry-On 1 ns - Checked	4 4 15 15 on Progran 15	3 8 1 8	2 2 13 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 25 25 1 1 1 1 1	1 12 12 11 1 1	2 19 19 1 1 1 2 1 1	12	1 20 20 1 1 1 1 1 1 1	1 18 18 11 1 1 1	1 1 1 1 2 2 1 1	2 16 1 15 2 1 1 1 2 2 1 1	24 24 188 183 183 15 5 5 5 10 6 6 6 7 7 12 12 12 12 12 12 12 12 12 12 12 12 12
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process	2 2 13 - Active Duty M - TSA Application 13 3 1 1 1 1 pectrum 1 air/ Scooter/ Seg 1 ems - Carry-On 1 ns - Checked	4 4 15 15 on Progran 15	3 8 1 8	2 2 13 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 25 25 1 1 1 1 1	1 12 12 11 1 1	2 19 19 1 1 1 2 1 1	12	1 20 20 1 1 1 1 1 1 1	1 18 18 11 1 1 1	1 1 1 1 2 2 1 1	2 16 1 15 2 1 1 1 2 2 1 1	24 24 184 1 181 181 181 191 191 191 191 191 191 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process  2024 Customer Service	2 2 13 - Active Duty M - TSA Application 13 3 1 1 1 1 1 pectrum 1 air/ Scooter/ Seg 1 ems - Carry-On 1 ns - Checked	4 4 15 15 on Progran 15	3 8 1 8	2 2 13 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 25 25 1 1 1 1 1	1 12 12 11 1 1	2 19 19 1 1 1 2 1 1	12	1 20 20 1 1 1 1 1 1 1	1 18 18 11 1 1 1	1 1 1 1 2 2 1 1	2 16 1 15 2 1 1 1 2 2 1 1	24 24 184 1 181 181 181 191 191 191 191 191 191 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Screening w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2024 Customer Service Customer Service	2 2 13 - Active Duty M - TSA Application 13 3 1 1 1 1 1 pectrum 1 air/ Scooter/ Seg 1 ems - Carry-On 1 rs - Checked	4 4 15 15 on Progran 15	3 8 1 8	2 2 13 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 25 25 1 1 1 1 1	1 12 12 11 1 1	2 19 19 1 1 1 2 1 1	12	1 20 20 1 1 1 1 1 1 1	1 18 18 11 1 1 1	1 1 1 1 2 2 1 1	2 16 1 15 2 1 1 1 2 2 1 1	24 24 184 11 12 22 11 11 11 12 11 11 12 12 12 12
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program	2 2 13 - Active Duty M - TSA Application 13 3 1 1 1 1 1 pectrum 1 air/ Scooter/ Seg 1 ems - Carry-On 1 s - Checked  22 2 19	4 4 15 15 on Progran 15	3 8 1 8	2 2 13 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 25 25 1 1 1 1 1	1 12 12 11 1 1	2 19 19 1 1 1 2 1 1	12	1 20 20 1 1 1 1 1 1 1	1 18 18 11 1 1 1	1 1 1 1 2 2 1 1	2 16 1 15 2 1 1 1 2 2 1 1	24 24 184 1 181 181 181 181 191 191 191 191 191 1
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ories							4-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	46	33	33	26	35	51	36	60	47	47		38	491
2022	12	19	12	15	13	27	23	26	27	26	21	21	242
Airline					2								2
Airline - Policy/Regulations/Service					2								2
Civil Rights					1		1	1	1		1		5
Civil Rights - National Origin											1		1
Civil Rights - Race							1						1
Civil Rights - Racial Profiling or Discrimina	ation				1								
Civil Rights - Screening of Religious Cultu		onial Items							1				
Civil Rights - Sex/Gender/Gender Identity-								1					1
Customer Service	3	2	2	1	2	6		4	5	2	. 4	2	33
Customer Service - TSO	3	2	2	1	2	6		4	5	2		2	33
							47						
Expedited Passenger Screening Program	8	11	9	12	6	18	17	16	17	20	14	16	164
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program		1							1		1	1	4
Expedited Passenger Screening Program	8	10	9	12	6	17	17	16	16	20	13	15	15
Locks							1						
Locks - Missing or Damaged Lock							1						
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	aged/Missii	1											
Patdown	3							1	1	1		1	
Patdown - Flyer								1	1	1		1	
Persons w/ Disabilities (PWD)										- '		1	
` '	Noosoon, Ma	disation on	d Madical C	ınnlina									
Persons w/ Disabilities (PWD) - Medically	Necessary Me	uication and				0		a	4	_		1	
Property - Special Handling	1		11	1		2		1	1	2			
Property - Special Handling - Damaged Ite			1			1		1					
Property - Special Handling - Damaged Ite										1			
Property - Special Handling - Missing Item				1					1				
Property - Special Handling - Missing Item	s - Checked					1				1			
Screening		5		1	2	1	4	3	2	1	2	1	2:
Screening - Inconsistency		2						1					;
Screening - Lengthy Lines		1			1	1	2	1	1	1		1	
Screening - Procedures/Process		2		1			2	1	1		2		
Screening - Retrieving Abandoned/Confise	cated Items				1								
023	16	14	21	11	22	24	13	34	20	21	18	17	23
Additional Information Required/Insufficient Inf		1-7	<b>4</b> 1		22	24	13	J-4	20	21	10	1	20
		EMAIL ON	V									1	
Additional Information Required/Insufficier	it iniormation -	EWAIL ON	_ T									I	
Airline											1		
Airline - Policy/Regulations/Service											1		
Animals					1								
Animals Animals - Carry-On					1								
								1		1	2		
Animals - Carry-On Civil Rights	ral and Cerem	onial Items						1		1			
Animals - Carry-On Civil Rights Civil Rights - Screening of Religious Cultu								1					4
Animals - Carry-On Civil Rights Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity-													- 2
Animals - Carry-On Civil Rights Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening	- Not Transgen	der	2		1	3		1	1			1	
Animals - Carry-On Civil Rights Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service			2			3			1			1	1
Animals - Carry-On Civil Rights Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM	- Not Transgen 3	der 1			4	1		1 2					11
Animals - Carry-On  Civil Rights  Civil Rights - Screening of Religious Cultu  Civil Rights - Sex/Gender/Gender Identity-  Civil Rights - Transgender Screening  Customer Service  Customer Service - CSM  Customer Service - TSO	- Not Transgen 3 3	1 1	2	40	4	1 2		1 2	1	1	2	1	1'
Animals - Carry-On Civil Rights Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program	Not Transgen 3 3 10	der 1		10	4	1	9	1 2			2	1 14	1 17
Animals - Carry-On Civil Rights Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	Not Transgen 3 3 10 - DoD	1 1 1 12	2 18	10	4	1 2	9	1 2	1	1	2	1	1 1 17
Animals - Carry-On Civil Rights Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	3 3 10 - DoD - TSA Applicat	der  1  1 12 ion Program	2 18	10	4	1 2	9	1 2 2 27	1 15	16	2	1 14 1 1	1 17
Animals - Carry-On Civil Rights Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	3 3 10 - DoD - TSA Applicat	1 1 1 12	2 18	10	4	1 2	9	1 2 2 27	1 15	16	2	1 14	1 17
Animals - Carry-On Civil Rights Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	3 3 10 - DoD - TSA Applicat	der  1  1 12 ion Program	2 18		4 4 13	1 2 15		1 2 2 27	1 15	16	2	1 14 1 1	1 1 17
Animals - Carry-On Civil Rights Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program	3 3 10 - DoD - TSA Applicat	der  1  1 12 ion Program	2 18		4 4 13	1 2 15		1 2 2 27	1 15	16	2	1 14 1 1	1 1 17
Animals - Carry-On  Civil Rights Civil Rights - Screening of Religious Cultucivil Rights - Sex/Gender/Gender Identity-Civil Rights - Transgender Screening  Customer Service Customer Service - CSM Customer Service - TSO  Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	3 3 10 - DoD - TSA Applicat	der  1  1 12 ion Program	2 18		1 4 4 13 13 1	1 2 15		1 2 2 27	1 15 1 14	16	2	1 14 1 1	1 1 17
Animals - Carry-On  Civil Rights Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO  Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	3 3 10 - DoD - TSA Applicat 10	der  1  1 12 ion Program	2 18		1 4 4 13	1 2 15 15		1 2 2 27	1 15	16	11 11	1 14 1 1	1 1 17 16
Animals - Carry-On Civil Rights Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	3 3 10 - DoD - TSA Applicat 10	der  1  1 12 ion Program	2 18		1 4 4 13 13 1 1 1 2	1 2 15		1 2 2 27	1 15 1 14	16	11 11	1 14 1 1	1 1 17 16
Animals - Carry-On Civil Rights Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	3 3 10 - DoD - TSA Applicat 10	der  1  1 12 ion Program	2 18 1		1 4 4 13 13 1	1 2 15 15 3 3		1 2 2 27	1 15 1 14	16 16 15	2 11 1 1 1	1 14 1 1	1 1 17 16
Animals - Carry-On Civil Rights Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown	3 3 10 - DoD - TSA Applicat 10	der  1  1 12 ion Program	2 18 1 18		1 4 4 13 13 1 1 1 2	1 2 15 15 3 3		1 2 2 27	1 15 1 14	16 16 15	11 1 1 1 1 1	1 14 1 1 1 12	1 1 17 16
Animals - Carry-On Civil Rights Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	3 3 10 - DoD - TSA Applicat 10	der  1  1 12 ion Program	2 18 1		1 4 4 13 13 1 1 1 2	1 2 15 15 15 3 3 3 2 1		1 2 2 27	1 15 1 14	16 16 15	11 1 1 1 1 1	1 14 1 1	1 1 17 16 16
Animals - Carry-On  Civil Rights Civil Rights - Screening of Religious Cultucivil Rights - Sex/Gender/Gender Identity-Civil Rights - Transgender Screening  Customer Service Customer Service - CSM Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Properting Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer	3 3 10 - DoD - TSA Applicat 10	der  1  1 12 ion Program	2 18 1 18		1 4 4 13 13 1 1 1 2	1 2 15 15 15 2 3 3 2 1 1 1		1 2 2 27	1 15 1 14 2 2	16 11 15	11 1 1 1 1 1 1	1 14 1 1 1 12	1 17 16
Animals - Carry-On Civil Rights Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	3 3 10 - DoD - TSA Applicat 10 2 1 1	der 1 1 12 ion Program 12	2 18 1 18 18		1 4 4 13 13 1 1 1 2	1 2 15 15 15 3 3 3 2 1		1 2 2 27	1 15 1 14	16 16 15	11 1 1 1 1 1 1	1 14 1 1 1 12	1 17 16
Animals - Carry-On  Civil Rights Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO  Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer	3 3 10 - DoD - TSA Applicat 10 2 1 1	der 1 1 12 ion Program 12	2 18 1 18 18		1 4 4 13 13 1 1 1 2	1 2 15 15 15 2 3 3 2 1 1 1		1 2 2 27	1 15 1 14 2 2	16 11 15	11 1 1 1 1 1 1	1 14 1 1 1 12	1 1 17 16
Animals - Carry-On  Civil Rights Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO  Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	3 3 10 - DoD - TSA Applicat 10 2 1 1 //Development	1 1 12 ion Program 12	2 18 1 18 1 1 1	10	1 4 4 13 13 1 1 1 2	1 2 15 15 15 2 3 3 2 1 1 1		1 2 2 27	1 15 1 1 14 2 2	16 11 15	11 1 1 1 1 1 1 1	1 14 1 1 1 12	1 1 17 16
Animals - Carry-On  Civil Rights  Civil Rights - Screening of Religious Cultur  Civil Rights - Sex/Gender/Gender Identity-  Civil Rights - Transgender Screening  Customer Service  Customer Service - CSM  Customer Service - TSO  Expedited Passenger Screening Program  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Patdown  Patdown - Flyer  Patdown - Flyer as Observer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cognitive  Persons w/ Disabilities (PWD) - Medically	3 3 10 - DoD - TSA Applicat 10 2 1 1 //Development Necessary Me	1 1 12 ion Program 12	2 18 1 18 1 1 1	10	1 4 4 13 13 1 1 1 2	1 2 15 15 15 2 1 1 1 1 1		1 2 2 27	1 15 1 14 2 2 2	16 16 15 11 11 12	11 1 1 1 1 1 1 1	1 14 1 1 1 12	1 1 17 16
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Animals - Carry-On Civil Rights Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patsons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	3 3 10 - DoD - TSA Applicat 10  /Development Necessary Menimals ems - Carry-Orems - Checked 1 oyee 1 cated Items 18 1 1 12	1 1 12 ion Program 12 al /Mental D dication and	2 18 1 18 1 1 1	10  upplies	1 4 4 13 13 1 1 2 2	1 2 15 15 15 2 1 1 1 1 1	2 1 1 2	1 2 2 27 1 26	1 15 1 14 2 2 2	16 11 15 11 11 12 2	2 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 14 1 1 1 12	110 110 110 110 110 110 110 110 110 110
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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
LIT 2022	43 10	39 10	32 17	33 16	17 11	31 9	26 12	36 21	38 25	32 21	34 19	38 31	399 202
Civil Rights	10	10	17	10	- 11	1	12	21	25	21	19	31	202
Civil Rights - Civil Rights Violation (TSA E	I Employee)					1							1
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender									1		1
Customer Service	1	2	2		2		1	3	2	1	2	2	18
Customer Service - Others	4						4		1	4			1
Customer Service - TSO Expedited Passenger Screening Program	9	6	2 15	14	9	6	1 4	13	1 14	1 14	12	24	17 140
Expedited Passenger Screening Program  Expedited Passenger Screening Program	_		15	14	9	0	4	13	14	14	12	24	140
Expedited Passenger Screening Program					2								2
Expedited Passenger Screening Program	2	1					1				1	1	6
Expedited Passenger Screening Program		5	15	14	7	6	3	12	14	12	11	23	129
Expedited Passenger Screening Program	- TSA/DHS	Employees	s - Opt In							2			
Locks							1					1	
Locks - General  Locks - Missing or Damaged Lock							1					1	
Lost and Found							1			1			
Lost and Found - Airport/TSA										1			
Mishandling of Passenger Property							1				1	1	
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsCa	arry-on Lugo	gage							1	1	
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsCl	hecked Bag	gage			1						
Patdown									2				
Partdown - Flyer							0	A	2			1	
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Diabetes							2	1		1		1	
Persons w/ Disabilities (PWD) - Diabetes		t Wheelcha	air or Scoote	er)			1						
Persons w/ Disabilities (PWD) - Visual Im		. WHOOIOH	an or 0000to	,,			1						
Persons w/ Disabilities (PWD) - Wheelch		Segway						1				1	
Property - Special Handling		1							4	2	2		
Property - Special Handling - Damaged It		1							3	1	1		
Property - Special Handling - Missing Iter										1			
Property - Special Handling - Missing Iter	ns - Checked								1		1		
Screening - Inconsistency		1		2		2	3	4	2	2	1	2	2
Screening - Inconsistency Screening - Lengthy Lines						ı	1	3			ı		
Screening - Procedures/Process		1		2		1	2	1	1	2		2	12
2023	23	29	15	17	6	22	14	15	13	11	15	7	187
Additional Information Required/Insufficient In	formation											1	
Additional Information Required/Insufficie	nt Informatio	n - EMAIL (	ONLY									1	
Civil Rights						1	2						
Civil Rights - Race Customer Service	1	3			1	1 1	1	2			1		1
Customer Service - Others	1	3			ı	ı	1	3			1		1
Customer Service - TSO	1	3			1	1	1	2			1		10
Expedited Passenger Screening Program	13	22	12	12	4	14	10	10	10	8	13	6	134
Expedited Passenger Screening Program	- DoD	2											
Expedited Passenger Screening Program		ation Prος							1		1		
Expedited Passenger Screening Program	13	20	10	12	4	14	10	10	9	8	12	6	12
Mishandling of Passenger Property	1/h 4! !		1			2			1	1			
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam			arry-on Lugo	gage		2			1	1			
No Jurisdiction	lageu/iviissiii	g itemsC	<u> </u>										
No Jurisdiction - Refer to Other		1											
Patdown		1											
Patdown - Flyer		1											
Persons w/ Disabilities (PWD)				1				1		1			
Persons w/ Disabilities (PWD) - Diabetes										1			
Persons w/ Disabilities (PWD) - Medically								1					
Persons w/ Disabilities (PWD) - Respirate	ory and Inhale		ent	1		4			4		4		
Property - Special Handling Property - Special Handling - Damaged It	eme - Carry-l	1 On		1		1			1		1		
Property - Special Handling - Damaged It		JII		· ·							ı		
Property - Special Handling - Missing Iter		1		1									
Property - Special Handling - Missing Iten		1							1				
Screening	8	1	2	2	1	3	1	1	1	1			2
Screening - Crew Member or Airline Emp	-			1									
Screening - Inconsistency	1					1		1					
Screening - Lengthy Lines	1	1	0	1	1	2	4		1	1			1
Screening - Procedures/Process 2024	6 10	Į.	2				1		1				1:
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												
Expedited Passenger Screening Program	8												
Expedited Passenger Screening Program													
Expedited Passenger Screening Program													(
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
LNK	7	5	7	4	1	3	5	8	1	2	6	9	5
2022	3	1	1	. 2			2	3			4	6	2
Civil Rights												1	
Civil Rights - Race												1	
Customer Service	1	1					1					3	
Customer Service - TSO	1	1					1					3	
Expedited Passenger Screening Program				1			1	2			3	1	
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram								1		
Expedited Passenger Screening Program				1			1	2			2	1	
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Ba	iggage				1					
Patdown				1									
Patdown - Flyer				1									
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)												
Persons w/ Disabilities (PWD) - Prosthesi	1												
Screening	1										1	1	
Screening - Procedures/Process	1										1	1	
2023	3	4	(	3 2	1	3	3	5	1	2	2	3	
Civil Rights												1	
Civil Rights - Race												1	
Customer Service			1	1				1					
Customer Service - TSO			1	1				1					
Expedited Passenger Screening Program	2	3	4	1	1	3	3	1	1	1		2	
Expedited Passenger Screening Program	- TSA Appl	ication Pro	1										
Expedited Passenger Screening Program	2	3	3	3 1	1	3	3	1	1	1		2	
Mishandling of Passenger Property	1	1									1		
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	arry-on Lu	ggage							1		
Mishandling of Passenger Property - Dam	naged/Missi	1											
Mishandling of Passenger Property - Disa	1												
Patdown													
Patdown - Flyer													
Screening								3		1	1		
Screening - Inconsistency								1			1		
Screening - Lengthy Lines										1			
Screening - Procedures/Process								2					
2024	1												
Customer Service	1												
Customer Service - TSO	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
LNY					1				1				2
2022					1				1				2
Customer Service					1				1				2
Customer Service - TSO					1				1				2

			SA Contac	t Center (	ICC) Data	001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LRD	4	4	5		1	1	1	1	1	2	3	1	24
2022		3	1			1	1		1	2	2	1	12
Expedited Passenger Screening Program		2	1			1				2	2	1	9
Expedited Passenger Screening Program	- TSA PreC	2	1			1				2	2	1	9
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling		1											1
Property - Special Handling - Missing Item	ns - Checke	1											1
Screening									1				1
Screening - Inconsistency									1				1
2023	2	1	4		1			1			1		10
Expedited Passenger Screening Program	2	1	4		1			1			1		10
Expedited Passenger Screening Program	2	1	4		1			1			1		10
2024	2												2
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	2												2

			SA Conta	ct Center (	icc) Data	1001 - FUIA	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LSE	3	3	1	1	1	3	6	2		1	1	2	24
2022	2	3			1	2	4	1		1	1	2	17
Civil Rights											1		1
Civil Rights - Race											1		1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	2	1			1	1	4	1		1		1	12
Expedited Passenger Screening Program	2	1			1	1	4	1		1		1	12
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Internal M	/ledical Device	es				1							1
Screening		1											1
Screening - Procedures/Process		1											1
2023			1	1		1	2	1					6
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program			1			1	2	1					5
Expedited Passenger Screening Program	- TSA PreCh	eck	1			1	2	1					5
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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

			I SA CUIILA	ci center (	rcc) Data	OUI - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LWS	1	1			3	2	3				1		11
2022					1								1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program	- TSA PreC	heck			1								1
2023		1			2	2	3				1		9
Customer Service					1		1				1		3
Customer Service - TSO					1		1				1		3
Expedited Passenger Screening Program					1	1							2
Expedited Passenger Screening Program	- TSA PreC	heck			1	1							2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Medical D	Devices - At	tached to th	e Body				1						1
Property - Special Handling						1	1						2
Property - Special Handling - Damaged Ite	ems - Check	ked				1							1
Property - Special Handling - Missing Item	ns - Carry-O	n					1						1
Screening		1											1
Screening - Procedures/Process		1											1
2024	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1

			TSA Contac	ct Center (1	「CC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LYH	4		3	1		3		3	3	3	4	6	30
2022	1		2			1			1	3	2	4	14
Customer Service											1		1
Customer Service - TSO											1		1
Duplicate E-mail			1										1
Duplicate E-mail - General			1										1
Expedited Passenger Screening Program	1		1						1	3		4	10
Expedited Passenger Screening Program	1		1						1	3		4	10
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsC	arry-on Lug	gage							1		1
Screening						1							1
Screening - Procedures/Process						1							1
2023			1	1		2		3	2		2	2	13
Customer Service								2	1		1	1	5
Customer Service - TSO								2	1		1	1	5
Expedited Passenger Screening Program			1	1		2			1				5
Expedited Passenger Screening Program	<ul> <li>TSA PreCh</li> </ul>	neck	1	1		2			1				5
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsC	arry-on Lug	gage								1	1
Patdown											1		1
Patdown - Flyer											1		1
Screening								1					1
Screening - Crew Member or Airline Emplo	oyee							1					1
2024	3												3
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	2												2

		TS	A Contact			Tool - FOIA							
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
MAF	7	15	6	13	7	11	21	18	8	11	15	21	15
2022	3	3	5	5	3	5	9	8	5	3	5	10	ε
Civil Rights					1		1						
Civil Rights - Hair Patdowns					1								
Civil Rights - Transgender Screening							1						
Customer Service			1	1	1	1					2		
Customer Service - TSO			1	1	1	1					2		
Expedited Passenger Screening Program	1	2	2	2		3	6	4	3	2	2	10	
Expedited Passenger Screening Program	- DoD					1							
Expedited Passenger Screening Program	- TSA Appl	1							1				
Expedited Passenger Screening Program	1	1	2	2		2	6	4	2	2	2	10	
Locks							1						
Locks - Missing or Damaged Lock							1						
Mishandling of Passenger Property								2					
Mishandling of Passenger Property - Dam	naged/Missing I	temsCar	ry-on Lugg	age				1					
Mishandling of Passenger Property - Dam								1					
Patdown				, 5							1		
Patdown - Flyer											1		
Persons w/ Disabilities (PWD)	1			1		1							
Persons w/ Disabilities (PWD) - General	1												
Persons w/ Disabilities (PWD) - Medically	/ Necessary Me	dication a	nd Medic	1									
Persons w/ Disabilities (PWD) - Wheelch			ind Medic	1		1							
Property - Special Handling		gway		1		- 1	1		1				
Property - Special Handling - Damaged It	ems - Carry-Or			1			1		1				
Property - Special Handling - Damaged It				1			1		- 1				
	ems - Checked	1	2	I	1			0	4	- 4			
Screening	1	1			I			2	1	1			
Screening - Inconsistency	1								1				
Screening - Lengthy Lines			1_		1			1					
Screening - Procedures/Process		1	1_					1		1			
2023	2	12	1	8	4	6	12	10	3	8	10	11	
Customer Service		1		1		1		1					
Customer Service - TSO		1		1		1		1		_		1	
Expedited Passenger Screening Program	2	9	1	7	3	4	9	4	3	7	9	9	
Expedited Passenger Screening Program		1											
Expedited Passenger Screening Program		1											
Expedited Passenger Screening Program	2	7	1	7	3	4	9	4	3	7	9	9	
Locks								1					
Locks - Missing or Damaged Lock								1					
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dam	naged/Missing I	temsChe	ecked Bago	jage			1						
Patdown											1		
Patdown - Flyer											1		
Persons w/ Disabilities (PWD)						1	1						
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication a	ınd Medica	Supplies			1						
Persons w/ Disabilities (PWD) - Mobility [	Disability (Not V	Vheelchai	r or Scoote	r)		1							
Property - Special Handling								1					
Property - Special Handling - Damaged It	ems - Carry-Or	l						1					
Screening		2			1		1	3		1		1	
Screening - Inconsistency							1						
Screening - Lengthy Lines		2											
Screening - Procedures/Process					1			3		1		1	
2024	2												
Expedited Passenger Screening Program	2												

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

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

Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Ident Customer Service	10-Oct 1 172 26	1-Nov 1											
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Ident						3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Ident	26	109	103	82	97	127	112	155	127	108		124	1,423
Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Ident		44	43	27	30	56	48	74	68	50	51	61	578
Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Ident								1					1
Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Ident								1					1
Civil Rights - Race Civil Rights - Sex/Gender/Gender Ident							1		1	1		3	6
Civil Rights - Sex/Gender/Gender Ident												2	2
							1			1		1	3
Customer Service	ty- Not Transger	der							1				1
		3	4	3		3	1	4	4	7	10	6	45
Customer Service - TSO		3	4	3		3	1	4	4	7	10	6	45
Expedited Passenger Screening Program	20	36	34	22	27	48	40	44	50	32	34	42	429
Expedited Passenger Screening Progra	m - DoD				1	1							2
Expedited Passenger Screening Progra		5	5	2	2	1	1		3	2	1	1	24
Expedited Passenger Screening Progra		30	29	20	24	45	38	43	47	30	32	40	397
Expedited Passenger Screening Progra		1				1	1	1			1	1	6
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Dome	etic					1							
Mishandling of Passenger Property	1	1						2				2	6
Mishandling of Passenger Property - Da		1						1				2	4
			dead Dannan										4
Mishandling of Passenger Property - Da		temsCned	скей ваддад	e				1					
Mishandling of Passenger Property - Da	ım 1												1
No Jurisdiction					1					1			2
No Jurisdiction - Refer to Other					1					1			2
Notice of Violation/Civil Penalties								1					1
Notice of Violation/Civil Penalties - Ger	eral							1					1
Patdown	2	1	1	1			1	1	1	3	1	1	13
Patdown - Flyer	2		1	1			1	1	1	3		1	12
Patdown - General	1 -	1	•								- '		1
Persons w/ Disabilities (PWD)	1		1				1	1	1			1	6
Persons w/ Disabilities (PWD) - Interna			-				- '		1				1
Persons w/ Disabilities (PWD) - Interna Persons w/ Disabilities (PWD) - Medica			d Medical C	unnline			1		- 1			1	2
				applies			1					1	
Persons w/ Disabilities (PWD) - Touch	- 4	iuma)	1					1					2
Persons w/ Disabilities (PWD) - Wheele	h 1												1
Property - Special Handling		1	3			3	2			1		2	12
Property - Special Handling - Damaged			1				1						2
Property - Special Handling - Damaged	Items - Checked	i	1			1						1	3
Property - Special Handling - Missing It	ems - Carry-C	1					1						2
Property - Special Handling - Missing It	ems - Checked		1			2				1		1	5
Screening	2	2		1	2	1	2	20	10	5	6	4	55
Screening - Inconsistency	_				_		1	1	1	1			7
Screening - Lengthy Lines	1							14	3	'		<u> </u>	18
Screening - Procedures/Process	1	2		1	2	1	1	5	6	2	4	3	28
						- 1	ļ.	5	0				
Screening - Retrieving Abandoned/Con	Iscaled Items								-	2			2
TWIC	1								1				1
TWIC - General	1				A				1				1
23	63	65	60	55	67	71	64	81	59	58	56	63	762
Additional Information Required/Insufficient				1		1							2
Additional Information Required/Insuffic	ent Information -	EMAIL ON		1		1							2
Civil Rights			1		1	1					1		4
Civil Rights - National Origin			1										1
Civil Rights - Sex/Gender/Gender Ident	ty- Not Transger	der			1	1					1		3
								1					1
Current Topic													4
•	1	5	4					1					1
Current Topic Current Topic - Current Topic Customer Service			4	5	8	6	3		1	3	2	1	
Current Topic - Current Topic Customer Service	'		4	5	8	6	3	3	1	3	2	1	42
Current Topic - Current Topic Customer Service Customer Service - Others							1	3					42 1
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO	1	5	4	5	8	6	1 2	3	1	3	2	1	42 1 41
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	1 49	52	4 52	5 45	8 52	6 57	1	3 67	1 49		2 43	1 55	42 1 41 618
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 49 m 4	52 1	4 52 4	5 45 3	8 52 1	6 57 1	1 2 52	3 3 67 1	1 49 1	3 45	2 43 1	1 55 3	42 1 41 618 20
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Prograe Expedited Passenger Screening Prograe	1 49 m 4 m 45	52	4 52	5 45	8 52	6 57	1 2	3 67	1 49	3	2 43 1	1 55	42 1 41 618 20 598
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Prograe Expedited Passenger Screening Prograe Hazardous Materials Safety	1 49 m 4 m 45	52 1	4 52 4	5 45 3	8 52 1	6 57 1	1 2 52	3 3 67 1	1 49 1	3 45	2 43 1	1 55 3	42 1 41 618 20 598 1
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Prograe Expedited Passenger Screening Prograe Hazardous Materials Safety Hazardous Materials Safety - General	1 49 m 4 m 45	52 1	4 52 4	5 45 3	8 52 1 51	6 57 1	1 2 52	3 3 67 1	1 49 1 48	3 45	2 43 1	1 55 3	42 1 41 618 20 598 1
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Prograe Expedited Passenger Screening Prograe Hazardous Materials Safety	1 49 m 4 m 45	52 1	4 52 4	5 45 3	8 52 1	6 57 1	1 2 52	3 3 67 1	1 49 1	3 45	2 43 1	1 55 3	42 1 41 618 20 598 1
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Prograe Expedited Passenger Screening Prograe Hazardous Materials Safety Hazardous Materials Safety - General	1 49 m 4 m 45	52 1	4 52 4	5 45 3	8 52 1 51	6 57 1	1 2 52	3 3 67 1	1 49 1 48	3 45	2 43 1	1 55 3	42 1 41 618 20 598 1
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Prograe Expedited Passenger Screening Prograe Hazardous Materials Safety Hazardous Materials Safety - General Locks	1 49 m 4 m 45	52 1	4 52 4	5 45 3	8 52 1 51	6 57 1	1 2 52	3 3 67 1	1 49 1 48	3 45	2 43 1 42	1 55 3	42 1 41 618 20 598 1 1
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	1 49 m 4 m 45 1 1	52 1 51	4 52 4 48	5 45 3 42	8 52 1 51	6 57 1 56	1 2 52 52	3 67 1 66	1 49 1 48	3 45 45	2 43 1 42	1 55 3	42 1 41 618 20 598 1 1 2 2
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra Expedited Passenger Screening Progra Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da	1 49 m 4 m 45 1 1 1 maged/Missing	52 1 51	4 52 4 48 1 y-on Luggaga	5 45 3 42	8 52 1 51 51	6 57 1 56	1 2 52 52	3 3 67 1 66	1 49 1 48	3 45 45	2 43 1 42	1 55 3	42 1 41 618 20 598 1 1 2 2 2 10
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Prograe Expedited Passenger Screening Prograe Expedited Passenger Screening Prograe Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damaged Pro	1 49 m 4 m 45 1 1 1 maged/Missing	52 1 51	4 52 4 48	5 45 3 42	8 52 1 51 51	6 57 1 56	1 2 52 52	3 3 67 1 66	1 49 1 48 1 1 1 2 2	3 45 45	2 43 1 42	1 55 3	42 1 41 618 20 598 1 1 2 2 2 10 6
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Program Expedited Passenger Property Expedited Passenger Property Expedited Passenger Property - Day Expedited Passenger Passenger Passenger Property - Day Expedited Passenger	1 49 m 4 m 45 1 1 1 maged/Missing	52 1 51	4 52 4 48 1 y-on Luggaga	5 45 3 42	8 52 1 51 51	6 57 1 56	1 2 52 52	3 3 67 1 66	1 49 1 48 1 1 1 2 2	3 45 45	2 43 1 42	1 55 3	42 1 41 618 20 598 1 1 2 2 2 10 6 4
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Program Expedited Passenger Property Expedited Passenger Property Expedited Passenger Property - Day Expedited Passenger	1 49 m 4 m 45 1 1 1 maged/Missing	52 1 51 51	4 52 4 48 1 y-on Luggaga	5 45 3 42	8 52 1 51 51	6 57 1 56 2 1	1 2 52 52 52	3 3 67 1 66	1 49 1 48 1 1 1 2 2	3 45 45 1	2 43 1 42	1 55 3	42 1 41 618 20 598 1 1 2 2 2 10 6 4 4 2 2
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Program Expedited Passenger Property Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Damaged Lock Mishandling of Passenger Property - Damaged Lock Mishandling of Passenger Property - Damaged Lock No Jurisdiction - No Referral Patdown	1 49 m 4 m 45 1 1 1 maged/Missing	52 1 51	4 52 4 48 1 y-on Luggaga	5 45 3 42	8 52 1 51 51	6 57 1 56	1 2 52 52 52	3 3 67 1 66	1 49 1 48 1 1 1 2 2	3 45 45	2 43 1 42	1 55 3	42 1 41 618 20 598 1 1 2 2 2 10 6 4 4 2 9
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damishandling of Passenger Pro	1 49 m 4 m 45 1 1 1 maged/Missing	52 1 51 51	4 52 4 48 1 y-on Luggaga	5 45 3 42	8 52 1 51 51	6 57 1 56 2 1 1	1 2 52 52 52 1 1	3 3 67 1 66	1 49 1 48 1 1 1 2 2	3 45 45 1 1 1	2 43 1 42	1 55 3	42 1 41 618 20 598 1 1 1 2 2 10 6 4 4 2 9
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damishandling of Passenger Pro	1 49 m 4 m 45 1 1 1 maged/Missing	52 1 51 51	4 52 4 48 1 y-on Luggaga	5 45 3 42	8 52 1 51 51	6 57 1 56 2 1	1 2 52 52 52	3 3 67 1 66	1 49 1 48 1 1 1 2 2	3 45 45 1	2 43 1 42	1 55 3	42 1 41 618 20 598 1 1 2 2 2 10 6 4 4 2 9
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damishandling of Passenger Pro	1 49 m 4 m 45 1 1 1 maged/Missing	52 1 51 51	4 52 4 48 1 y-on Luggaga	5 45 3 42	8 52 1 51 51	6 57 1 56 2 1 1	1 2 52 52 52 1 1	3 3 67 1 66	1 49 1 48 1 1 1 2 2	3 45 45 1 1 1	2 43 1 42	1 55 3	42 1 41 618 20 598 1 1 1 2 2 10 6 4 4 2 9
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damishandling of Passenger Pro	1 49 m 4 m 45 1 1 1 maged/Missing	52 1 51 51	4 52 4 48 1 y-on Luggaga	5 45 3 42	8 52 1 51 51	6 57 1 56 2 1 1	1 2 52 52 52 1 1	3 3 67 1 66	1 49 1 48 1 1 1 2 2	3 45 45 1 1 1	2 43 1 42	1 55 3 52	42 1 618 20 598 1 1 2 2 10 6 4 4 2 2 9
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damishandling of Passenger Pro	1 49 m 4 m 45 1 1 maged/Missing m 1	52 1 51 StemsCarry	4 52 4 48 1 y-on Luggaga	5 45 3 42	8 52 1 51 51	6 57 1 56 2 1 1	1 2 52 52 52 1 1	3 3 67 1 66	1 49 1 48 1 1 2 2	3 45 45 1 1 1	2 43 1 42	1 55 3 52	42 1 41 618 20 598 1 1 1 2 2 2 2 2 2 2 2 7 7 7
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Prograe Expedited Passenger Property Expedited Passenger Pr	1 49 m 4 m 45 1 1 maged/Missing m 1 6 ve 1	52 1 51 StemsCarry	4 52 4 48 1 y-on Luggaga	5 45 3 42	8 52 1 51 51	6 57 1 56 2 1 1	1 2 52 52 52 1 1	3 3 67 1 66	1 49 1 48 1 1 2 2	3 45 45 1 1 1	2 43 1 42	1 55 3 52	42 1 41 618 20 598 1 1 2 2 10 6 4 2 2 9 1 7 7
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Hazardous Materials Safety - General Eccks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Damishandling of Passeng	1 49 45 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	52 1 51 StemsCarry	4 52 4 48 1 y-on Luggaga	5 45 3 42	8 52 1 51 51	6 57 1 56 2 1 1	1 2 52 52 52 1 1	3 3 67 1 66	1 49 1 48 1 1 2 2	3 45 45 1 1 1 1	2 43 1 42	1 55 3 52	42 1 41 618 20 598 1 1 2 2 10 6 4 4 2 2 9 1 7 7
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damishandling of Passenger Pro	1 49 m 4 m 45 1 1 1 maged/Missing m 1 6 eve 1 1 ss 1 1	52 1 51 51 ItemsCarry	4 52 4 48 1 1 y-on Luggago	5 45 3 42	8 52 1 51 51	6 57 1 56 2 1 1	1 2 52 52 52 1 1	3 3 67 1 66	1 49 1 48 1 1 2 2	3 45 45 1 1 1 1	2 43 1 42	1 55 3 52	42 1 41 618 20 598 1 1 1 2 2 10 6 6 4 2 2 2 9 1 1 7 7
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damishandling of Passenger Pro	1 49 m 4 m 45 m 45 m 1 maged/Missing m 1 m 1 m 1 m 1 m 1 m 1 m 1 m 1 m 1 m	52 1 51 StemsCarry 1 1 2	4 52 4 48 1 1 y-on Luggago	5 45 3 42	8 52 1 51 51	6 57 1 56 2 1 1	1 2 52 52 52 1 1	3 3 67 1 66	1 49 1 48 1 1 2 2	3 45 45 1 1 1 1	2 43 1 42	1 55 3 52	42 1 41 618 200 598 1 1 1 2 2 2 2 1 10 6 6 4 4 2 2 2 7 7 7 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Expedited Property Expedited Passenger Property Expedited	1 49 m 4 m 45 1 1 1 maged/Missing m 1 6 eve 1 1 es 1 1 I Devices - Attac	52 1 51 51 ItemsCarry	4 52 4 48 1 1 y-on Luggago	5 45 3 42	8 52 1 51 51	6 57 1 56 2 1 1	1 2 52 52 52 1 1	3 3 67 1 66	1 49 1 48 1 1 2 2	3 45 45 1 1 1 1	2 43 1 42	1 55 3 52	42 1 41 618 20 598 1 1 1 2 2 10 6 6 4 2 2 2 9 1 1 7 7
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Prograe Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Damis Damis Description No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) - Cogniti Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical	1 49 m 4 m 45 1 1 maged/Missing m 1 1 ss 1 1 I Devices - Attacully 2 m 1 1	52 1 51 StemsCarry 1 1 2	4 52 4 48 1 1 y-on Luggago	5 45 3 42	8 52 1 51 51	6 57 1 56 2 1 1	1 2 52 52 52 1 1	3 3 67 1 66	1 49 1 48 1 1 2 2	3 45 45 1 1 1 1	2 43 1 42	1 55 3 52	42 1 41 618 20 598 1 1 1 2 2 2 2 9 9 1 7 7 1 1 4 1 2 2 2 2 1 7 7 7 1 1 1 1 1 1 1 1 1 1 1
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Expedited Property Expedited Passenger Property Expedited	1 49 m 4 m 45 1 1 maged/Missing m 1 1 ss 1 1 I Devices - Attacully 2 m 1 1	52 1 51 StemsCarry 1 1 2	4 52 4 48 1 1 y-on Luggago	5 45 3 42	8 52 1 51 51	6 57 1 56 2 1 1	1 2 52 52 52 1 1	3 3 67 1 66	1 49 1 48 1 1 2 2	3 45 45 1 1 1 1	2 43 1 42	1 55 3 52	42 1 41 618 200 598 1 1 1 2 2 2 2 1 10 6 6 4 4 2 2 2 7 7 7 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Prograe Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Damis Damis Description No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) - Cogniti Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical	1 49 m 4 m 45 1 1 maged/Missing m 1 1 l l l l l Devices - Attacully 2 m 1 1 r Disability (N-	52 1 51 StemsCarry 1 1 2 hed to the E	4 52 4 48 1 1 y-on Luggago	5 45 3 42	8 52 1 51 51	6 57 1 56 2 1 1	1 2 52 52 52 1 1	3 3 67 1 66	1 49 1 48 1 1 2 2	3 45 45 1 1 1 1	2 43 1 42	1 55 3 52	42 1 41 618 20 598 1 1 1 2 2 2 2 9 9 1 7 7 1 1 4 1 2 2 2 2 1 7 7 7 1 1 1 1 1 1 1 1 1 1 1
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Prograe Expedited Passenger Property Hazardous Materials Safety - General Ecoks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Damishandling of Passeng	1 49 m 4 45 m 45 1 1 1 1 maged/Missing m 1  I Devices - Attace must be selected as a finite must be sel	52 1 51 StemsCarry 1 1 2 hed to the E	4 52 4 48 1 1 y-on Luggago	5 45 3 42	8 52 1 51 51	6 57 1 56 2 1 1	1 2 52 52 52 1 1	3 3 67 1 66	1 49 1 48 1 1 1 2 2 1 1	3 45 45 1 1 1 1	2 43 1 42	1 55 3 52	42 1 41 618 20 598 1 1 2 2 10 6 6 4 2 2 2 9 1 1 7 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Program Expedited Passenger Property Expedited Property Expedited Passenger Property Expedited Property Expedited Property Expedited Property Expedited Passenger Property Expedited	1 49 m 4 45 m 45 1 1 1 1 maged/Missing m 1  I Devices - Attace must be selected as a finite must be sel	52 1 51 StemsCarry 1 1 2 hed to the E 1 1nd Casts	4 52 4 48 1 1 y-on Luggago	5 45 3 42 e	8 52 1 51 51	6 57 1 56 2 1 1	1 2 52 52 52 1 1	3 3 67 1 66	1 49 1 48 1 1 1 2 2 1 1	3 45 45 1 1 1 1	2 43 1 42	1 55 3 52	42 1 41 618 20 598 1 1 2 2 10 6 4 4 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Program Expedited Passenger Property  Mishandling of Passenger Property Mishandling of Passenger Property - Day Mishandling (PWD) - Medica Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Prosten	1 49 m 4 m 45 m 45 m 1 maged/Missing m 1 maged/Missing m 1 l Devices - Attacelly 2 m 1 l Disability (Nissis/Amputees and the 1 missis/Amputees and t	52 1 51 51 ItemsCarry 1 2 hed to the E 1 nd Casts	4 52 4 48 1 1 y-on Luggago	5 45 3 42 e	8 52 1 51 51	6 57 1 56 2 1 1	1 2 52 52 52 1 1	3 3 67 1 66	1 49 1 48 1 1 1 2 2 1 1	3 45 45 1 1 1 1	2 43 1 42	1 55 3 52	42 1 41 618 20 598 1 1 1 2 2 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1
Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Program Expedited Passenger Property Expedited Property Expedited Passenger Property Expedited Property Expedited Property Expedited Property Expedited Passenger Property Expedited	1 49 m 4 fm 45 fm	52 1 51 51 ItemsCarry 1 2 hed to the E 1 nd Casts	4 52 4 48 1 1 y-on Luggago	5 45 3 42 e	8 52 1 51 51	6 57 1 56 2 1 1	1 2 52 52 52 1 1	3 3 67 1 66	1 49 1 48 1 1 1 2 2 1 1	3 45 45 1 1 1 1	2 43 1 42	1 55 3 52	42 1 41 618 20 598 1 1 2 2 10 6 4 4 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1

			OA CUIILA	ot Genter (	Data	OUI - FUIA							
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Iten	ns - Checked	d									1		1
Screening	5	4	2	2	4	3	5	5	4	6	5	5	50
Screening - Crew Member or Airline Empl	oyee	1											1
Screening - Inconsistency	3		2		1				2	1			(
Screening - Lengthy Lines	1	2						1		2	2	2	10
Screening - Procedures/Process	1	1		2	3	3	5	4	2	2	3	3	29
Screening - Retrieving Abandoned/Confis	cated Items									1			
2024	83												83
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program	77												77
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	75												75
No Jurisdiction	1												1
No Jurisdiction - No Referral	1												1
Screening	3												3
Screening - Procedures/Process	3												3

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

			ISA Contac	t Center (	rcc) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCN	2	2	3	1		2	3	1	1		2	1	1
2022	1	2	2	1		1	3	1			2		1
Expedited Passenger Screening Program			2										
Expedited Passenger Screening Program	- TSA PreC	heck	2										
Mishandling of Passenger Property							1				2		
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	gage			1				1		
No Jurisdiction		1											
No Jurisdiction - Refer to Other		1											
Persons w/ Disabilities (PWD)	1	1				1							
Persons w/ Disabilities (PWD) - General						1							
Persons w/ Disabilities (PWD) - Metal Im	1	1											
Property - Special Handling				1			1	1					
Property - Special Handling - Damaged It	ems - Check	ked					1						
Property - Special Handling - Missing Iter	ns - Checke	d		1				1					
Screening							1						
Screening - Procedures/Process							1						
2023	1		1			1			1			1	
Civil Rights												1	
Civil Rights - Race												1	
Expedited Passenger Screening Program	1					1							
Expedited Passenger Screening Program	1					1							
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	gage					1				
Patdown			1										
Patdown - Flyer			1										

		TS	SA Contact		•								
Categories	10-Oct	11-Nov	12-Dec	01-Jan (	02-Feb (	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCO	981	652	700	643	642	868	802	812	676	666	611	626	8,679
2022	214	254	301	240	236	386	395	402	346	316	313	306	3,709
Additional Information Required/Insufficient Information	formation			1								2	3
Additional Information Required/Insufficien	nt Information	- EMAIL O	NLY	1								2	3
Airline		1	1				1	1	1	1		2	8
Airline - Lost Baggage								1	1			1	3
Airline - Policy/Regulations/Service		1	1				1			1		1	5
Business, Suggestions, and Ideas					1		'						1
Business, Suggestions, and Ideas - Gene	ral				1								1
Civil Rights	2	5	7	5	2	5	9	4	5	5	10	5	64
Civil Rights - Age		1	/	5		5	9	4	5	5	10	1	
		1										1	2
Civil Rights - Civil Rights Violation (TSA E	Imployee)		1								4		1
Civil Rights - Constitutional Rights				2			1		1		1		5
Civil Rights - National Origin			1							1	1		3
Civil Rights - Profiling							1						1
Civil Rights - Race					1	4	6	3	2	2	5	3	26
Civil Rights - Racial Profiling or Discrimin		2	5	3									11
Civil Rights - Sex/Gender/Gender Identity		nder			1	1		1			1	1	5
Civil Rights - Sexual Orientation - Not Tra	nsgender								2	1			3
Civil Rights - Transgender Screening	1	2					1			1	2		7
Claims		1			1	1		1					4
Claims - General		1			1			1					3
Claims - Status						1							1
Customer Service	46	49	34	36	32	49	42	55	53	44	40	27	507
Customer Service - CSM	1												1
Customer Service - Others	1			1	1	1		1					5
Customer Service - TCC						1							1
Customer Service - TSO	44	49	34	35	31	47	42	54	53	44	40	27	500
Expedited Passenger Screening Program	99	112	156	121	130	236	253	244	207	195	200	202	2,155
Expedited Passenger Screening Program		1	100	1	1	3	3	1	1	1	2	202	15
Expedited Passenger Screening Program				1	1	3	3	1	1	ı			2
Expedited Passenger Screening Program  Expedited Passenger Screening Program		15	11	5	8	5	8	9	10	6	4	7	91
Expedited Passenger Screening Program	93	95	145	115	121	228	241	232	195	188	193	194	2,040
Expedited Passenger Screening Program	2	1					1	1			1	1	7
Hazardous Materials Safety									1		1	1	3
Hazardous Materials Safety - General	_								1		1	1	3
Identification (ID) Requirements	2	1	1										4
Identification (ID) Requirements - Domest	2	1	1										4
Intranet/Internet Inquiries					1								1
Intranet/Internet Inquiries - General					1								1
Locks	3	1	1	2		2	1			1	2		13
Locks - Missing or Damaged Lock	3	1	1	2		2	1			1	2		13
Lost and Found	1	3	2	1	3	2		1	2	3	4	1	23
Lost and Found - Airport/TSA	1	3	2	1	3	2		1	2	3	4	1	23
Mishandling of Passenger Property	4	5	6	2	4	6	4	9	11	11	14	11	87
Mishandling of Passenger Property - Dam	3	3	2	1		3		3	2	5	4	4	30
Mishandling of Passenger Property - Dam	naged/Missii	2	4		4	2	3	6	7	4	10	6	48
Mishandling of Passenger Property - Disa	1			1		1	1		2	2		1	9
No Jurisdiction		1		3	2	1		4	2	3		1	17
No Jurisdiction - No Referral								3	1	1			5
No Jurisdiction - Refer to CBP		1		1	1	1		1	1	2		1	9
No Jurisdiction - Refer to Other		•		2	1							•	3
Patdown	1	8	4	3	1	4	3	7	3	5	6	7	52
Patdown - Children	'	1		1	- '	2	3	- '	3	J	3	1	8
Patdown - Flyer	1	7	2		1	2	2	0	2				
•	1	- 1	3	2	ı		3	6	3	5	3	6	42
Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	4.4	40	1		^	40	40	1 1			_	40	110
,	11	12	10	8	9	10	12	15	6	9	7	10	119
Persons w/ Disabilities (PWD) - Autism S		4-174	Dia - 0.000	1							1		2
Persons w/ Disabilities (PWD) - Cognitive		ntai /Menta		2	1	1	1					2	7
Persons w/ Disabilities (PWD) - Diabetes			. 1		1		3	1	3	1	1		12
Persons w/ Disabilities (PWD) - Diapers/0		ssings/Mas		1						1		1	3
Persons w/ Disabilities (PWD) - General	2	1	1	1	3	1	1		1		1		12
Persons w/ Disabilities (PWD) - Hearing I		1			1								2
Persons w/ Disabilities (PWD) - Internal N	Medical Dev	1											1
Persons w/ Disabilities (PWD) - Medical [	Devices - Atta	ched to th	1			1	1						3
Persons w/ Disabilities (PWD) - Medically	3	6	1		1	2	2	10		4	3	1	33
Persons w/ Disabilities (PWD) - Metal Imp	1			1			1						3
Persons w/ Disabilities (PWD) - Mobility D	1		3		1					1	1	2	9
Persons w/ Disabilities (PWD) - Prosthesi		and Casts	2			1		1					4
Persons w/ Disabilities (PWD) - Touch Av		2					1		1				5
Persons w/ Disabilities (PWD) - Visual Im									1			1	2
Persons w/ Disabilities (PWD) - Wheelcha		1	1	2	1	4	2	3		2		3	21
Prohibited & Permitted Items	4	3	2		'	7							9
Prohibited & Permitted Items - Alcohol an		1											1
Prohibited & Permitted Items - Electronic		1											2
Prohibited & Permitted Items - Food/Beve	2		A										
Prohibited & Permitted Items - General	_		1										1
Prohibited & Permitted Items - Liquids/Ge	2		1										3
Prohibited & Permitted Items - Marijuana		1											1
Property - Special Handling	20	12	25	16	16	22	18	15	13	12	10	10	189
Property - Special Handling - Damaged It	8	5	6	4	4	3	8	5	2	3	6	1	55
Property - Special Handling - Damaged It		4	5	4	4	3	1		2	2		2	31
Property - Special Handling - Missing Iten	7	2	9	4	6	12	6	6	4	5	1	3	65
Property - Special Handling - Missing Iten	1	1	5	4	2	4	3	4	5	2	3	4	38
Request for Assistance		1	1		2	1	1				1		7
Request for Assistance - Non-Persons w/	Disabilities	1											

						C) Data Too								
egories		10-Oct 1	1-Nov 12		01-Jan 0			•	5-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Request for Assistance - Other			1		2	1	1				1		6
Scre	reening	21	39	51	42	32	47	51	46	42	27	18	26	442
	Screening - Children		2						1					3
	Screening - Crew Member or Airline Empl Screening - Gate Pass	l								1	1 1			1
	Screening - Gate Fass Screening - Inconsistency	2	2	10	7	4	1	7	6	7	2	1	6	55
	Screening - Lengthy Lines	3	11	26	7	14	22	20	16	10	2	2		136
	Screening - Opposite Gender	J		1		- 17		20	- 10	- 10				130
	Screening - Procedures/Process	15	24	13	27	13	21	24	20	24	21	13	15	230
	Screening - Retrieving Abandoned/Confis			1	1	1	3		3			2		14
TW													1	1
	TWIC - General												1	1
2023		379	398	399	403	406	482	407	410	330	350	298	320	4,582
Add	ditional Information Required/Insufficient Inf			2	2				1					5
	Additional Information Required/Insufficier	nt Information -	EMAIL	2	2				1					5
	vanced Imaging Technology (AIT)			1			1							2
	Advanced Imaging Technology (AIT) - Fly						1							1
	Advanced Imaging Technology (AIT) - Ge	nerai		1							4		4	1
Airli				1	1		2		1		1	2	1	10
	Airline - Lost Baggage Airline - Policy/Regulations/Service			1	1		2		1		1	2	1	9
	il Rights	2	3	6	8	3	6	5	7	14	7	4		69
	Civil Rights - Age	1		2					1	1				5
	Civil Rights - Civil Rights Violation (TSA E	-mplovee)		1										1
	Civil Rights - Constitutional Rights								1					1
	Civil Rights - National Origin			1										1
	Civil Rights - Not Specified				1						1	1		3
	Civil Rights - Perceived Religion				1								1	2
	Civil Rights - Profiling									1	1			2
	Civil Rights - Race	1	1	2	2	2	2	3	3	10	1	1	2	30
	Civil Rights - Screening of Religious Cultu	iral and Cerem	onial Items							1		1		2
	Civil Rights - Screening of Religious or Cu		.s						1					1
	Civil Rights - Sex/Gender/Gender Identity		2		2		4	2	1	1	4	1	1	18
	Civil Rights - Sexual Orientation - Not Tra	nsgender				1								1
	Civil Rights - Transgender Screening				2									2
Clai		1			1				1		1			4
	Claims - General				1				1		1			3
0	Claims - Status	1			40	40			44	0.5	40		07	1
Cus	stomer Service Customer Service - CSM	35	35	36	46	48	53	54	41	35	40	22	37	482
	Customer Service - CSM  Customer Service - Others			2					1					2
	Customer Service - TSO	35	35	34	46	48	53	54	40	35	40	22	37	479
DH:	S TRIP	33		- 04	40	40		- 34	40		40	1	- 31	1
	DHS TRIP - General											1		1
Exp	pedited Passenger Screening Program	254	270	267	237	263	283	258	254	204	221	197	210	2,918
	Expedited Passenger Screening Program	- Active Duty I	/lilitary		1	1								2
	Expedited Passenger Screening Program		3	2	4		1	2			2			15
	Expedited Passenger Screening Program	9	11	15	4	4	3	6	7	5	4	5	4	77
	Expedited Passenger Screening Program		255	249	225	257	279	249	247	199	215	192	206	2,817
	Expedited Passenger Screening Program	- TSA/DHS	1	1	3	1		1						7
Haz	zardous Materials Safety		1		1					1		2		5
	Hazardous Materials Safety - General		1		1					1		2		5
Loc		1	2	2	1	2	1	1	2	1	1		1	15
	Locks - General													
	Locks - Missing or Damaged Lock					1								1
LOS		1	2	2	1	1	1	1	2	1	1		1	14
	st and Found	1	2	2	1		2	1	2	1	1		1 2	14
Mio	Lost and Found - Airport/TSA					1	2		2 2		1 1		1 2 2	14 7 7
	Lost and Found - Airport/TSA shandling of Passenger Property	12	12	7	12	1	2 2 13	13	2 2 17	11	1 1 10	8	1 2 2 7	14 7 7 130
	Lost and Found - Airport/TSA shandling of Passenger Property Mishandling of Passenger Property - Dam	12	12 7	7 6	12 8	8 3	2 2 13 8	13 7	2 2 17 10	11 6	1 1 10 5	4	1 2 2 7 6	14 7 7 130 73
	Lost and Found - Airport/TSA shandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	12 3 6	12 7 4	7	12 8 3	8 3 3	2 2 13 8 4	13 7 5	2 2 17 10 5	11	1 1 10	4	1 2 2 7 6	14 7 7 130 73
	Lost and Found - Airport/TSA shandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa	12 3 6	12 7	7 6	12 8 3 1	8 3 3 2	2 2 13 8 4 1	13 7	2 2 17 10 5	11 6 5	1 1 10 5 5	4 2 2	1 2 2 7 6	14 7 7 130 73 44
No .	Lost and Found - Airport/TSA shandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Jurisdiction	12 3 6	12 7 4	7 6	12 8 3	8 3 3	2 2 13 8 4	13 7 5	2 2 17 10 5 2	11 6	1 1 10 5	4	1 2 2 7 6	14 7 7 130 73 44 13
No .	Lost and Found - Airport/TSA shandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Jurisdiction No Jurisdiction - No Referral	12 3 6	12 7 4	7 6	12 8 3 1	8 3 3 2 2	2 2 13 8 4 1	13 7 5	2 2 17 10 5	11 6 5	1 1 10 5 5	4 2 2	1 2 2 7 6	14 7 7 130 73 44 13
No .	Lost and Found - Airport/TSA shandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP	12 3 6	12 7 4	7 6	12 8 3 1	8 3 3 2	2 2 13 8 4 1	13 7 5	2 2 17 10 5 2	11 6 5	1 1 10 5 5	4 2 2 1	1 2 2 7 6	14 7 7 130 73 44 13 9
No .	Lost and Found - Airport/TSA shandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other	12 3 6	12 7 4	7 6	12 8 3 1	8 3 3 2 2	2 2 13 8 4 1	13 7 5	2 2 17 10 5 2	11 6 5	1 1 10 5 5	4 2 2	1 2 2 7 6	14 7 7 130 73 44 13 9 1
No .	Lost and Found - Airport/TSA shandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP	12 3 6 3	12 7 4	7 6	12 8 3 1	8 3 3 2 2	2 2 13 8 4 1	13 7 5	2 2 17 10 5 2	11 6 5	1 1 10 5 5	4 2 2 1	1 2 2 7 6 1	14 7 7 130 73 44 13 9
No .	Lost and Found - Airport/TSA shandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other tice of Violation/Civil Penalties	12 3 6 3	12 7 4	7 6	12 8 3 1	8 3 3 2 2	2 2 13 8 4 1	13 7 5	2 2 17 10 5 2	11 6 5	1 1 10 5 5	4 2 2 1	1 2 2 7 6 1	14 7 7 130 73 44 13 9 1 4
No .	Lost and Found - Airport/TSA shandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other tice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener	12 3 6 3 3	12 7 4 1	7 6 1	12 8 3 1 1	8 3 3 2 2	2 2 13 8 4 1 2	13 7 5 1	2 2 17 10 5 2 1	11 6 5	1 1 10 5 5 1	4 2 2 1 1 1 1	1 2 2 7 6 1	144 77 73 130 73 44 13 9 1 1 4 4 2 2 2 2
No .	Lost and Found - Airport/TSA shandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Jurisdiction  No Jurisdiction - No Referral  No Jurisdiction - Refer to CBP  No Jurisdiction - Refer to Other tice of Violation/Civil Penalties  Notice of Violation/Civil Penalties - Gener down  Patdown - Children  Patdown - Flyer	12 3 6 3 3	12 7 4 1	7 6 1	12 8 3 1 1	8 3 3 2 2 2	2 2 13 8 4 1 2	13 7 5 1	2 2 17 10 5 2 1	11 6 5	1 1 10 5 5 1	4 2 2 1 1 1 1	1 2 2 7 6 1	144 77 73 130 73 44 133 9 1 1 4 4 4 2 2 2 2 8 8 4 5 7 6
No di Noti	Lost and Found - Airport/TSA shandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Jurisdiction  No Jurisdiction - No Referral  No Jurisdiction - Refer to CBP  No Jurisdiction - Refer to Other lice of Violation/Civil Penalties  Notice of Violation/Civil Penalties - Generatiown  Patdown - Children  Patdown - Flyer  Patdown - Flyer as Observer	12 3 6 3 3	12 7 4 1	7 6 1 7 1 5	12 8 3 1 1 1	8 3 3 2 2 2 2	2 2 13 8 4 1 2 2	13 7 5 1	2 2 17 10 5 2 1 1	11 6 5 1 1	1 1 10 5 5 1 1	4 2 2 1 1 1 1 1 5	1 2 2 7 6 1 1	144 77 73 130 73 44 13 9 1 1 4 4 2 2 2 2 84 5 76
No di Noti	Lost and Found - Airport/TSA shandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other tice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener down Patdown - Children Patdown - Flyer Patdown - Flyer as Observer resons w/ Disabilities (PWD)	12 3 6 3 3	12 7 4 1	7 6 1 7 1 5 1 8	12 8 3 1 1 1	8 3 3 2 2 2	2 2 13 8 4 1 2 2 9	13 7 5 1	2 2 17 10 5 2 1 1 1	11 6 5 1	1 1 10 5 5 1 1	4 2 2 1 1 1 1 5 5	1 2 2 7 6 1 1 1 1 4 4 4 6 6	144 77 73 130 73 44 13 9 1 1 4 4 2 2 2 8 8 4 5 7 6 6 3 3 1 6 1 6 1 6 1 6 1 6 1 6 1 6 1 6
No di Noti	Lost and Found - Airport/TSA shandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other tice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener down Patdown - Children Patdown - Flyer Patdown - Flyer as Observer rsons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp	12 3 6 3 3	12 7 4 1	7 6 1 7 1 5 1 8	12 8 3 1 1 1	8 3 3 2 2 2 2	2 2 13 8 4 1 2 2	13 7 5 1	2 2 17 10 5 2 1 1	11 6 5 1 1	1 1 10 5 5 1 1	4 2 2 1 1 1 1 1 5	1 2 2 7 6 1 1 1 1 4 4 4 6 6	144 77 73 130 73 444 133 9 11 4 4 4 2 2 2 2 2 8 4 5 7 6 7 6 7 7 7 8
No di Noti	Lost and Found - Airport/TSA shandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other tice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener down Patdown - Children Patdown - Flyer Patdown - Flyer as Observer sons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca	12 3 6 3 3 al 6 6 10 2 ancer	12 7 4 1 3 3 3	7 6 1 7 1 5 1 8	12 8 3 1 1 1	8 3 3 2 2 2 2 8 1 7	2 2 13 8 4 1 2 2 9	13 7 5 1	2 2 17 10 5 2 1 1 1	11 6 5 1 1	1 1 10 5 5 1 1	4 2 2 1 1 1 1 5 5	1 2 2 7 6 1 1 1 1 4 4 4 6 6	144 77 73 130 73 444 133 9 11 4 4 2 2 2 2 8 8 4 5 7 6 6 3 3 1 6 6 6 6 7 6 7 6 7 6 7 6 7 6 7 6 7 6 7
No di Noti	Lost and Found - Airport/TSA shandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Jurisdiction  No Jurisdiction - No Referral  No Jurisdiction - Refer to CBP  No Jurisdiction - Refer to Other title of Violation/Civil Penalties  Notice of Violation/Civil Penalties - Generation  Patdown - Children  Patdown - Flyer  Patdown - Flyer as Observer sons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Breast Capersons w/ Disabilities (PWD) - Cancer (GPE)	12 3 6 3 3 al 6 10 2 ancer general) Not Br	12 7 4 1 3 3 13 2	7 6 1 7 1 5 1 8 1 2	12 8 3 1 1 1	8 3 3 2 2 2 2	2 2 13 8 4 1 2 2 2 9 9	13 7 5 1	2 2 17 10 5 2 1 1 1 1 11	11 6 5 1 1	1 1 10 5 5 1 1 1 6 1 5 1 9	4 2 2 1 1 1 1 5 5	1 2 2 7 6 1 1 1 1 4	144 77 73 1300 73 444 133 9 9 11 4 4 4 2 2 2 8 4 5 76 6 3 3 160 0 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
No di Noti	Lost and Found - Airport/TSA shandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Jurisdiction  No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other tice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener down Patdown - Children Patdown - Flyer Patdown - Flyer as Observer sons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Si Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (see Persons w/ Disabilities (PWD) - Cancer (see Persons w/ Disabilities (PWD) - Cognitive	12 3 6 3 3 al 3 al 6 10 2 ancer general) Not Br	12 7 4 1 3 3 13 2 east Cancer	7 6 1 7 1 5 1 8 1 2	12 8 3 1 1 1	8 3 3 2 2 2 2 8 1 7	2 2 13 8 4 1 2 2 2 9 9	13 7 5 1	2 2 17 10 5 2 1 1 1 11 11 19 2	11 6 5 1 1 10 10	1 1 10 5 5 1 1 1 6 1 5 19 6	4 2 2 1 1 1 1 5 5	1 2 2 7 6 1 1 1 4 4	144 77 73 133 444 133 9 14 4 4 4 2 2 2 8 4 8 5 76 3 160 2 2 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1
No di Noti	Lost and Found - Airport/TSA shandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Jurisdiction  No Jurisdiction - No Referral  No Jurisdiction - Refer to CBP  No Jurisdiction - Refer to Other dice of Violation/Civil Penalties  Notice of Violation/Civil Penalties - Gener down  Patdown - Children  Patdown - Flyer  Patdown - Flyer as Observer  Tesons w/ Disabilities (PWD) - Autism Signersons w/ Disabilities (PWD) - Breast Capersons w/ Disabilities (PWD) - Cancer (generation of Persons w/ Disabilities (PWD) - Cancer (generation of Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes	12 3 6 3 3 al 3 al 6 10 2 ancer general) Not Br	12 7 4 1 3 3 13 2	7 6 1 7 1 5 1 8 1 2	12 8 3 1 1 1	8 3 3 2 2 2 2 8 1 7	2 2 13 8 4 1 2 2 2 9 9	13 7 5 1	2 2 17 10 5 2 1 1 1 1 11	11 6 5 1 1	1 1 10 5 5 1 1 1 6 1 5 1 9	4 2 2 1 1 1 1 5 5	1 2 2 7 6 1 1 1 4 4	144 77 73 1300 444 133 9 11 44 44 22 22 23 33 1600 20 22 11
No di Noti	Lost and Found - Airport/TSA shandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other tice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener down Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer rsons w/ Disabilities (PWD) - Autism St Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/C	12 3 6 3 3 al 3 al 6 10 2 ancer general) Not Br	12 7 4 1 3 3 3 13 2 east Cancer 1	7 6 1 7 1 5 1 8 1 2	12 8 3 1 1 1	8 3 3 2 2 2 2 5	2 2 13 8 4 1 2 2 2 9 9	13 7 5 1	2 2 17 10 5 2 1 1 1 11 11 19 2	11 6 5 1 1 10 10 17	1 1 10 5 5 1 1 1 6 1 5 19 6	4 2 2 1 1 1 1 5 5	1 2 2 7 6 1 1 1 4 4	144 77 73 133 444 133 9 11 44 4 4 2 2 2 2 3 3 16C 2 2 2 17 17 18 18 18 18 18 18 18 18 18 18 18 18 18
No di Noti	Lost and Found - Airport/TSA shandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other tice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener down Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer rosns w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Oiabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Diapers/C	12 3 6 3 3 al 6 6 10 2 ancer general) Not Br	12 7 4 1 3 3 13 2 east Cancer	7 6 1 7 1 5 1 8 1 2	12 8 3 1 1 1 1 8 2 5 1 1 13	8 3 3 2 2 2 2 8 1 7	2 2 13 8 4 1 2 2 2 9 9	13 7 5 1	2 2 17 10 5 2 1 1 1 11 11 19 2	11 6 5 1 1 10 10	1 1 10 5 5 1 1 1 6 1 5 19 6	4 2 2 1 1 1 1 5 5	1 2 2 7 6 1 1 1 4 4	144 77 73 73 73 744 133 9 11 4 4 4 4 2 2 2 2 8 8 4 5 7 6 6 6 7 6 9 9 9 1 9 1 9 1 9 1 9 1 9 1 9 1 9 1 9
No di Noti	Lost and Found - Airport/TSA shandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other tice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Generative of Violation/Civil Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/Cepersons w/ Disabilities (PWD) - Diapers/Cepersons w/ Disabilities (PWD) - Diapers/Cepersons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I	al 6 10 2 ancer general) Not Br //Developm mpairment	12 7 4 1 3 3 3 13 2 east Cancer 1 1	7 6 1 7 1 5 1 8 1 2	12 8 3 1 1 1 1 8 2 5 1 1 13	8 3 3 2 2 2 2 5	2 2 13 8 4 1 2 2 2 9 9 19 2	13 7 5 1	2 2 17 10 5 2 1 1 1 1 11 11 11 2	11 6 5 1 1 10 10 17	1 1 10 5 5 1 1 1 6 1 5 19 6	4 2 2 1 1 1 1 5 5	1 2 2 7 6 1 1 1 4 4	144 77 73 130 73 444 133 9 11 4 4 2 2 2 2 8 8 4 5 7 6 6 3 3 1 1 0 2 0 2 0 1 1 1 1 1 1 1 1 1 1 1 1 1
No di Noti	Lost and Found - Airport/TSA shandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other tice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener down Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer sons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (C Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal N	al  6  10  2 ancer general) Not Bre //Developm  1 mpairment //dedical Devices	12 7 4 1 3 3 3 13 2 east Cancer 1 1	7 6 1 7 1 5 1 8 1 2	12 8 3 1 1 1 1 1 8 2 5 1 1 13	8 3 3 2 2 2 2 5	2 2 13 8 4 1 2 2 2 9 9 19 2	13 7 5 1	2 2 17 10 5 2 1 1 1 1 11 11 11 2	11 6 5 1 1 10 10 17	1 1 10 5 5 1 1 1 6 1 5 19 6	4 2 2 1 1 1 1 5 5 13 2	1 2 2 7 6 1 1 1 4 4	144 77 73 130 73 44 133 9 11 4 4 4 2 2 2 8 8 4 5 7 6 6 3 3 160 20 20 2 2 1 1 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
No di Noti	Lost and Found - Airport/TSA shandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Jurisdiction  No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other tice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener down  Patdown - Children Patdown - Flyer Patdown - Flyer as Observer sons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Cancer (CPersons w/ Disabilities (PWD) - Cancer (CPersons w/ Disabilities (PWD) - Diapers/CPersons w/ Disabilities (PWD) - Diapers/CPersons w/ Disabilities (PWD) - Diapers/CPersons w/ Disabilities (PWD) - Hearing INPersons w/ Disabilities (PWD) - Hearing INPersons w/ Disabilities (PWD) - Internal INPERSONS w/ Disabilities (PWD) - INTERSONS w/ Disabilities (PWD) - IN	al 6 6 10 2 ancer general) Not Bre / / / / / / / / / / / / / / / / / / /	12 7 4 1 1 3 3 3 13 2 east Cancer 1 1	7 6 1 7 1 5 1 8 1 2	12 8 3 1 1 1 1 8 2 5 1 1 13	8 3 3 2 2 2 2 5	2 2 13 8 4 1 2 2 2 9 9 19 2	13 7 5 1	2 2 17 10 5 2 1 1 1 1 11 11 11 2	11 6 5 1 1 10 10 17	1 1 10 5 5 1 1 1 6 1 5 19 6	4 2 2 1 1 1 1 5 5 5 13 2	1 2 2 7 6 1 1 1 4 4	144 77 73 130 73 444 133 9 11 4 4 4 2 2 2 8 8 4 5 7 6 6 3 3 160 20 20 20 11 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7
No di Noti	Lost and Found - Airport/TSA shandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Jurisdiction  No Jurisdiction - No Referral  No Jurisdiction - Refer to CBP  No Jurisdiction - Refer to Other tice of Violation/Civil Penalties  Notice of Violation/Civil Penalties - Gener down  Patdown - Children  Patdown - Flyer  Patdown - Flyer as Observer  sons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Breast Capersons w/ Disabilities (PWD) - Caper (Spersons w/ Disabilities (PWD) - Diabetes  Persons w/ Disabilities (PWD) - Diapers/Capersons w/ Disabilities (PWD) - General  Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medi	al 6 6 10 2 ancer general) Not Br br browelopm 1 mpairment Medical Devices 1 1	12 7 4 1 3 3 3 13 2 east Cancer 1 1	7 6 1 7 1 5 1 8 1 2	12 8 3 1 1 1 1 1 8 2 5 1 1 13	8 3 3 2 2 2 2 5	2 2 13 8 4 1 2 2 2 9 9 19 2	13 7 5 1	2 2 17 10 5 2 1 1 1 11 11 19 2	11 6 5 1 1 10 10 17	1 1 10 5 5 1 1 1 6 1 5 19 6	4 2 2 1 1 1 1 5 5 13 2	1 2 2 7 6 1 1 1 4 4	144 77 73 130 73 444 133 99 11 44 42 22 844 55 766 33 160 20 20 21 17 77 14 11 77 22 56 66 66 66 66 66 66 66 66 66 66 66 66
No di Noti	Lost and Found - Airport/TSA shandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Jurisdiction  No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other tice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener down  Patdown - Children Patdown - Flyer Patdown - Flyer as Observer sons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Cancer (CPersons w/ Disabilities (PWD) - Cancer (CPersons w/ Disabilities (PWD) - Diapers/CPersons w/ Disabilities (PWD) - Diapers/CPersons w/ Disabilities (PWD) - Diapers/CPersons w/ Disabilities (PWD) - Hearing INPersons w/ Disabilities (PWD) - Hearing INPersons w/ Disabilities (PWD) - Internal INPERSONS w/ Disabilities (PWD) - INTERSONS w/ Disabilities (PWD) - IN	12 3 6 3 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	12 7 4 1 1 3 3 3 13 2 east Cancer 1 1	7 6 1 7 1 5 1 8 1 2	12 8 3 1 1 1 1 1 8 2 5 1 1 13	8 3 3 2 2 2 2 5	2 2 13 8 4 1 2 2 2 9 9 19 2	13 7 5 1	2 2 17 10 5 2 1 1 1 1 11 11 11 2	11 6 5 1 1 10 10 17	1 1 10 5 5 1 1 1 6 1 5 19 6	4 2 2 1 1 1 1 5 5 5 13 2	1 2 2 7 6 1 1 1 4 4	144 77 73 130 73 444 133 9 11 4 4 4 2 2 2 8 8 4 5 7 6 6 3 3 160 20 20 20 11 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7

ories	10-Oct	11-Nov 1	12-Dec	01-Jan 0	2-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Prosthesi		1	1	1				1	2		1	1	
Persons w/ Disabilities (PWD) - Respirato										1			
Persons w/ Disabilities (PWD) - Service A						1							
Persons w/ Disabilities (PWD) - Visual Im						1							
Persons w/ Disabilities (PWD) - Wheelcha		2		7	2	3		3	3	2	2	1	
Property - Special Handling	14	6	6	19	7	17	5	15	5	9	13	15	1:
Property - Special Handling - Damaged It	5	2	1	5	2	3		3	2	2	2	4	
Property - Special Handling - Damaged It	3	2		1	2	3	2	3	_	3	2	1	
Property - Special Handling - Missing Iten	1	2	2	6	2	6	1	5	1	2	1	8	
Property - Special Handling - Missing Iten	5		3	7	1	5	2	4	2	2	8	2	
Request for Assistance	1			•					_		1		
Request for Assistance - Other	1										1		
Screening	43	53	56	52	60	74	46	37	31	33	28	31	5
Screening - Children								0.			1		
Screening - Crew Member or Airline Empl	4		2	6		1			1	1		1	
Screening - Inconsistency	1	1	15	6	5	6	4	4	5	1	4	1	
Screening - International Screening	·			1								1	
Screening - Lengthy Lines	18	21	21	12	23	18	22	9	12	6	6	3	1
Screening - Procedures/Process	17	28	13	27	31	45	17	23	12	23	16	24	2
Screening - Retrieving Abandoned/Confis		3	4	21	1	4	3	1	1	2	10	1	
Screening - Security Breach	J		1		'		- 0	'	!		'	'	
TWIC			'	1								1	
TWIC - General				1								1	
2024	388			'								'	3
Airline	1												•
Airline - Policy/Regulations/Service	1												
Civil Rights	5												
Civil Rights - Race	2												
Civil Rights - Screening of Religious or Cu	1												
Civil Rights - Sex/Gender/Gender Identity	1												
Civil Rights - Transgender Screening	1												
Customer Service	30												
Customer Service - TSO	30												
Expedited Passenger Screening Program	285												
Expedited Passenger Screening Program	4												
Expedited Passenger Screening Program	281												
Human Capital	1												
Human Capital - Prospective Employmen	1												
Locks	2												
Locks - Missing or Damaged Lock	2												
Mishandling of Passenger Property	10												
Mishandling of Passenger Property - Dam	4												
Mishandling of Passenger Property - Dam	3												
Mishandling of Passenger Property - Disa	3												
No Jurisdiction	1												
No Jurisdiction - Refer to Other	1												
Patdown	3												
Patdown - Flyer	2												
Patdown - Flyer as Observer	1												
Persons w/ Disabilities (PWD)	10												
Persons w/ Disabilities (PWD) - Autism S	1												
Persons w/ Disabilities (PWD) - Diabetes	1												
Persons w/ Disabilities (PWD) - Internal N	1												
Persons w/ Disabilities (PWD) - Medically													
Persons w/ Disabilities (PWD) - Wheelcha													
Property - Special Handling	11												
Property - Special Handling - Damaged It	4												
Property - Special Handling - Damaged It													
Property - Special Handling - Missing Iten													
Property - Special Handling - Missing Item Property - Special Handling - Missing Item													
	3												
Screening	29												
Screening - Inconsistency	3												
Screening - Lengthy Lines	11												
Screening - Procedures/Process	15												

Categories	10-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				1				1					2
2022				1				1					2
Expedited Passenger Screening Program				1				1					2
Expedited Passenger Screening Program	- TSA PreC	heck		1				1					2

Categories	10-Oct 1		A Contact ( 2-Dec (		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MDT	42	28	15	21	18	30	20	22	20	18	24	20	27
2022	8	8	7	9	8	14	12	8	10	6	13	10	11:
Civil Rights	0	0	,	3		14	12	•	10	•	13	10	
Civil Rights - Race												1	
Customer Service	2	4	4		- 1	2	2		- 1	1			1
	2	1	1		1	2	2		1			4	
Customer Service - TSO	2	1	1		1	2	2		1	1	40	4	1
Expedited Passenger Screening Program	3	5	3	9	5	10	5	8	8	3	12	5	7
Expedited Passenger Screening Program						1							
Expedited Passenger Screening Program			1	1			1		1				
Expedited Passenger Screening Program	3	5	2	8	5	9	4	8	7	3	12	5	7
Identification (ID) Requirements						1							
Identification (ID) Requirements - Domest	ic					1							
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Disa	rrayed Item	1											
Patdown		1	1				1						
Patdown - Flyer			1				1						
Patdown - General		1											
Persons w/ Disabilities (PWD)			1						1	1			
Persons w/ Disabilities (PWD) - Hearing In	mpairment								1				
Persons w/ Disabilities (PWD) - Internal M		3	1										
Persons w/ Disabilities (PWD) - Medically				Supplies						1			
Prohibited & Permitted Items	14CCC33ary IVIC	Jaioation ai	1	эцррпоз						'			
Prohibited & Permitted Items - Liquids/Ge	Is/Aerosols		1										
Property - Special Handling	is/Aerosois 2		1		1	1	2			1			
					l l					- 1			
Property - Special Handling - Damaged Ite	1					1				4			
Property - Special Handling - Damaged Ite							1			1			
Property - Special Handling - Missing Item					1		1						
Screening	1				1		2				1		
Screening - Procedures/Process	1				1		2				1		
2023	13	20	8	12	10	16	8	14	10	12	11	10	14
Airline		1											
Airline - Policy/Regulations/Service		1											
Customer Service		3	1	2	1	2	1		1			1	1
Customer Service - TSO		3	1	2	1	2	1		1			1	1
Expedited Passenger Screening Program	12	14	6	8	7	11	6	14	8	12	9	6	11
Expedited Passenger Screening Program	- Active Duty N	/lilitary				1							
Expedited Passenger Screening Program		1	1										
Expedited Passenger Screening Program	1											1	
Expedited Passenger Screening Program	11	13	5	8	7	10	6	14	8	12	9	5	10
Locks	- ''	10		1	- '	10	0	14		12			- 10
Locks - Missing or Damaged Lock				1									
Mishandling of Passenger Property				'		4							
						1							
Mishandling of Passenger Property - Dam	aged/Missing i	temsCarr	y-on Lugga	ge		1							
No Jurisdiction												1	
No Jurisdiction - Refer to Other												1	
Patdown		1	1										
Patdown - Flyer		1	1										
Persons w/ Disabilities (PWD)											2	1	
Persons w/ Disabilities (PWD) - Medically	Necessary Me	edication ar	nd Medical S	Supplies							2		
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	egway										1	
Property - Special Handling		1			2							1	
Property - Special Handling - Missing Item	ns - Carry-C	1										1	
Property - Special Handling - Missing Item					2								
Screening	1			1		2	1		1				
Screening - Inconsistency	1					1			- '				
Screening - Procedures/Process	<u>'</u>					1	1		1				
Screening - Procedures/Process  Screening - Retrieving Abandoned/Confise	cated Items			1		- 1	- 1		- 1				
2024				ı									
	21												
Customer Service	1												
Customer Service - TSO	1												
Expedited Passenger Screening Program	17												
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	16												
Screening	3												
Screening - Procedures/Process	2												
Screening - Shoe Screening	1												
<u> </u>													

Categories	40 Oct		SA Contact				04 Ann	OF Mov	OG Lum	07 1	00 4	00 Can	Total
<u> </u>		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MDW	209	119	138	126	109	139	140	151	151	173		171	1,779
2022	44	35	46	41	41	48	64	71	69	71	85		680
Additional Information Required/Insufficient In		EMAIL C	NAIL NZ									1	1
Additional Information Required/Insufficier	nt information I	- EMAIL C	INLY									1	1
Airline Pelieu/Perudetiana/Comise			1								1		2
Airline - Policy/Regulations/Service			1								1		2
Civil Rights	1		1	2			1	1	4		1	1	12
Civil Rights - Constitutional Rights									1				1
Civil Rights - Hair Patdowns									1				1
Civil Rights - Perceived Religion				1			1						2
Civil Rights - Race								1	2			1	4
Civil Rights - Racial Profiling or Discrimina			1	1									3
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder									1		1
Claims											1		1
Claims - General											1		1
Customer Service	8	4	5	2	5	4	6	7	12	10		7	80
Customer Service - TSO	8	4	5	2	5	4	6	7	12	10	10	7	80
Expedited Passenger Screening Program	27	28	30	27	27	36	46	53	37	46	53	42	452
Expedited Passenger Screening Program	- DoD					1							1
Expedited Passenger Screening Program	1	3		3	1	2		6	3	2	1		22
Expedited Passenger Screening Program	26	25	30	24	26	33	45	47	34	44	52	42	428
Expedited Passenger Screening Program	- TSA/DHS E	mployees	- Opt In				1						1
Locks											1	1	2
Locks - Missing or Damaged Lock											1	1	2
Lost and Found				1			1		1	1	1	1	6
Lost and Found - Airport/TSA				1			1		1	1		1	6
Mishandling of Passenger Property		1	2	1			1	2	3	3		2	19
Mishandling of Passenger Property - Dam	ı Jaged/Missing		1	1			'	1	1	2		2	9
Mishandling of Passenger Property - Dam		1	1	1			1	1	2	1			10
No Jurisdiction	aged/ivii33ii	1	1			1	1	1	1	1			4
No Jurisdiction - No Referral						1		1	1	1			<u>4</u> 1
No Jurisdiction - Refer to CBP									- 1				
						4		1					1
No Jurisdiction - Refer to Other						1				1			2
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - Gener				1									1
Patdown	1		1			1	1				1	4	9
Patdown - Children			1			1							2
Patdown - Flyer	1						1				1	3	6
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)	2			3	2	4	2	1	1	2	2	1	20
Persons w/ Disabilities (PWD) - Breast Ca	ancer						1						1
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes						1		1					2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical [	1												1
Persons w/ Disabilities (PWD) - Medically		Medication	and Medical	Supplies	1	1				2	2		6
Persons w/ Disabilities (PWD) - Mobility [				1	1					_		1	3
Persons w/ Disabilities (PWD) - Prosthesi			0. 0000.						1				1
Persons w/ Disabilities (PWD) - Service A		and Odolo					1						<u>.</u>
Persons w/ Disabilities (PWD) - Visual Im				1									1
Persons w/ Disabilities (PWD) - Wheelcha		Seaway		1		1							2
Property - Special Handling	1	ocgway	4	1	5		1		2	3	5	2	24
Property - Special Handling - Damaged It	ome Corny (	)n	2	1	1		1			1			10
Property - Special Handling - Damaged It				1	1		ı			- 1	3	ı	
			1						4				1
Property - Special Handling - Missing Iten			1		2				1	1		1	7
Property - Special Handling - Missing Iten					2				1	1			6
Screening	4	2	2	3	2	2	5	6	8	5		3	47
Screening - Crew Member or Airline Empl	oyee									1			1
Screening - Inconsistency				1		1		2			1		5
Screening - Lengthy Lines									1				1
Screening - Procedures/Process	4	2	2	1	2	1	4	4	7	4	4	3	38
Screening - Retrieving Abandoned/Confis				1			1						2
2023	72	84	92	85	68	91	76	80	82	102	68	106	1,006
Additional Information Required/Insufficient In	1				1			1					3
Additional Information Required/Insufficient	1				1			1					3
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights	1	3	3	2			1	1	3	3	2	3	22
Civil Rights - National Origin	·	-	-				1						1
Civil Rights - Profiling									1			1	2
		1	1	1					2	1	2		10
Civil Rights - Race			2					1		2			5
Civil Rights - Race  Civil Rights - Sex/Gender/Gender Identity	- Not Transce							1					1
Civil Rights - Sex/Gender/Gender Identity													3
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra				4									3
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening	1	2	40	1	7	7	40	10	0	10	4.4	10	400
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service	11	2	12	13	7	7	12	16	8	16		10	129
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TSO	11 11	2 6 6	12	13 13	7	7	12	16	8	16	11	10	129
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program	11 11 11 46	2		13			12 44				11	10	129 608
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	11 11 11 46 - DoD	2 6 6 54	12 60	13 13 50	7 39	7 63	12 44 1	16	8	16	11	10 68	129 608 1
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	11 11 11 46 - DoD	2 6 6 54	12 60 2	13 13 50	7 39 1	7 63 4	12 44 1 1	16 44	8 47	16 58	11 35	10 68 1	129 608 1 13
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program	11 11 11 46 - DoD	2 6 6 54	12 60	13 13 50 1 49	7 39	7 63 4 59	12 44 1	16	8	16	11 35	10 68 1	129 608 1 13 594
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program	11 11 11 46 - DoD	2 6 6 54	12 60 2	13 13 50 1 49	7 39 1	7 63 4 59 2	12 44 1 1	16 44	8 47	16 58	11 35	10 68 1	129 608 1 13 594 3
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	1 11 11 46 - DoD 2 44	2 6 6 54 1 53	12 60 2 58	13 13 50 1 49 1	7 39 1 38	7 63 4 59 2 2	12 44 1 1 42	16 44 44	47 47	16 58 58	11 35 35	10 68 1 67	129 608 1 13 594 3
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	1 11 11 46 - DoD 2 44	2 6 6 54 1 53	12 60 2 58	13 13 50 1 49	7 39 1 38	7 63 4 59 2 2 2	12 44 1 1 42	16 44 44	47	16 58 58	11 35 35	10 68 1 67	129 608 1 13 594 3 3
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 1 11 46 - DoD 2 44	2 6 6 54 1 53	12 60 2 58	13 13 50 1 49 1	7 39 1 38	7 63 4 59 2 2	12 44 1 1 42	16 44 44	47 47	16 58 58	11 35 35	10 68 1 67	129 608 1 13 594 3
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	1 1 11 46 - DoD 2 44	2 6 6 54 1 53	12 60 2 58	13 13 50 1 49 1	7 39 1 38	7 63 4 59 2 2 2	12 44 1 1 42	16 44 44	47	16 58 58	11 35 35 7 5	10 68 1 67 4 2	129 608 1 13 594 3 3

ories	10-Oct	11-Nov	12-Dec	01-Jan	CC) Data <sup>-</sup> 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
No Jurisdiction	10 000	1	12 500	o i ouii	02 1 00	oo ma	отирі	oo may	1	or our	oo Aug	оо оор	1010
No Jurisdiction - No Referral		'							1				
No Jurisdiction - Refer to Other		1											
Patdown	3	'	1		2		1		3	2	2	2	
Patdown - Flyer	3		1		2		1		2	2	2	2	
Patdown - Flyer as Observer	3		1						1				
Persons w/ Disabilities (PWD)	3	1	4	3	4	3	1	3		4	4	4	
Persons w/ Disabilities (PWD) - Autism St		'	1	- 0		0	- '						
Persons w/ Disabilities (PWD) - Cognitive		ntal /Ment	1										
Persons w/ Disabilities (PWD) - Diabetes	1	ritar/Wort	'								2		
Persons w/ Disabilities (PWD) - Diapers/G	arments/Dre	essings/Ma	sks	1									
Persons w/ Disabilities (PWD) - General	Jan 110 110, 210	oomigomia	0110			1			1	1			
Persons w/ Disabilities (PWD) - Medically	1		1	1	2	1	1	1	1	1			
Persons w/ Disabilities (PWD) - Mobility D	isability (No	Wheelch	1							1			
Persons w/ Disabilities (PWD) - Prosthesi					1			1					
Persons w/ Disabilities (PWD) - Service A											1	2	
Persons w/ Disabilities (PWD) - Visual Im									1				
Persons w/ Disabilities (PWD) - Wheelcha		1		1	1	1		1	1	1	1	2	
Property - Special Handling	2	2	2	2	8	3	1	4	4	5	3	5	
Property - Special Handling - Damaged Ite			2	1	3	1		3	3	3	1	3	
Property - Special Handling - Missing Item	1	2		1	3	1		1	1		1		
Property - Special Handling - Missing Item	1				2	1	1			2	1	2	
Screening	3	10	7	13	4	11	12	9	8	9	4	10	
Screening - Crew Member or Airline Empl	1	2		1	1								
Screening - Inconsistency		1	2	1			1	1	3	1			
Screening - Lengthy Lines		1		1	1	1	4	1			1	2	
Screening - Procedures/Process	2	6	4	7	2	10	6	7	5	8	3	8	
Screening - Retrieving Abandoned/Confise	cated Items			3			1						
Screening - Shoe Screening			1										
2024	93												
Civil Rights	1												
Civil Rights - Race	1												
Customer Service	15												
Customer Service - TSO	15												
Expedited Passenger Screening Program	59												
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	58												
Mishandling of Passenger Property	3												
Mishandling of Passenger Property - Dam	2												
Mishandling of Passenger Property - Dam	1												
Patdown	1												
Patdown - Flyer	1												
Persons w/ Disabilities (PWD)	6												
Persons w/ Disabilities (PWD) - Diabetes	1												
Persons w/ Disabilities (PWD) - General	1												
Persons w/ Disabilities (PWD) - Mobility [	1												
Persons w/ Disabilities (PWD) - Prosthesi	2												
Persons w/ Disabilities (PWD) - Service A	1												
Property - Special Handling	2												
Property - Special Handling - Damaged Ite	1												
Property - Special Handling - Missing Item	1												
Screening	6												
Screening - Lengthy Lines	1												
Screening - Procedures/Process	5												

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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
MEI	1		1	1	1		2	1					7
2022				1	1		2	1					5
Civil Rights								1					1
Civil Rights - Not Specified								1					1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program	- TSA PreC	Check					1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checked	d			1						1
Property - Special Handling					1								1
Property - Special Handling - Missing Iten	ns - Checke	d			1								1
Screening				1									1
Screening - Procedures/Process				1									1
2023	1		1										2
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	1		1										2

Catagorias	40.0 :		SA Contact				04.4	05.14	00 10	07 '	00.4	00.0	Total
Categories	10-Oct	11-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MEM	119	68	60	51	44	61	64	74	86	58	69		835
2022	23	21	29	17	16	44	26	46	41	36	36	42	377
Airline Pull of Power Lating (Committee Committee Commit									1				1
Airline - Policy/Regulations/Service	_		4				4		1				1
Civil Rights  Civil Rights - Headwear	2		1			1	1						5
Civil Rights - National Origin	1						1						1
Civil Rights - Race	l l					1							1
Civil Rights - Racial Profiling or Discrimina	1		1										2
Claims				1									1
Claims - General				1									1
Customer Service	6	3	4	2	2	4	5	8	5	2	4	4	49
Customer Service - TSO	6	3	4	2	2	4	5	8	5	2		4	49
Duplicate E-mail			1										1
Duplicate E-mail - General			1										1
Expedited Passenger Screening Program	13	17	16	14	9	36	18	28	31	26	28	34	270
Expedited Passenger Screening Program	- Active Duty	Military							1				1
Expedited Passenger Screening Program	- DoD			1									1
Expedited Passenger Screening Program		2		3	1	1	1	1	2		2		14
Expedited Passenger Screening Program		15	14	10	8	35	17	27	28	26	25	34	251
Expedited Passenger Screening Program	- TSA/DHS I	Employees	2								1		3
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property			1					2	1	1	1		6
Mishandling of Passenger Property - Dam			1					0	4	1	4		2
Mishandling of Passenger Property - Dam	laged/Missing	g itemsCh		age	2			2	1 1	2	1		4
Patdown Patdown - Children	1		3		3				1	3	2		13
Patdown - Children Patdown - Flyer	1		2		2				1	3	2		11
Persons w/ Disabilities (PWD)	'						1	3		1			5
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Medical D	l Devices - Atta	ched to the	Body				1	1					2
Persons w/ Disabilities (PWD) - Medically				Supplies						1			1
Persons w/ Disabilities (PWD) - Wheelcha				- ' '				1					1
Property - Special Handling		1				2		1	1	2		2	9
Property - Special Handling - Damaged Ite	ems - Carry-0	On						1		1		1	3
Property - Special Handling - Damaged Ite						1			1	1			3
Property - Special Handling - Missing Item	ns - Carry-C	1											1
Property - Special Handling - Missing Item	ns - Checked					1						1	2
Screening	1		3		2	1	1	3	1	1	1	2	16
Screening - Inconsistency					1								1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process	1		3		1	1	1	3	1	1	1	1	14
2023	<b>51</b>	47	31	34	28	17	38	28	45	22	33	39	413
Additional Information Required/Insufficient Inf Additional Information Required/Insufficien	-												
Civil Rights	1	2				1		1	1		1		6
Civil Rights - Race		1				- 1			1				2
Civil Rights - Sex/Gender/Gender Identity	Not Transc	1				1		1			1		4
Claims	TTOT TTUTIO										1		1
Claims - Status											1		1
Customer Service	5	3	2	1	3	1	5	2	6	1	2	3	34
Customer Service - TSO	5	3	2	1	3	1	5	2	6	1	2	3	34
Expedited Passenger Screening Program	37	38	24	28	25	13	27	20	29	20	24		312
Expedited Passenger Screening Program	- DoD			1									1
Expedited Passenger Screening Program	1	1	2	1	1			1	2			2	11
Expedited Passenger Screening Program	36	37	22	26	24	13	27	19	27	20	24	25	300
Mishandling of Passenger Property		1	1				1	2	2				7
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsC	1				1	2	1				5
Mishandling of Passenger Property - Dam	aged/Missii	1							1				2
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									1				1
Patdown	2		1	1					1		1		6
Patdown - Flyer	2		1	1					1		1		6
Persons w/ Disabilities (PWD)		1		1				1	1	1	1	1	7
Persons w/ Disabilities (PWD) - Medical E				0 "					1			1	2
Persons w/ Disabilities (PWD) - Medically		viedication a	and Medical							1	1		2
Persons w/ Disabilities (PWD) - Metal Imp		. VA/I I . I	0	1				4					1
Persons w/ Disabilities (PWD) - Mobility E			r or Scooter	r)				1					1
Persons w/ Disabilities (PWD) - Touch Av Property - Special Handling	ersion (pair	1	1	2		1	4	1			1	1	1 12
Property - Special Handling - Damaged Ite	1		I	2		1	1	I			1	1	5
Property - Special Handling - Damaged Ite		nd				1	1					1	1
Property - Special Handling - Damaged Ite			1			1		1					2
Property - Special Handling - Missing Item  Property - Special Handling - Missing Item			1				3	1			1		4
Screening	5 - Checked	2	2	1		1	1	1	4		2		26
Screening - Crew Member or Airline Empl						1	· ·	· ·	+			1	1
Screening - Inconsistency												2	2
Screening - Lengthy Lines	2	1					1	1	2			4	11
Screening - Procedures/Process	3	1	2	1		1			2		2		12
2024	45	•	_			•							45
Customer Service	4												4
Customer Service - TSO	4												4
Expedited Passenger Screening Program	37												37
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	33												33

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

egories	10 Oct		12-Dec		CC) Data T		04 Apr	OE Mos:	06 lun	07 111	00 110	00 805	Total
_	10-Oct	11-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IFE	21	11	9	12	9	6	3		9	12		5	12
2022	4	6	3	5	5	1	2	15	5	9	4	1	6
Civil Rights				2									
Civil Rights - Racial Profiling or Discrimina				2									
Customer Service	1	1			1								
Customer Service - TSO	1	1			1								;
Expedited Passenger Screening Program	3	4	2	2	3	1	2	13	5	7	2	1	4
Expedited Passenger Screening Program		1											
Expedited Passenger Screening Program			1		1					1			
Expedited Passenger Screening Program	3	3	1	2	2	1	2	13	5	6	2	1	4
Mishandling of Passenger Property										2			
Mishandling of Passenger Property - Dam										1			
Mishandling of Passenger Property - Disar	rayed Items	Carry-on	or Checked							1			
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Diabetes				1									
Prohibited & Permitted Items		1											
Prohibited & Permitted Items - Medication	Prescriptio	1											
Property - Special Handling			1								1		
Property - Special Handling - Damaged Ite											1		
Property - Special Handling - Missing Item	s - Carry-Or		1										
Screening								2			1		
Screening - Crew Member or Airline Emplo	yee							1					
Screening - Procedures/Process								1			1		
TWIC					1								
TWIC - General					1								
2023	6	5	6	7	4	5	1	3	4	3	2	4	5
Customer Service							1					1	
Customer Service - TSO							1					1	
Expedited Passenger Screening Program	6	3	6	6	3	4		1	3	2	2	2	3
Expedited Passenger Screening Program	6	3	6	6	3	4		1	3	2	2	2	3
Mishandling of Passenger Property		1										1	
Mishandling of Passenger Property - Dam	aged/Missii	1										1	
Patdown					1				1				
Patdown - Non-Flyer					1				1				
Property - Special Handling				1				1					
Property - Special Handling - Damaged Ite	ms - Carry-0	On		1									
Property - Special Handling - Missing Item								1					
Screening		1				1		1		1			
Screening - Inconsistency								1		1			
Screening - Lengthy Lines		1											
Screening - Procedures/Process						1							
2024	11												1
Expedited Passenger Screening Program	10												1
Expedited Passenger Screening Program	10												1
Expedited accorded coroning a rogidin	10												
Screening	1												

			SA Contac										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MFR	15	14	13	15	13	13	17	14	19	11	16	19	179
2022	3	4	3	6	4	4	12	5	13	5	9	9	77
Civil Rights												1	1
Civil Rights - Race												1	1
Customer Service	1	2							1			2	6
Customer Service - TSO	1	2							1			2	6
Expedited Passenger Screening Program	2	1	2	3	3	3	10	4	11	5	7	4	55
Expedited Passenger Screening Program	- TSA Appl	1					3		1	1			6
Expedited Passenger Screening Program	2		2	3	3	3	7	4	10	4	7	4	49
Mishandling of Passenger Property							1				1		2
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsCh	necked Bag	gage			1				1		2
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling		1	1	2			1		1			2	8
Property - Special Handling - Damaged Ite		On	1	2									3
Property - Special Handling - Damaged Ite		1											1
Property - Special Handling - Missing Iten							1		1				2
Property - Special Handling - Missing Iten	ns - Checked											2	2
Screening				1	1			1			1		4
Screening - Procedures/Process				1	1			1			1		4
2023	5	10	10	9	9	9	5	9	6	6	7	10	95
Civil Rights	1							1					2
Civil Rights - Race	1							1					2
Customer Service		2		1			1					1	5
Customer Service - Others												1	1
Customer Service - TSO		2		1			1						4
Expedited Passenger Screening Program	4	5	9	6	8	8	3	6	5	6	6	7	73
Expedited Passenger Screening Program		ation Prog	ram						1				1
Expedited Passenger Screening Program	4	5	9	6	8	8	3	6	4	6	6	7	72
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Persons w/ Disabilities (PWD)		1						1					2
Persons w/ Disabilities (PWD) - Medically	Necessary	1						1					2
Property - Special Handling									1			1	2
Property - Special Handling - Missing Iten												1	1
Property - Special Handling - Missing Iten	ns - Checked								1				1
Screening		2	1	2	1	1	1	1				1	10
Screening - Inconsistency		2		2				1					5
Screening - Procedures/Process			1		1	1	1					1	5
2024	7												7
Expedited Passenger Screening Program	7												7
Expedited Passenger Screening Program	7												7

				act Center (1	ГСС) Data <sup>-</sup>	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MGM	10	4		4 3	3	3	4	6	4	10	7	4	62
2022	2	2			2	2	2	4	2	6	5	4	31
Customer Service					1					1		1	3
Customer Service - TSO					1					1		1	3
Expedited Passenger Screening Program	2	2			1	2	1	2	2	4	4	3	23
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	- TSA Appli	ication Prog	Jram							1		1	2
Expedited Passenger Screening Program	1	2			1	2	1	2	2	3	4	2	20
Patdown							1						
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Mobility [	isability (No	ot Wheelch	air or Scoo	oter)						1			
Screening								2			1		3
Screening - Lengthy Lines								1					1
Screening - Procedures/Process								1			1		2
2023	4	2		4 3	1	1	2	2	2	4	2		27
Civil Rights				1		1							2
Civil Rights - Sex/Gender/Gender Identity	- Not Transo	gender		1		1							2
Customer Service	1	1					1			1			4
Customer Service - TSO	1	1					1			1			
Expedited Passenger Screening Program	3	1		3 3	1			2	2	2	2		19
Expedited Passenger Screening Program	- DoD	1											1
Expedited Passenger Screening Program	- TSA Appli	ication Prog		1									
Expedited Passenger Screening Program	3		- :	2 3	1			2	2	2	2		17
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checke	ed			1						
Screening										1			1
Screening - Procedures/Process										1			1
2024	4												4
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	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
MGW				1							1	1	3
2023				1							1	1	3
Civil Rights				1									1
Civil Rights - Race				1									1
Customer Service											1		1
Customer Service - TSO											1		1
Screening												1	1
Screening - Procedures/Process												1	1

			SA Contac	a center (	icc) Data	1001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MHK	1	2	2	1	4			3	1				1
2022		1	2					2	1				
Expedited Passenger Screening Program		1	1					2	1				
Expedited Passenger Screening Program	- TSA PreC	1	1					2	1				
Property - Special Handling			1										
Property - Special Handling - Damaged It	ems - Check	ed	1										
2023		1		1	4			1					
Expedited Passenger Screening Program				1	4								
Expedited Passenger Screening Program	- TSA PreC	heck		1	4								
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsCl	hecked Bag	gage				1					
Screening		1											
Screening - Retrieving Abandoned/Confis	cated Items	1											
2024	1												
Screening	1												
Screening - Inconsistency	1												

					CC) Data 1								
Categories			12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MHT	19	15	15	12	13	21	11	13	9	13		11	170
2022	4	5	9	4	2	10	4	7	7	7	11	5	75
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights				1						1			2
Civil Rights - Racial Profiling or Discrimina				1									1
Civil Rights - Sex/Gender/Gender Identity-	Not Transgen	der								1			1
Customer Service								1			1	1	3
Customer Service - TSO								1			1	1	3
Expedited Passenger Screening Program	2	4	9	3	1	8	4	5	6	5	8	3	58
Expedited Passenger Screening Program	<ul> <li>TSA Application</li> </ul>	on Progra	am	2				1					3
Expedited Passenger Screening Program	2	4	9	1	1	8	4	4	6	5	8	3	55
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dama	aged/Missing It	emsCar	ry-on Lugզ	gage							1		1
Persons w/ Disabilities (PWD)								1	1			1	3
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication a	ind Medica	al Supplies				1					1
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain/tra	uma)							1			1	2
Property - Special Handling	1	1								1	1		4
Property - Special Handling - Damaged Ite	ms - Checl	1								1			2
Property - Special Handling - Missing Item	s - Carry-On										1		1
Property - Special Handling - Missing Item	1												1
Screening	1					2							3
Screening - Procedures/Process	1					2							3
2023	8	10	6	8	11	11	7	6	2	6	7	6	88
Customer Service				1	1					1	1		4
Customer Service - TSO				1	1					1	1		4
Expedited Passenger Screening Program	8	9	5	6	8	11	4	5	2	3	5	6	72
Expedited Passenger Screening Program	- TSA Appl	2											2
Expedited Passenger Screening Program	8	7	5	6	8	11	4	5	2	3	5	6	70
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dama	aged/Missing It	emsChe	ecked Bag	gage						1			1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication a	nd Medic	1									1
Property - Special Handling		1					1	1					3
Property - Special Handling - Damaged Ite	ms - Checked						1						1
Property - Special Handling - Missing Item	s - Checke	1						1					2
Screening			1		2		2			1	1		7
Screening - Crew Member or Airline Emplo	oyee						1						1
Screening - Inconsistency					1					1			2
Screening - Procedures/Process			1		1		1				1		4
2024	7												7
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	3												3
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Screening	1												1

Categories	40.0-4		A Contact C				04.4	05.14	00 1	07 11	00 4	00.0	Tatal
ŭ				11-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MIA	521	343	422	453	413	492	420	407	378	383	367	351	4,950
2022	102	132	181	205	186	248	203	189	203	188	171	171	2,179
Additional Information Required/Insufficient In		EMAIL OF	VIII V								1		1
Additional Information Required/Insufficien	nt information	- EMAIL OI	NLY								1		1
Airline					1	1	1	2	1	2	2	1	11
Airline - Policy/Regulations/Service					1	1	1	2	1	2	1	1	10
Airline - Wheelchair Assistance	4										1		1
Animals Carry On	1												1
Animals - Carry-On	1	0		4			40	4	0	0		4	1
Civil Rights	5	3	2	4	5	5	10	4	2	3	3	4	50
Civil Rights - Age				1			1						2
Civil Rights - Constitutional Rights	1												1
Civil Rights - Hair Patdowns	1						-			4		4	1
Civil Rights - National Origin				-			1			1		1	3
Civil Rights - Perceived Religion				1									1
Civil Rights - Profiling						1	1	4		0		4	2
Civil Rights - Race				0	0	4	4	4		2	2	1	17
Civil Rights - Racial Profiling or Discrimina		3	1	2	3				4		4	0	11
Civil Rights - Sex/Gender/Gender Identity		nder	1		4		3		1		1	2	8
Civil Rights - Sexual Orientation - Not Tra	1				1				4				2
Civil Rights - Transgender Screening					1				1				2
Claims	1							2					3
Claims - General	1			07	0.5		07	2		0.5	0.1		3
Customer Service	16	22	32	37	25	32	27	22	33	35	31	23	335
Customer Service - TSO	16	22	32	37	25	32	27	22	33	35	31	23	335
DHS TRIP								1	1	1			3
DHS TRIP - General			100	100	4.5.1		4	1	1	1			3
Expedited Passenger Screening Program	48	77	100	108	104	126	111	111	122	99	88	106	1,200
Expedited Passenger Screening Program		-	1		_	1	2	1			1	2	8
Expedited Passenger Screening Program		4	6	2	2	7	3	4	7	3	3	4	47
Expedited Passenger Screening Program		72	93	106	102	118	106	106	114	96	84	100	1,143
Expedited Passenger Screening Program		1							1				2
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												1
Identification (ID) Requirements		1		1									2
Identification (ID) Requirements - Domest		1		1									2
Locks	1		1	2	1	2	1	1	1	2			12
Locks - General										1			1
Locks - Missing or Damaged Lock	1		1	2	1	2	1	1	1	1			11
Lost and Found	1	1		1		1		1		1			6
Lost and Found - Airport/TSA	1	1		1		1		1		1			6
Mishandling of Passenger Property	3	1	4	4	2	4	8	4	7	4	9	3	53
Mishandling of Passenger Property - Dam		ItemsC	2	1		1	3	1	6	2	3	1	20
Mishandling of Passenger Property - Dam			2	3	1	3	5	3		2	5	2	29
Mishandling of Passenger Property - Disa	rrayed Item	1			1				1		1		4
No Jurisdiction		3	3	2	3	4	1	4	3	2	7	2	34
No Jurisdiction - No Referral		1				1		2			1		5
No Jurisdiction - Refer to CBP		1		2	3			2	3	1	6	2	20
No Jurisdiction - Refer to Other		1	3			3	1			1			9
Patdown		1	2	3	4	3	6		1	1	1	3	25
Patdown - Children					1		1						2
Patdown - Flyer		1	2	3	3	2	4		1	1	1	3	21
Patdown - Flyer as Observer						1	1						2
Persons w/ Disabilities (PWD)		1	2	3	4	9	9	5	2	7	2	5	49
Persons w/ Disabilities (PWD) - Autism S				1	1		1	1					4
Persons w/ Disabilities (PWD) - Cognitive		tal /Mental	Disability			1							1
Persons w/ Disabilities (PWD) - Diabetes						2	1			1			4
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dres	sings/Masl	ks			1							1
Persons w/ Disabilities (PWD) - General	L	1			1	1		1		2			6
Persons w/ Disabilities (PWD) - Hearing I							2						2
Persons w/ Disabilities (PWD) - Internal N										2			2
Persons w/ Disabilities (PWD) - Medical [									1				1
Persons w/ Disabilities (PWD) - Medically		edication a	nd Medic	1		1	2				1	3	8
Persons w/ Disabilities (PWD) - Metal Imp					1								1
Persons w/ Disabilities (PWD) - Mobility I		Wheelchair	or Scooter)		1	1	2	1		1		1	7
Persons w/ Disabilities (PWD) - Ostomy/0								1				1	2
Persons w/ Disabilities (PWD) - Respirato		Equipme	1										1
Persons w/ Disabilities (PWD) - Service A			1						1				2
Persons w/ Disabilities (PWD) - Touch Av				1			1						2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	egway				2		1		1	1		5
Prohibited & Permitted Items			2										2
Prohibited & Permitted Items - Alcohol an			2										2
Property - Special Handling	14	9	6	18	13	19	8	15	12	17	8	10	149
Property - Special Handling - Damaged It	3	1	1	6	1	5	1	4	7	6	2	3	40
Property - Special Handling - Damaged It	3	2	2	3	2	1	3	2	2	1	2	3	26
Property - Special Handling - Missing Iten		3	2	4	5	7	2	6	2	2	1	1	38
Property - Special Handling - Missing Iten	5	3	1	5	5	6	2	3	1	8	3	3	45
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening	10	13	25	22	24	42	21	17	18	14	19	14	239
Screening - Children										1			1
Screening - Crew Member or Airline Empl	loyee										1		1
Screening - Cruise Ships							1						1
Screening - Inconsistency	2	3	4	2	4	3	1	2	3	1	2	1	28
Screening - Lengthy Lines	3	1	2	4	10	22	5	6	3		4	2	62
Screening - Procedures/Process	5	9	19	15	10	14	12	7	11	11	11	10	134

				Center (TC	•								
tegories		11-Nov 1	2-Dec (		02-Feb 0				06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Retrieving Abandoned/Confise	cated Items			1		3	2	2	1	1		1	11
Screening - Shoe Screening											1		1
Transfer to Security Specialist			1										1
Transfer to Security Specialist - Reportabl	e Communica	tion	1										1
TWIC	1												1
TWIC - General	1												1
2023	178	211	241	248	227	244	217	218	175	195	196	180	2,530
Additional Information Required/Insufficient Inf				1							1		2
Additional Information Required/Insufficier	nt Information			1							1		2
Airline	1	1	2	3		1		1	2	2		2	15
Airline - Baggage Requirements				1									1
Airline - Lost Baggage	1		1	2									4
Airline - Policy/Regulations/Service		1	1			1		1	2	2		2	10
Cargo					1								1
Cargo - Known Shipper					1								1
Civil Rights	2	5	1	5	2	5	3	2	7	9	2	6	49
Civil Rights - Age									1	1			2
Civil Rights - Constitutional Rights		1				1				1		1	4
Civil Rights - National Origin				1						2		1	4
Civil Rights - Not Specified						1							1
Civil Rights - Perceived Religion						1	2			1			4
Civil Rights - Profiling									1				1
Civil Rights - Race	1	3	1	2	2	1	1	1	1	3	1	2	19
Civil Rights - Sex/Gender/Gender Identity-	- Not Trans	1		2		1		1	3	1	1	2	12
Civil Rights - Transgender Screening	1								1				2
Claims									1			1	2
Claims - General									1				1
Claims - Status												1	1
Customer Service	31	31	19	32	32	40	32	28	26	27	47	31	376
Customer Service - CSM	Ŭ.					. •			1				1
Customer Service - Others				1				1					2
Customer Service - TCC									1				
Customer Service - TSO	31	31	19	31	32	40	32	27	24	27	47	31	372
DHS TRIP	31	31	13	01	52	40	1	21	1	21	47	1	372
DHS TRIP - General							1		1			1	3
Expedited Passenger Screening Program	102	129	156	1/11	121	124	139	129	94	106	05	108	1,464
		129	156	141	131	134		129	94	100	95	100	1,464
Expedited Passenger Screening Program	1		0	4			1			2	4	0	
Expedited Passenger Screening Program	6	5	6	4	5	2	3	5	0.4	3	1	2	42
Expedited Passenger Screening Program	94	123	150	137	126	132	135	124	94	103	94	106	1,418
Expedited Passenger Screening Program	1												1
Flying Armed						1							1
Flying Armed - General						1							1
Hazardous Materials Safety							1			1			2
Hazardous Materials Safety - General							1			1			2
Locks		1	2	2				1	2			1	9
Locks - General			1										1
Locks - Missing or Damaged Lock		1	1	2				1	2			1	8
Lost and Found	1		1			1		3	1		1	1	9
Lost and Found - Airport/TSA	1		1			1		3	1		1	1	9
Mishandling of Passenger Property	7	10	8	5	3	5	1	4	8	7	7	4	69
Mishandling of Passenger Property - Dam	2	4	1	4	1	4	1	2	2	3	6	4	34
Mishandling of Passenger Property - Dam	5	3	6	1	2	1		2	3	3	1		27
Mishandling of Passenger Property - Dam	aged/Missii	2							2				4
Mishandling of Passenger Property - Disa	rrayed Item	1	1						1	1			4
No Jurisdiction	3	1	6	4	4	5	2	3		2	5	3	38
No Jurisdiction - No Referral				2			1				2	1	6
No Jurisdiction - Refer to CBP	3	1	3	2	3	4	1	3		1	3	1	25
No Jurisdiction - Refer to Other			3		1	1				1		1	7
Patdown	1	1	4	5	2	6	2	2	1	2	3	2	31
Patdown - Flyer		1	4	5	2	6		2	1	2	3	2	28
Patdown - Flyer as Observer	1						2						3
Persons w/ Disabilities (PWD)	3	3	5	5	2	4	8	3	5	7	2	3	50
Persons w/ Disabilities (PWD) - Autism S						-	2		1	2			6
Persons w/ Disabilities (PWD) - Diabetes	·		1				3	1	1	2			8
Persons w/ Disabilities (PWD) - Hearing II	l mpairment		1										1
Persons w/ Disabilities (PWD) - Internal M		e	1	1									2
Persons w/ Disabilities (PWD) - Medical D		1		1					1		1		4
Persons w/ Disabilities (PWD) - Medically			1	1	1		2	1	- 1	2	- 1		8
		1	- 1	1	ı		1	ı					
Persons w/ Disabilities (PWD) - Mobility [				1			1		1			4	5
Persons w/ Disabilities (PWD) - Prosthesi												1	1
Persons w/ Disabilities (PWD) - Respirato		Equipment										1	1
Persons w/ Disabilities (PWD) - Service A		1											1
Persons w/ Disabilities (PWD) - Touch Av	- "	auma)								1			1
Persons w/ Disabilities (PWD) - Wheelcha			1	1	1 7	4		1	1		1	1	12
Property - Special Handling	7	8	10	15	7	2	8	10	4	5	6	7	89
Property - Special Handling - Damaged Ite		2	3	3			1	3	1	2	2	4	21
Property - Special Handling - Damaged Ite				4	1	1		2					11
Property - Special Handling - Missing Item		5	2	3	3		2	2	2	2	2	3	27
Property - Special Handling - Missing Item		1	5	5	3	1	5	3	1	1	2		30
Screening	20	21	27	30	43	40	20	32	23	27	27	10	320
Screening - Children				1					1				2
Screening - Crew Member or Airline Empl	2	2	8	6		1		1		1			21
Screening - Inconsistency	4	5	3	4	5	3	4	5	6	2	4	3	48
Screening - International Screening						1							1
Screening - Lengthy Lines	4	4	2	4	14	6	3	5	2	6	4	1	55
Screening - Procedures/Process	10	10	14	13	22	29	13	21	13	17	19	6	187
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			TSA Conta	ct Center (	TCC) Data <sup>-</sup>	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Retrieving Abandoned/Confise	cated Items			2	2				1	1			6
2024	241												241
Civil Rights	2												2
Civil Rights - Race	1												1
Civil Rights - Sexual Orientation - Not Tra	1												1
Customer Service	22												22
Customer Service - Others	1												1
Customer Service - TSO	21												21
DHS TRIP	1												1
DHS TRIP - General	1												1
Expedited Passenger Screening Program	163												163
Expedited Passenger Screening Program	5												5
Expedited Passenger Screening Program	157												157
Expedited Passenger Screening Program	1												1
Mishandling of Passenger Property	10												10
Mishandling of Passenger Property - Dam	3												3
Mishandling of Passenger Property - Dam	6												6
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction	6												6
No Jurisdiction - No Referral	2												2
No Jurisdiction - Refer to CBP	2												2
No Jurisdiction - Refer to Other	2												2
Patdown	2												2
Patdown - Flyer	1												1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	5												5
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes	2												2
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Property - Special Handling	8												8
Property - Special Handling - Damaged Ite	4												4
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Item	2												2
Screening	22												22
Screening - Inconsistency	1												1
Screening - International Screening	1												1
Screening - Lengthy Lines	6												6
Screening - Opposite Gender	1												1
Screening - Procedures/Process	13												13

Cotomonico	1001		A Contact										
Categories	10-Oct			01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MKE	101	51	58	44	55	84	79	59	71	62	75	72	811
2022	20	22	29	13	14	35	46	26	42	28	44	48	367
Airline								1					1
Airline - Lost Baggage								1					1
Civil Rights	1					1		1		2	1		6
Civil Rights - Race						1				2			3
Civil Rights - Racial Profiling or Discrimin	1												1
Civil Rights - Transgender Screening								1			1		2
Customer Service			3	1			1	1	2	3	2	1	14
Customer Service - TSO			3	1			1	1	2	3	2	1	14
Expedited Passenger Screening Program	15	20	22	10	10	30	39	20	36	19	35	40	296
		20	22	10	10		39		30	19	35	40	
Expedited Passenger Screening Program						1		1					2
Expedited Passenger Screening Program		5	2	1	3	1	1		1	1		1	16
Expedited Passenger Screening Program		15	20	8	7	28	38	18	35	18	35	39	276
Expedited Passenger Screening Program	- TSA/DHS E	Employees -	Opt In	1				1					2
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Lost and Found		1									1		2
Lost and Found - Airport/TSA		1									1		2
Mishandling of Passenger Property			2			1	1		1			1	6
Mishandling of Passenger Property - Dam	naged/Missing	a ItemsC	1				1						2
Mishandling of Passenger Property - Dam			1			1			1				3
Mishandling of Passenger Property - Disa												1	1
Patdown		Oarry-Orr O	Oriconcu				3			1	1	3	8
							1					3	1
Patdown - Children										4			
Patdown - Flyer							2			1	1	3	7
Persons w/ Disabilities (PWD)	<u> </u>	1			1			2			1		5
Persons w/ Disabilities (PWD) - Diapers/0	arments/D	1											1
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Internal M											1		1
Persons w/ Disabilities (PWD) - Mobility [	Disability (No	t Wheelchai	r or Scooter	)				2					2
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Knives/Too	ols/Razors/Sh	narp Objec	1										1
Property - Special Handling	2			1	2	1	1		2		1	1	11
Property - Special Handling - Damaged It		On					1		1			1	3
Property - Special Handling - Damaged It				1									2
Property - Special Handling - Missing Iten					2								3
Property - Special Handling - Missing Iten						1			1		1		3
			4	-			4	4					
Screening	2		1	1	1	2	1	1	1	3	1	2	16
Screening - Inconsistency						1	1						2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2		1	1		1		1	1	3	1	2	13
2023	39	29	29	31	41	49	33	33	29	34	31	24	402
Civil Rights	1			1	1				1		1		5
Civil Rights - National Origin									1				1
Civil Rights - Race	1			1	1				1				3
		ender		1	1				1		1		
Civil Rights - Race		ender 2		1	3	1	2	1	1	1	1 6		3
Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity	- Not Transge					1	2 2	1		1	1 6 6		3
Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service	- Not Transge	2	23	2	3				1			23	3 1 22
Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program	- Not Transge 3 3 3	2	23	2	3	1	2	1	1	1	6	23	3 1 22 22
Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	- Not Transge 3 3 3 30 - DoD	2 2 26	23	2	3 3 31	1	2	1 31	1	1	6	23	3 1 22 22 22 330 1
Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- Not Transge 3 3 3 30 - DoD	2 2 26		2 2 24 1	3 3 31	1 38	30	1 31 2	1 1 23	1 28	6 23 1	1	3 1 22 22 330 1 10
Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program	- Not Transge 3 3 3 30 - DoD	2 2 26	23	2 2 24 1	3 3 31 2 29	1	2	1 31	1	1	6 23		3 1 22 22 330 1 10 319
Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks	- Not Transge 3 3 3 30 - DoD	2 2 26	23 1	2 2 24 1	3 3 31 2 29 1	1 38	30	1 31 2	1 1 23	1 28	6 23 1	1	3 1 22 22 330 1 10 319 2
Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks Locks - Missing or Damaged Lock	- Not Transge 3 3 3 30 - DoD 1 29	2 2 26	23 1 1	2 2 24 1 1 22	3 3 31 2 29 1	38	30	1 31 2	1 1 23	28	6 23 1	1	3 1 22 22 330 1 10 319 2
Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	- Not Transge 3 3 3 30 - DoD 1 29	2 2 26	23 1 1 1	2 2 24 1	3 3 31 2 29 1 1	1 38	30	1 31 2	1 1 23	1 28	6 23 1	1	3 1 22 22 330 1 10 319 2 2
Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- Not Transge 3 3 3 30 - DoD 1 29	2 2 26	23 1 1	2 24 1 1 22	3 3 31 2 29 1	38	30	1 31 2	1 1 23	28	6 23 1	1	3 1 22 22 330 1 10 319 2 2
Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	- Not Transge 3 3 3 30 - DoD 1 29	2 2 26 2 2 24	23 1 1 1 1	2 2 24 1 1 22	3 3 31 2 29 1 1	38	30	1 31 2	1 1 23	28	6 23 1	1	3 1 22 22 330 1 10 319 2 2 9 3
Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- Not Transge 3 3 3 30 - DoD 1 29	2 2 26 2 2 24	23 1 1 1 1	2 24 1 1 22	3 3 31 2 29 1 1	38 38 38 2	30	1 31 2	1 1 23	28	6 23 1 22	1	3 1 22 22 330 1 1 10 319 2 2 9 3
Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	- Not Transge 3 3 3 30 - DoD 1 29	2 2 26 2 2 24	23 1 1 1 1	2 24 1 1 22	3 3 31 2 29 1 1	38 38 38 2 1	30	1 31 2	1 1 23	28	6 23 1 22	1	3 1 22 22 330 1 10 319 2 2 2 9 9 3 5 5
Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	- Not Transge 3 3 3 30 - DoD 1 29	2 2 26 2 2 24	23 1 1 1 1	2 24 1 1 22	3 3 31 2 29 1 1	38 38 38 2	30	1 31 2	1 1 23	28	6 23 1 22	1	3 1 22 22 330 1 1 10 319 2 2 9 3 5 1 1 4
Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer	- Not Transge 3 3 30 - DoD 1 29 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 26 2 2 24	23 1 1 1 1 1	2 24 1 1 22	3 3 31 2 29 1 1	38 38 38 2 1	30	1 31 2	1 1 23	28	6 23 1 22	1	3 1 22 22 330 1 100 319 2 2 9 3 3 5 1
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Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Service A Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Airline Airline - Lost Baggage Customer Service Customer Service - TSO Expedited Passenger Screening Program	- Not Transge 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	2 2 26 2 24 Carry-on o	23 1 1 1 1 1 r Checked	2 2 24 1 1 22 1 1	3 3 3 31 2 29 1 1 1 1 1 1	1 38 38 38 2 1 2 2 2	30	1 31 2 29	23	1 28 28 1 1 1	6 23 1 22	1 22	3 1 22 22 330 319 2 2 9 3 5 1 4 3 3 5 1 1 1 2 6 2 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patsons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Airline Airline - Lost Baggage Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- Not Transge 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	2 2 26 2 24 Carry-on o	23 1 1 1 1 1 r Checked	2 2 24 1 1 22 1 1	3 3 3 31 2 29 1 1 1 1 1 1	1 38 38 38 2 1 2 2 2	30	1 31 2 29	23	1 28 28 1 1 1	6 23 1 22	1 22	3 1 22 22 330 1 10 319 2 2 9 3 3 5 1 1 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

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

Categories	10-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
2023								1					1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program	- TSA PreC	heck						1					1

				ct Center (	TCC) Data								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MLB	7	7	8	4	2	4	11	7	7	11		7	7
2022	1		2	2	1	3	6	4	1	3		2	2
Customer Service				1								1	
Customer Service - TSO				1								1	2
Expedited Passenger Screening Program	1		2	1		2	6	2		3		1	18
Expedited Passenger Screening Program	1		2	1		2	6	2		3		1	1
Mishandling of Passenger Property								1	1				
Mishandling of Passenger Property - Dam	laged/Missi	ng ItemsC	arry-on Lug	gage				1	1				
Patdown								1					
Patdown - Flyer								1					
Screening					1	1							
Screening - Procedures/Process					1	1							2
2023	5	7	6	2	1	1	5	3	6	8		5	4
Civil Rights	1												
Civil Rights - Transgender Screening	1												
Customer Service	3	1	1							2			
Customer Service - Others			1										
Customer Service - TSO	3	1								2			
Expedited Passenger Screening Program	1	4	5	2	1	1	5	3	3	3		3	3
Expedited Passenger Screening Program	- TSA Appl	ication Prog	gram							1			
Expedited Passenger Screening Program	1	4	5	2	1	1	5	3	3	2		3	3
Mishandling of Passenger Property		1							1	1			
Mishandling of Passenger Property - Dam	aged/Missi	1								1			
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	hecked Bag	ggage					1				
No Jurisdiction												1	
No Jurisdiction - Refer to CBP												1	
Persons w/ Disabilities (PWD)		1							1			1	
Persons w/ Disabilities (PWD) - Diabetes									1			1	
Persons w/ Disabilities (PWD) - Medically	Necessary	1											
Property - Special Handling									1				
Property - Special Handling - Missing Iten	ns - Checke	d							1				
Screening										2			
Screening - Procedures/Process										2			
2024	1												
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	1												1

		1	ΓSA Contac	ct Center (1	CC) Data 1	ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MLI	4	4	4	6	11	8	12	12	8	10	14	3	9
2022	1	1	2	4	1	6	10	6	5	3	12		5
Customer Service									1		1		
Customer Service - TSO									1		1		
Expedited Passenger Screening Program	1	1	2	4	1	6	9	4	4	3	11		4
Expedited Passenger Screening Program	- TSA Appli	ication Prog	Jram				1		1	1			
Expedited Passenger Screening Program	1	1	2	4	1	6	8	4	3	2	11		4
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	arry-on Lug	gage				1					
Screening							1	1					
Screening - Procedures/Process							1	1					
2023	2	3	2	2	10	2	2	6	3	7	2	3	4
Civil Rights						1							
Civil Rights - Race						1							
Customer Service	1	1								1			
Customer Service - TSO	1	1								1			
Expedited Passenger Screening Program	1	2	1	2	10	1	2	5	3	5	1	1	3
Expedited Passenger Screening Program	- TSA Appli	ication Prog	Jram		1								
Expedited Passenger Screening Program	1	2	1	2	9	1	2	5	3	5	1	1	3
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	1										
Patdown										1		2	
Patdown - Flyer										1		2	
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	ot Wheelch	air or Scoot	er)							1		
Property - Special Handling								1					
Property - Special Handling - Damaged Ite	ems - Carry	-On						1					
2024	1												
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	1												

			TSA Contact	Center (T	CC) Data 1	ool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MLU	5		5	3	1	5	2	6	2	2	3	4	38
2022			3			2	2	1	2			3	13
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Expedited Passenger Screening Program			1				1	1	2			2	7
Expedited Passenger Screening Program	- TSA App	lication Prog	1										1
Expedited Passenger Screening Program	- TSA Pre0	Check					1	1	2			2	6
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
Screening							1						1
Screening - Inconsistency							1						1
2023	3		2	3	1	3		5		2	3	1	23
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Expedited Passenger Screening Program	1		1	1	1	2		3		1	2	1	13
Expedited Passenger Screening Program	1		1	1	1	2		3		1	2	1	13
Patdown										1			
Patdown - Flyer										1			
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Cancer (g	general) No	t Breast Car	ncer			1							1
Property - Special Handling			1					1					2
Property - Special Handling - Damaged Ite	ems - Chec	ked						1					
Property - Special Handling - Missing Item	ns - Checke	ed	1										
Screening	1			2				1			1		
Screening - Crew Member or Airline Empl	oyee										1		1
Screening - Inconsistency				1									1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process				1				1					2
2024	2												2
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

togorios	40 Oot				TCC) Data			OF Mos:	OC luc	07 1!	00 4	00 Cor	Total
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
MOB	7	3	9	-	•	13	10	7	_	8	11	11	9
2022	1	1	4		4	7	8	1	2	5	7	6	4
Additional Information Required/Insufficient Inf												1	
Additional Information Required/Insufficier	nt Information	n - EMAIL (	ONLY									1	
Civil Rights					1						1		
Civil Rights - Race											1		
Civil Rights - Transgender Screening					1								
Customer Service							3		1				
Customer Service - TSO							3		1				
Expedited Passenger Screening Program	1		3		2	7	3			5	5	3	2
Expedited Passenger Screening Program	- TSA Applic	cation Prog	ram								2		
Expedited Passenger Screening Program	1		3		2	7	3			5	3	3	
Locks							1						
Locks - Missing or Damaged Lock							1						
Mishandling of Passenger Property							1					1	
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	arry-on Lug	ggage								1	
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsCl	hecked Ba	ggage			1						
Patdown			1	-								1	
Patdown - Flyer			1									1	
Property - Special Handling								1	1				
Property - Special Handling - Damaged Ite	ems - Carrv-	On						1					
Property - Special Handling - Missing Item									1				
Screening	, ,	1			1						1		
Screening - Inconsistency					1								
Screening - Procedures/Process		1									1		
2023	2	2	5	. 1	4	6	2	6	4	3	4	5	-
Civil Rights	_			-			1						
Civil Rights - Perceived Religion							1						
Customer Service	1										1	1	
Customer Service - TSO	1										1	1	
Expedited Passenger Screening Program		2	5	i 1	4	5	1	5	4	2	1	3	
Expedited Passenger Screening Program	- TSA Annlic			'		1		- 0			'	1	
Expedited Passenger Screening Program		2	5	i 1	4	4	1	5	4	2	1	2	
Mishandling of Passenger Property	1			'		- 4	1	- 3			1		•
Mishandling of Passenger Property - Dam											1		
Patdown								1			ı		
Patdown - Flyer								1					
,										1	4	4	
Screening						1					1	1	
Screening - Procedures/Process						1				1	1	1	
2024	4												
Expedited Passenger Screening Program	3												
Expedited Passenger Screening Program	3												
Screening	1												
Screening - Lengthy Lines	1												

10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
3	3	6	2	5	4	4	3	4	5	8	3	50
		2		4	1	2	1	4	3	1		18
									1			1
									1			1
		1		4	1	2	1	2		1		12
DoD						1						1
TSA PreC	heck	1		4	1	1	1	2		1		11
		1							1			2
ms - Check	ed								1			1
s - Checked	d	1										1
								2	1			3
								2	1			3
2	3	4	2	1	3	2	2		2	7	3	31
	1									1		2
										1		1
	1											1
1	2	4	2	1	3	2	2		2	2	1	22
DoD							1					1
1	2	4	2	1	3	2	1		2	2	1	21
											1	1
ged/Missin	g ItemsCl	hecked Bag	gage								1	1
1										4	1	6
1										4	1	6
1												1
1												1
1												1
	DoD TSA PreC ms - Checker  2 1 DoD 1	DoD TSA PreCheck ms - Checked - Checked  2 3 1 1 2 DoD 1 2	2 DoD TSA PreCheck 1 1 ms - Checked 1 - Checked 1 1  2 3 4 1 1 1 2 4 DoD 1 2 4	2  DoD TSA PreCheck 1  ms - Checked 1  - Checked 1  2 3 4 2  1 1  1 1 2 4 2  DoD	3 3 6 2 5 2 4  DoD TSA PreCheck 1 4  ms - Checked 1 - Checked 1  1 1 2 4 2 1  DoD 1 2 4 2 1	3 3 6 2 5 4 2 4 1  DoD TSA PreCheck 1 4 1  ms - Checked 1 - Checked 1  1 3  1 4 2 1 3  DoD 1 2 4 2 1 3  DoD 1 2 4 2 1 3	3 3 6 2 5 4 4 1 2  2 4 1 2  DoD 1 1 4 1 2  TSA PreCheck 1 4 1 1  ms - Checked 1 1  2 3 4 2 1 3 2  ToD 1 1 2 4 2 1 3 2  DoD 1 2 4 2 1 3 2	3 3 6 2 5 4 4 3 3 2 1 1 2 1 1 2 1 1 1 1 1 1 1 1 1 1 1	3 3 6 2 5 4 4 3 4 2 4 1 2 1 4  DoD TSA PreCheck 1 4 1 1 1 1 1 2  ms - Checked 1	3 3 6 2 5 4 4 3 3 4 5 2 4 1 2 1 4 3  1 1	3 3 6 2 5 4 4 3 3 4 5 8 2 4 1 2 1 4 3 1	3 3 6 2 5 4 4 3 4 5 8 3 2 4 1 2 1 4 3 1  1 1 1 1 2 1 4 3 1  DOD  TSA PreCheck 1 4 1 1 1 1 1 2 1  1 1 1 1 1 2 1  TSA PreCheck 1 1 4 1 1 1 2 1  TSA PreCheck 1 1 4 1 1 1 2 1  TSA PreCheck 1 1 4 1 1 1 1 2 1  TSA PreCheck 1 1 1 1 1 1 2 1  TSA PreCheck 1 1 1 1 1 1 2 1 1  TSA PreCheck 1 1 1 1 1 1 2 1 1  TSA PreCheck 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

				ct Center (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
MRY	12	5	6	4	5	7	3	6	5	7	~	10	79
2022	5	3		1	4	5	1	3	3	4	5	4	38
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insufficier	1												1
Civil Rights					1								1
Civil Rights - Transgender Screening					1								1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program	4	3		1	3	5	1	3	2	3	5	3	33
Expedited Passenger Screening Program	- DoD	1											1
Expedited Passenger Screening Program	4	2		1	3	5	1	3	2	3	5	2	31
Expedited Passenger Screening Program	- TSA/DHS	Employees	- Opt In									1	1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling										1			1
Property - Special Handling - Missing Item	ns - Carry-O	n								1			1
2023	2	2	6	3	1	2	2	3	2	3	4	6	36
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program	2	1	4	3		1	2		1	1	4	6	25
Expedited Passenger Screening Program	- DoD	1										1	2
Expedited Passenger Screening Program	- TSA Appli	cation Prog	1										1
Expedited Passenger Screening Program	2	•	3	3		1	2		1	1	4	5	22
Mishandling of Passenger Property						1		1		1			3
Mishandling of Passenger Property - Dam	ı aged/Missir	ng ItemsC	arry-on Lug	gage		1							1
Mishandling of Passenger Property - Dam								1		1			2
Patdown			1						1				2
Patdown - Flyer			1						1				2
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Service A	nimals							1					1
Screening		1	1		1					1			4
Screening - Inconsistency					1								1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process		1	1										2
2024	5												5
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program													

			IOA COIIta	oc	. cc, bata								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSL	1					1		1		1	2		6
2022						1		1			2		4
Expedited Passenger Screening Program						1		1			1		3
Expedited Passenger Screening Program	- TSA PreC	heck				1		1			1		3
Screening											1		1
Screening - Children											1		1
2023										1			1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program	- TSA PreC	heck								1			1
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

egories	10-Oct 1	1-Nov 1	2-Dec 0	1-Jan (	2-Feb	03-Mar	04 Amr	OF Mos:	OC Ium	07 1	00 4	00 Con	Tatal
egories ISN			2-Dec 0 22		28 28		04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	35	26		23		58	29	28	27	22	24	26	3
2022	8	12	13	8	8	30	16	11	15	7	10	17	1
Civil Rights			1					1	2				
Civil Rights - Race								1	2				
Civil Rights - Sex/Gender/Gender Identity-		der	1										
Customer Service	2		4							1		1	
Customer Service - TSO	2		4							1		1	
Expedited Passenger Screening Program	4	12	6	8	8	28	14	8	12	5	7	14	1
Expedited Passenger Screening Program	2	3	1							1			
Expedited Passenger Screening Program	2	9	5	8	8	28	14	8	12	4	7	14	1
Locks			1										
Locks - Missing or Damaged Lock			1										
Mishandling of Passenger Property	1										2	1	
Mishandling of Passenger Property - Dam	1										1	1	
Mishandling of Passenger Property - Disar		arry-on or	Checked								1		
Patdown	1	arry-orr or	Official			1	1				· ·		
Patdown - Flyer	1					1	1						
,	1		1			- 1			4				
Property - Special Handling									1				
Property - Special Handling - Missing Item	s - Carry-On		1						1				
Screening						1	1	2		1	1	1	
Screening - Children												1	
Screening - Crew Member or Airline Emplo	oyee									1			
Screening - Inconsistency								1					
Screening - Procedures/Process						1		1			1		
Screening - Retrieving Abandoned/Confisc	cated Items						1						
2023	14	14	9	15	20	28	13	17	12	15	14	9	
Civil Rights						2		1					
Civil Rights - Profiling						1							
Civil Rights - Race						1		1					
Customer Service	1			1		2	1	1	3	3	2	1	
Customer Service - TSO	1			1		2	1	1	3	3		1	
		4.4			40						2		
Expedited Passenger Screening Program	11	11	9	14	18	23	11	13	5	8	11	7	
Expedited Passenger Screening Program			1		2			1	1				
Expedited Passenger Screening Program	11	11	8	14	16	23	11	12	4	8	11	7	
Human Capital										1			
Human Capital - Prospective Employment	with TSA									1			
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dama	aged/Missing I	emsCarry	/-on Luggaç	ge							1		
Patdown	1	1			1				1				
Patdown - Flyer	1	1			1				1				
								2	2				
rersons w/ Disabilities (PWD)													
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cognitive	/Developmenta	al /Mental D	Disability					1					
Persons w/ Disabilities (PWD) - Cognitive				Supplies				1	1				
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically	Necessary Me			Supplies					1				
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp	Necessary Me lants (joint)	dication an		Supplies	4	4	1	1	1	2		4	
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Screening	Necessary Me lants (joint) 1			Supplies	1	1	1	1		3		1	
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Screening Screening - Crew Member or Airline Empl	Necessary Me lants (joint)	dication an 2		Supplies	1	1	1	1	1	3		1	
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Screening Screening - Crew Member or Airline Empl Screening - Inconsistency	Necessary Me lants (joint) 1	dication an 2 1		Supplies				1	1 1				
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process	Necessary Me lants (joint) 1	dication an 2		Supplies	1	1	1	1	1	2		1	
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc	Necessary Mediants (joint)  1  1  cated Items	dication an 2 1		Supplies				1	1 1				
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process	Necessary Me lants (joint) 1	dication an 2 1		Supplies				1	1 1	2			
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc	Necessary Mediants (joint)  1  1  cated Items	dication an 2 1		Supplies				1	1 1	2			
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc	Necessary Me lants (joint)  1  1  cated Items  13	dication an 2 1		Supplies				1	1 1	2			
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  2024 Civil Rights Civil Rights - Transgender Screening	Necessary Me lants (joint) 1 1 cated Items 13 1	dication an 2 1		Supplies				1	1 1	2			
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2024 Civil Rights Civil Rights - Transgender Screening Expedited Passenger Screening Program	Necessary Me lants (joint)  1  1  cated Items  13	dication an 2 1		Supplies				1	1 1	2			
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  2024 Civil Rights Civil Rights - Transgender Screening Expedited Passenger Screening Program Expedited Passenger Screening Program	Necessary Me lants (joint)  1  1  cated Items  13  1  1  1  1  1  1	dication an 2 1		Supplies				1	1 1	2			
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  2024 Civil Rights Civil Rights - Transgender Screening Expedited Passenger Screening Program	Necessary Me lants (joint)  1  1  cated Items  13  1  1  11	dication an 2 1		Supplies				1	1 1	2			

MSO					ct Center (1	CC) Data	Tool - FOIA	١						
Adrine	Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Afriline - Policy/Regulations/Service	MSO	19	6	1	14	11	6	9	12	15	12	16	17	138
Airline - Polity/Regulations/Service  Civil Rights - Race	2022	3	3		7	6	5	3	6	7	5	8	14	67
Civil Rights	Airline									1				1
Customer Service - TSO	Airline - Policy/Regulations/Service									1				1
Customer Service - TSO	Civil Rights										1			1
Expedited Passenger Screening Program	Civil Rights - Race										1			1
Expedited Passenger Screening Program   3   3   7   6   5   3   4   6   4   8   11   6	Customer Service												1	1
Expedited Passenger Screening Program	Customer Service - TSO												1	1
Expedited Passenger Screening Program   3   3   7   5   5   3   4   6   4   8   11   5	Expedited Passenger Screening Program	3	3		7	6	5	3	4	6	4	8	11	60
Locks   Locks - Missing or Damaged Lock	Expedited Passenger Screening Program	- TSA Appli	cation Prog	ıram 💮 💮		1								1
Locks - Missing or Damaged Lock	Expedited Passenger Screening Program	3	3		7	5	5	3	4	6	4	8	11	59
Screening - Inconsistency	Locks												1	1
Screening - Inconsistency   1   1   1   1   1   1   1   1   1	Locks - Missing or Damaged Lock												1	1
Screening - Lengthy Lines   1   2023   10   3   1   7   5   1   6   6   8   7   8   3   6	Screening								2				1	3
Screening - Procedures/Process	Screening - Inconsistency								1					1
2023   10   3   1   7   5   1   6   6   8   7   8   3   6	Screening - Lengthy Lines												1	1
Civil Rights	Screening - Procedures/Process								1					1
Civil Rights - Race	2023	10	3	1	7	5	1	6	6	8	7	8	3	65
Customer Service       1       1       1         Customer Service - TSO       1       1       1         Expedited Passenger Screening Program       9       3       1       6       4       1       6       6       8       4       4       2       5         Expedited Passenger Screening Program       8       3       1       6       3       1       5       5       8       4       4       2       5         Mishandling of Passenger Property       1       2       5       8       4       4       2       5       8       4       4       2       5       8       4       4       2       5       8        4       4       2       5       8       4       4       2       5       8       4       4       2       5       8        4       4       2       5       8       4       4       2       5       8       4       4       2       5       5	Civil Rights										1	1		2
Customer Service - TSO	Civil Rights - Race										1	1		2
Expedited Passenger Screening Program   9   3   1   6   4   1   6   6   8   4   4   2   5	Customer Service	1									1	1		3
Expedited Passenger Screening Program	Customer Service - TSO	1									1	1		3
Expedited Passenger Screening Program	Expedited Passenger Screening Program	9	3	1	6	4	1	6	6	8	4	4	2	54
Mishandling of Passenger Property Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage Patdown Patdown	Expedited Passenger Screening Program	1				1		1	1					4
Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 1  Patdown 1  Patdown - Flyer 1  Screening - Crew Member or Airline Employee 1  Screening - Inconsistency 1  Screening - Procedures/Process 1  Expedited Passenger Screening Program 5  Expedited Passenger Screening Program 5  Screening - Screening Program 5  Expedited Passenger Screening Program 5  Screening - Inconsistency 1  Screening - Procedures/Process 1  Screening -	Expedited Passenger Screening Program	8	3	1	6	3	1	5	5	8	4	4	2	50
Patdown         1           Patdown - Flyer         1           Screening         1         2           Screening - Crew Member or Airline Employee         1         2           Screening - Inconsistency         1         1           Screening - Procedures/Process         1         1           2024         6         1           Expedited Passenger Screening Program Expedited Passenger Screening Program Screening Pro	Mishandling of Passenger Property												1	1
Patdown - Flyer         1           Screening         1         2           Screening - Crew Member or Airline Employee         1         1           Screening - Inconsistency         1         1           Screening - Procedures/Process         1         1           2024         6         1           Expedited Passenger Screening Program Expedited Passenger Screening Program Scre	Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Ba	ggage								1	1
Screening         1         2           Screening - Crew Member or Airline Employee         1           Screening - Inconsistency         1           Screening - Procedures/Process         1         1           2024         6           Expedited Passenger Screening Program         5           Expedited Passenger Screening Program         5           Screening         1	Patdown				1									1
Screening - Crew Member or Airline Employee 1 Screening - Inconsistency 1 Screening - Procedures/Process 1 Screening - Procedures/Process 1 Screening - Procedures/Process 5 Expedited Passenger Screening Program 5 Expedited Passenger Screening Program 5 Screening 1	Patdown - Flyer				1									1
Screening - Inconsistency Screening - Procedures/Process 1 1 1 2024 6 Expedited Passenger Screening Program Expedited Passenger Screening Program Screening 1 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Screening					1					1	2		4
Screening - Procedures/Process 1 1 1  2024 6  Expedited Passenger Screening Program 5  Expedited Passenger Screening Program 5  Screening 1	Screening - Crew Member or Airline Empl	oyee										1		1
2024     6       Expedited Passenger Screening Program     5       Expedited Passenger Screening Program     5       Screening     1	Screening - Inconsistency											1		1
Expedited Passenger Screening Program 5 Expedited Passenger Screening Program 5 Screening 1	Screening - Procedures/Process					1					1			2
Expedited Passenger Screening Program 5 Screening 1	2024	6												6
Screening 1	Expedited Passenger Screening Program	5												5
	Expedited Passenger Screening Program	5												5
Screening - Procedures/Process 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
MSP	456	314	303	345	320	370	367	322	329	310	342	321	4,099
2022	102	143	123	134	139	184	163	158	165	151	201	160	1,823
Additional Information Required/Insufficient Info		1										1	2
Additional Information Required/Insufficier	nt Informatic	1										1	2
Airline Policy/Populations/Sorvice			1								1		2
Airline - Policy/Regulations/Service Airline - Wheelchair Assistance			- 1								1		<u>1</u>
Civil Rights	2	2	2		2	2	3		3	2	2	3	23
Civil Rights - Age	1						1						2
Civil Rights - Civil Rights Violation (TSA E	mployee)		1										1
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns		1										1	2
Civil Rights - Perceived Religion							1						1
Civil Rights - Race						2			2	1	1	2	8
Civil Rights - Racial Profiling or Discrimina		1			1		4						3
Civil Rights - Sex/Gender/Gender Identity		naer			1		1		1				2
Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening	lisgerider		1						- 1		1		2
Claims			1				1				'		2
Claims - Status			1				1						2
CSM/Stakeholder Follow-up						1							1
CSM/Stakeholder Follow-up - General						1							1
Customer Service	10	11	4	11	4	12	7	9	14	6	8	14	110
Customer Service - CSM				1									1
Customer Service - Others				2		1							3
Customer Service - TSO	10	11	4	8	4	11	7	9	14	6	8	14	106
Expedited Passenger Screening Program	72	107	92	100	118	159	127	130	130	120	163	119	1,437
Expedited Passenger Screening Program		1		_	1		1	4			1	4	8
Expedited Passenger Screening Program		13	6	7	5	450	6	9	122	3	5	1 110	63
Expedited Passenger Screening Program Expedited Passenger Screening Program		93	Opt In	93	112	159	120	116	123	117	157	118	1,364
Hazardous Materials Safety	- TOAVDHO E	1 1	Оргіп	1				1	1	1			4
Hazardous Materials Safety - General		1		1					1	1			4
Locks						2		1	1		1	1	6
Locks - General								1					1
Locks - Missing or Damaged Lock						2			1		1	1	5
Lost and Found					2							1	3
Lost and Found - Airport/TSA					2							1	3
Mishandling of Passenger Property		2	2	2	4		2	4	2	2	3	2	25
Mishandling of Passenger Property - Dam			-	1	1		1		1	1		1	6
Mishandling of Passenger Property - Dam		1	2	1	2		1	3	1	1	1		13
Mishandling of Passenger Property - Disa	rrayed Item	1			1			1			2	1	6
No Jurisdiction  No Jurisdiction - No Referral		1		1		1	2				1		6
No Jurisdiction - Refer to CBP		1		ı		1	2						4
No Jurisdiction - Refer to Other		!				'					1		1
Patdown	3	6	2	4	2		4	1	3	2	7	7	41
Patdown - Children	-								1				1
Patdown - Flyer	1	4	2	4	2		4	1	2	2	6	7	35
Patdown - Flyer as Observer	2	2									1		5
Persons w/ Disabilities (PWD)	4	4	3	3	1	1	3	1		2	4	2	28
Persons w/ Disabilities (PWD) - Autism S				1									1
Persons w/ Disabilities (PWD) - Cancer (g												1	1
Persons w/ Disabilities (PWD) - Cognitive		1	1										2
Persons w/ Disabilities (PWD) - Diabetes		:/NAI		2		1				1			3
Persons w/ Disabilities (PWD) - Diapers/0 Persons w/ Disabilities (PWD) - General	 	ssirigs/iviasi	1			1							1
Persons w/ Disabilities (PWD) - Medical D	l Devices - Attac	ched to the									1		1
Persons w/ Disabilities (PWD) - Medically		1	Dody				1	1		1		1	5
Persons w/ Disabilities (PWD) - Mobility [		Wheelch	1		1		2						4
Persons w/ Disabilities (PWD) - Prosthesi		1									2		4
Persons w/ Disabilities (PWD) - Respirato	1												1
Persons w/ Disabilities (PWD) - Wheelcha	2	1									1		4
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Breast Milk		1											1
Property - Special Handling	5	1	7	4	2	3	2	3		4	4	3	38
Property - Special Handling - Damaged Ite			3	4	1	4		3					8
Property - Special Handling - Damaged Ite			1	1	1	1	4			2	2	0	7
Property - Special Handling - Missing Item Property - Special Handling - Missing Item		1	2	1		1	1			2	<u>3</u>	1	13
Screening	6	6	9	8	4	3	12	9	11	12	7	7	94
Screening - Inconsistency	2	1	3	1	1	1	2	1	- 11	2	- 1	1	12
Screening - International Screening	_					1							1
Screening - Lengthy Lines	1	1	2	3		1	1	1	3	1	3		17
Screening - Procedures/Process	3	4	5	3	3		9	7	7	8	4	6	59
Screening - Retrieving Abandoned/Confis	cated Items		2	1					1	1			5
2023	183	171	180	211	181	186	204	164	164	159	141	161	2,105
Additional Information Required/Insufficient Info											1		1
Additional Information Required/Insufficier	nt Information	- EMAIL O	NLY								1		1
Airline				1									1
Airline - Wheelchair Assistance	_	•		1	4							a .	1
Civil Rights Civil Rights - Age	3	3	3	2	1	3	6	3	2	4	4 1	1	35
Civil Rights - Age Civil Rights - Constitutional Rights		1							1	1	1		3
Civil Rights - National Origin	1	ı							1	1			2
Civil Rights - Not Specified		1								1			1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Profiling	IU-UCT	i i-NOV	12-Dec	บ เ-ปสก	u∠-reb	US-IVIAT	оч-Арг	us-way	บบ-มนท	ur-Jui		oa-sep	
	4	4	2		4	4	4	0	4	4	1	4	40
Civil Rights - Race	1	1	3	1	1	1	4	2	1	1	2	1	19
Civil Rights - Screening of Religious Cultu			S	1			0						
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender				2	2	1		1			(
Civil Rights - Transgender Screening	1			10		40	40		40			•	100
Customer Service	14	8	11	10	6	10	13	20	10	8		9	125
Customer Service - TSO	14	8	11	10	6	10	13	20	10	8			125
Expedited Passenger Screening Program	148	144	152	180	157	149	173	123	123	116			1,699
Expedited Passenger Screening Program	3	5	6	3	2	5	3	1	2	1			38
Expedited Passenger Screening Program		138	146	177	154	144	170	122	121	115	103	124	1,659
Expedited Passenger Screening Program	- TSA/DHS	1			1								
Locks		2								1	1		4
Locks - General		1											
Locks - Missing or Damaged Lock		1								1	1		
Mishandling of Passenger Property	2	1	3		3	3		1	4	3			2
Mishandling of Passenger Property - Dam					3	3			2	2		2	1
Mishandling of Passenger Property - Dam	aged/Missii	1						1	2	1	1	3	
Mishandling of Passenger Property - Disa	1		3								1		
No Jurisdiction	1	1	1	2		1			2	1	2	1	1.
No Jurisdiction - No Referral				1					1	1			
No Jurisdiction - Refer to CBP	1	1		1		1			1		1	1	
No Jurisdiction - Refer to Other			1								1		
Patdown	2	3		3	1	2		3	3	2	3	1	2
Patdown - Children								1			1		
Patdown - Flyer	2	2		2	1	1		2	2	2	2	1	1
Patdown - Flyer as Observer	_			1		1			1				
Patdown - General		1											
Persons w/ Disabilities (PWD)	3		2	1		6	3	3	4	2	3	3	3
Persons w/ Disabilities (PWD) - Autism S						3				1		1	
Persons w/ Disabilities (PWD) - Cognitive		ntal /Mental	Disability			2			1		1		
Persons w/ Disabilities (PWD) - Diabetes	Developine	intai / Wichta	1				1		- '				
Persons w/ Disabilities (PWD) - General			- 1				- 1		2				
Persons w/ Disabilities (PWD) - Medically	2		1	1			1	2		1		4	
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D		t Mhaalahai					1	2	4	ı		1 1	
				1)				1	1			1	
Persons w/ Disabilities (PWD) - Respirato			IL			1					0		
Persons w/ Disabilities (PWD) - Touch Av							-				2		
Persons w/ Disabilities (PWD) - Wheelcha							1	4					
Property - Special Handling	2	2	3	2	3	1	2	4	3	5			3
Property - Special Handling - Damaged Ite		1	1				1	2	1	1		2	1
Property - Special Handling - Damaged Ite										3			
Property - Special Handling - Missing Item		1	1		2		1	1		1		1	
Property - Special Handling - Missing Item			1	2	1	1		1	2		1		!
Screening	8	7	5	10	10	11	7	7	13	17	10	10	11
Screening - Crew Member or Airline Empl	1							1					
Screening - Inconsistency	1	2		1	3	3		1	4	4			2
Screening - Lengthy Lines	1		1	2	1		1	1		3	2	4	1
Screening - Procedures/Process	4	3	3	7	5	8	6	4	9	10	4	5	6
Screening - Retrieving Abandoned/Confis	1	2	1		1						1	1	
2024	171												17
Civil Rights	4												
Civil Rights - Not Specified	1												
Civil Rights - Race	2												
Civil Rights - Sex/Gender/Gender Identity	1												
Customer Service	8												
Customer Service - TSO	8												
Expedited Passenger Screening Program	146												14
Expedited Passenger Screening Program	3												
Expedited Passenger Screening Program	143												14
Mishandling of Passenger Property	3												
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Disa													
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Hearing I	1												
` ,													
Property - Special Handling	1												
Property - Special Handling - Damaged Ite	1												
Screening	8												
Screening - Crew Member or Airline Empl	1												
Screening - Inconsistency	1												
Screening - Lengthy Lines	1												
Screening - Procedures/Process	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
MSS		1				2		1					4
2022		1				2							3
Expedited Passenger Screening Program		1				2							3
Expedited Passenger Screening Program	- TSA PreC	1				2							3
2023								1					1
Screening								1					1
Screening - Inconsistency								1					1

Catamania	12.2		SA Contact Ce								•••		
Categories		11-Nov		-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSY	260	150	142	143	149	191	218	211	188	161	164	194	2,171
2022	39	50	55	44	48	97	106	109	88	83	74	97	890
Airline			1								1		2
Airline - Policy/Regulations/Service			1										1
Airline - Wheelchair Assistance											1		1
Civil Rights	2	1					1		1	1		3	9
Civil Rights - Race							1		1			1	3
Civil Rights - Racial Profiling or Discrimina	2												2
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder								1		2	3
Civil Rights - Transgender Screening		1											1
Customer Service	2	3	3	2	4	5	10	10	9	7	2	7	64
Customer Service - TSO	2	3	3	2	4	5	10	10	9	7		7	64
Expedited Passenger Screening Program	28	36	44	36	40	79	76	86	68	64	59	74	690
Expedited Passenger Screening Program				00	-10	70	10	- 00	- 00	01	00	1	1
Expedited Passenger Screening Program		1 1		1			4					- '	6
Expedited Passenger Screening Program		1	2	- 1	1		4	8	3	2	1	2	27
Expedited Passenger Screening Program	24		41	25		70							
		34		35	39	79	68	78	65	62	58	71	654
Expedited Passenger Screening Program	1		1										2
Locks			2				1						3
Locks - Missing or Damaged Lock			2				1						3
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property		1		1		1	3	3	1	2		1	13
Mishandling of Passenger Property - Dam	naged/Missing	ItemsCa	rry-on Luggage					1					1
Mishandling of Passenger Property - Dam	naged/Missii	1		1		1	2	2	1	2		1	11
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on o	or Checked				1						1
No Jurisdiction												2	2
No Jurisdiction - Refer to Other												2	2
Patdown		1	1		1	1	2	1	1		5	6	19
Patdown - Flyer		1			1	1	2	1	1		5	6	18
Patdown - Non-Flyer			1					'					1
Persons w/ Disabilities (PWD)	1	2			1	3	5	1	3	3	1		20
Persons w/ Disabilities (PWD) - Cancer (c	reneral) Not	1			'	0		'			'		1
Persons w/ Disabilities (PWD) - Cognitive			Disability						1	1			2
Persons w/ Disabilities (PWD) - Diabetes		itai /iviciitai	Disability				4		- 1	- '			
		_					1						1
Persons w/ Disabilities (PWD) - Internal M			D. J.				1						
Persons w/ Disabilities (PWD) - Medical [			Body						1				1
Persons w/ Disabilities (PWD) - Medically		1				1				1			3
Persons w/ Disabilities (PWD) - Metal Imp	. ,						1						1
Persons w/ Disabilities (PWD) - Mobility I		Wheelchai	r or Scooter)				1		1				2
Persons w/ Disabilities (PWD) - Prosthesi								1					2
Persons w/ Disabilities (PWD) - Service A							1						1
Persons w/ Disabilities (PWD) - Touch Av		rauma)			1	1							2
Persons w/ Disabilities (PWD) - Visual Im	pairment									1			1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	egway				1					1		2
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Food/Beve	1												1
Property - Special Handling	4	3	2	3		2	1	1		3	1		20
Property - Special Handling - Damaged It	1		1	2						3	1		8
Property - Special Handling - Damaged It						1							2
Property - Special Handling - Missing Iten		2		1									3
Property - Special Handling - Missing Iten		1	1			1	1	1					7
Screening	1	3	2	2	1	6	7	7	5	3	5	4	46
Screening - Cruise Ships					'	0	- '	'			1		1
Screening - Inconsistency			1				2	1	1		<u>'</u>		5
Screening - Inconsistency Screening - Lengthy Lines			I		4			1	1		1	4	
	4		4		1	5	2					1	12
Screening - Procedures/Process	1	3	1	2		1	3	5	3	2	3	3	27
Screening - Retrieving Abandoned/Confis										1			1
2023	123	100	87	99	101	94	112	102	100	78	90	97	1,183
Additional Information Required/Insufficient In							1		1		1		3
Additional Information Required/Insufficient	nt Information	- EMAIL O					1		1		1		3
Airline			1	1			1					1	4
Airline - Lost Baggage			1	1			1						3
Airline - Policy/Regulations/Service												1	1
Civil Rights	4	3	1	1	1	1	2		5	2	4	1	25
Civil Rights - Age										1			1
Civil Rights - Civil Rights Violation (TSA E	mployee)	1							1				2
Civil Rights - Perceived Religion						1							1
Civil Rights - Race	2	1	1	1			2		2		2	1	12
Civil Rights - Screening of Religious Cultu											1		1
Civil Rights - Screening of Religious or Cu			-						1				1
Civil Rights - Sex/Gender/Gender Identity		1			1				1	1			6
Civil Rights - Sex/Gender/Gender identity  Civil Rights - Sexual Orientation - Not Tra		- 1			- 1				1	- 1	1		1
Customer Service	nsgender 5	8	8	8	9	8	5	4	8	10	11	8	
	5	ŏ	8 1	ŏ	9	ŏ	5	4	ď	10	11	ŏ	92
Customer Service - Others	-	0		0	0	0	-	A	0	40	4.4	0	1
Customer Service - TSO	5	8	7	8	9	8	5	4	8	10	11	8	91
Expedited Passenger Screening Program	100	74	67	79	81	68	77	69	79	47	63	70	874
Expedited Passenger Screening Program			1									1	3
Expedited Passenger Screening Program		2	3	1	1	1		1	1	1		1	15
Expedited Passenger Screening Program		72	63	78	80	67	77	67	78	46	63	68	855
Expedited Passenger Screening Program	- TSA/DHS E	mployees	- Opt In					1					1
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Locks					1	1	2	1	1		1		7
Locks - Missing or Damaged Lock					1	1	2	1	1		1		7
Lost and Found										1			1
	-												

Categories	10-Oct	11-Nov	12-Dec	act Center ( 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			
Mishandling of Passenger Property	2	3	3 1	1 1		4	4	4	1	3	2	3	2
Mishandling of Passenger Property - Da	am 1		1			2	3	1	1		2	1	1
Mishandling of Passenger Property - Da			2 1	1 1		1		3		2			1
Mishandling of Passenger Property - Di						1	1			1		2	
No Jurisdiction	1		1				3					1	
No Jurisdiction - No Referral			'				1						
No Jurisdiction - Refer to Other			1	1			2					1	
Notice of Violation/Civil Penalties					1								
Notice of Violation/Civil Penalties - Gen	oral				1								
		,				0	0	0	4	4	2	4	
Patdown Patdown - Children	4	4	2 3	3 2		3	2	2	1			4	3
										1			
Patdown - Flyer	4		1 3	3 2		3	2	2	1	3		3	2
Patdown - Flyer as Observer											1	1	
Patdown - General													
Persons w/ Disabilities (PWD)		2	2		2	2	4			2	1	1	1
Persons w/ Disabilities (PWD) - Autism								1					
Persons w/ Disabilities (PWD) - Cancer	(general) Not	Breast Ca	ancer				1						
Persons w/ Disabilities (PWD) - Diabete	es				1								
Persons w/ Disabilities (PWD) - General	al		1										
Persons w/ Disabilities (PWD) - Hearing	g Impairment						1						
Persons w/ Disabilities (PWD) - Medica	I Devices - Att	ached to t	he Body		1	1					1		
Persons w/ Disabilities (PWD) - Medica	Ily Necessary	Medicatio	n and Medi	cal Supplies			1			1			
Persons w/ Disabilities (PWD) - Metal I								1					
Persons w/ Disabilities (PWD) - Mobility			hair or Scoo	oter)				3					
Persons w/ Disabilities (PWD) - Visual						1							
Persons w/ Disabilities (PWD) - Wheeld			1				1			1		1	
Property - Special Handling	2		2 1	1 2	1	3	2	3	1				2
Property - Special Handling - Damaged		-		1				1	1		1		
Property - Special Handling - Damaged				1		3	1				- '		
Property - Special Handling - Missing It				- 1	ı	3	- 1	1	1				
							1		ı	0			
Property - Special Handling - Missing It Screening			1 1		4	4		1		2			
	6		6 4	1 4	4		9		3			6	7
Screening - Inconsistency			3			1	5	2		3		1	1
Screening - International Screening						1							
Screening - Lengthy Lines	2		1			1	1	1			1		
Screening - Procedures/Process	4		3 2			1	3	11	3	4	2	5	4
Screening - Retrieving Abandoned/Con	fiscated Items		1										
TWIC				1								1	
TWIC - General				1	1							1	
2024	98												9
Civil Rights	1												
Civil Rights - Sex/Gender/Gender Ident	ity 1												
Customer Service	8												
Customer Service - TSO	8												
Expedited Passenger Screening Program	73												7
Expedited Passenger Screening Progra													
Expedited Passenger Screening Progra													7
Locks	1												
	1												
Locks - Missing or Damaged Lock	6												
Patdown													
Patdown - Flyer	6												
Persons w/ Disabilities (PWD)	5												
Persons w/ Disabilities (PWD) - Diabete													
Persons w/ Disabilities (PWD) - Genera													
Persons w/ Disabilities (PWD) - Metal I													
	. H 4												
Persons w/ Disabilities (PWD) - Mobility													
Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Prosthe													
Persons w/ Disabilities (PWD) - Prosthe	esi 1 2												
Persons w/ Disabilities (PWD) - Prosthe Property - Special Handling	esi 1 2												

2022			1		t Center (T									
2022	Categories	10-Oct	11-Nov		01-Jan			04-Apr	05-May	06-Jun				Total
Customer Service	MTJ	5	5	17	23	14	15	5		8	6	12	12	122
Customer Service - TSO	2022	1	1	8	20	6	9	3		2	2		7	59
Expedited Passenger Screening Program	Customer Service		1	2	3	2				1	1		1	11
Expedited Passenger Screening Program - TSA Application Prox   2   2   11   3   7   3   1   6   33   3   3   6   33   3   3   6   33   3			1	2	3	2				1	1		1	11
Expedited Passenger Screening Program - TSA Application Prof   2				5	11	3	7	3		1			6	36
Expedited Passenger Screening Program - TSA PreCheck 2 11 3 7 3 1	Expedited Passenger Screening Program	- DoD		1										1
Mishandling of Passenger Property - Damaged/Missing Items—C 1				2										2
Mishandling of Passenger Property - Damaged/Missing Items—C		- TSA PreC	heck	2	11	3	7	3		1			6	33
Patdown	Mishandling of Passenger Property			1										1
Patdown - Children	Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	1										1
Persons wf Disabilities (PWD) - Diabetes	Patdown				1									1
Persons w/ Disabilities (PWD) - Diabetes   1	Patdown - Children				1									1
Property - Special Handling	Persons w/ Disabilities (PWD)				1									1
Property - Special Handling - Damaged Items - Carry-On	Persons w/ Disabilities (PWD) - Diabetes				1									1
Screening	Property - Special Handling				1									1
Screening	Property - Special Handling - Damaged Ite	ems - Carry-	On		1									1
Screening - Lengthy Lines   1	Screening	1			3	1	2				1			8
Screening - Procedures/Process   1	Screening - Inconsistency				2		1				1			4
2023   4 9 3 8 6 2 6 4 12 5 5 59	Screening - Lengthy Lines					1								1
Customer Service         2         2         1         2         2         9           Customer Service - TSO         2         2         1         2         2         9           Expedited Passenger Sereening Program         4         5         3         4         3         2         3         2         5         1         32           Expedited Passenger Screening Program - TSA PreC         4         5         3         4         3         2         3         2         5         1         32           Mishandling of Passenger Property         2         2         2         2         2         2           Mishandling of Passenger Property - Damaged/Missing Items—Checked Baggage         2         2         2         2           Patdown - Flyer         1         1         4         6         6         6         6         6         6         7         2         2         2         2         2         2         1         4         6         6         6         9         1         4         6         6         9         1         1         1         1         1         1         1         1         1         1 <t< td=""><td>Screening - Procedures/Process</td><td>1</td><td></td><td></td><td>1</td><td></td><td>1</td><td></td><td></td><td></td><td></td><td></td><td></td><td>3</td></t<>	Screening - Procedures/Process	1			1		1							3
Customer Service - TSO	2023		4	9	3	8	6	2		6	4	12	5	59
Expedited Passenger Screening Program	Customer Service					2				2	1	2	2	9
Expedited Passenger Screening Program - TSA PreC	Customer Service - TSO					2				2	1	2	2	9
Mishandling of Passenger Property         2           Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage         2           Patdown         1         4         6           Patdown - Flyer         1         1         3         5           Patdown - Flyer as Observer         1         1         3         5           Patdown - Flyer as Observer         1         1         1         1           Persons w/ Disabilities (PWD)         1         2         2         2         2         2         2         2         2         2         2         3         3         5         3         2         2         2         2         2         3         3         5         3         3         3         5         3         1         1         2         7         3         2         2         3         3         3         3         3	Expedited Passenger Screening Program		4	5	3	4	3	2		3	2	5	1	32
Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage       2         Patdown - Flyer       1       4       6         Patdown - Flyer as Observer       1       1       3       5         Petsons w/ Disabilities (PWD)       1       1       1       1         Persons w/ Disabilities (PWD) - Hearing Impairment       1       2       3       3       5       3       2       2       2       2       2       2       2       2       2       2       3       3       1       3       3       5       2       2       3       3       3       5       2       2       3       3       3       3       3       3       3       3       2 <t< td=""><td>Expedited Passenger Screening Program</td><td>- TSA PreC</td><td>4</td><td>5</td><td>3</td><td>4</td><td>3</td><td>2</td><td></td><td>3</td><td>2</td><td>5</td><td>1</td><td>32</td></t<>	Expedited Passenger Screening Program	- TSA PreC	4	5	3	4	3	2		3	2	5	1	32
Patdown         1         4         6           Patdown - Flyer         1         1         3         5           Patdown - Flyer as Observer         1         1         3         5           Patdown - Flyer as Observer         1         2         2         2         2         2         2         2         2         2         3         3         2         2         3         3         3         2         2         3         3         4	Mishandling of Passenger Property						2							2
Patdown - Flyer         1         1         3         5           Patdown - Flyer as Observer         1         1         1           Persons W/ Disabilities (PWD)         1         1         1           Persons W/ Disabilities (PWD) - Hearing Impairment         1         1         1           Property - Special Handling         2         2         2           Property - Special Handling - Damaged Items - Carry-On         2         2         2           Screening - Lengthy Lines         2         1         1         2         7           Screening - Procedures/Process         1         1         1         4         4         4         4         4         4         4         4         4         4         4         4         4         4         4         5         1         1         1         1         1         4	Mishandling of Passenger Property - Dam	naged/Missin	g ItemsCl	necked Bag	gage		2							2
Patdown - Flyer as Observer         1         1           Persons w/ Disabilities (PWD)         1         1           Persons w/ Disabilities (PWD) - Hearing Impairment         1         1           Property - Special Handling         2         2           Property - Special Handling - Damaged Items - Carry-On         2         1         1         2         7           Screening         2         1         1         2         7           Screening - Lengthy Lines         2         1         1         1         4           Screening - Procedures/Process         1         1         4         4           Customer Service         1         1         4         4           Customer Service - TSO         1	Patdown			1						1		4		6
Persons w/ Disabilities (PWD)   1	Patdown - Flyer			1						1		3		5
Persons w/ Disabilities (PWD) - Hearing Impairment 1 Property - Special Handling 2 Property - Special Handling - Damaged Items - Carry-On 2 Screening 2 1 1 1 2 7 Screening - Lengthy Lines 2 1 1 1 2 7 Screening - Procedures/Process 1 1 2 3  2024 4 Customer Service 1 1 Customer Service - TSO 1 Expedited Passenger Screening Program 2 Expedited Passenger Screening Program 2 Screening 1	Patdown - Flyer as Observer											1		1
Property - Special Handling         2         2           Property - Special Handling - Damaged Items - Carry-On         2         2           Screening         2         1         1         1         2         7           Screening - Lengthy Lines         2         1         1         1         4         4           Screening - Procedures/Process         1         2         3         3         2         3         4<	Persons w/ Disabilities (PWD)			1										1
Property - Special Handling - Damaged Items - Carry-On   2   2   3   1   1   1   2   7	Persons w/ Disabilities (PWD) - Hearing I	mpairment		1										1
Screening         2         1         1         1         2         7           Screening - Lengthy Lines         2         1         1         4         4           Screening - Procedures/Process         1         2         3           2024         4         4         4         4           Customer Service         1         1         1         1         1         1         1         1         1         1         2         3         3         3         2         4         4         4         4         4         4         4         4         4         4         4         4         4         4         4         4         4         4         5         4         5         4         5         4         5         4         5         4         5         4         7         4         5         4         7         2         4         4         4         4         4         5         4         4         5         4         4         5         4         4         5         4         4         5         4         4         4         2         4         4         4	Property - Special Handling					2								2
Screening - Lengthy Lines         2         1         1         4           Screening - Procedures/Process         1         2         3           2024         4         4         4           Customer Service         1         1         1           Customer Service - TSO         1         1         1           Expedited Passenger Screening Program         2         2         2           Expedited Passenger Screening Program         2         2           Screening         1         1         1	Property - Special Handling - Damaged It	ems - Carry-	On			2								2
Screening - Procedures/Process         1         2         3           2024         4         4           Customer Service         1         1           Customer Service - TSO         1         1           Expedited Passenger Screening Program         2         2           Expedited Passenger Screening Program         2         2           Screening         1         1	Screening			2			1				1	1	2	7
2024         4           Customer Service         1           Customer Service - TSO         1           Expedited Passenger Screening Program         2           Expedited Passenger Screening Program         2           Screening         1	Screening - Lengthy Lines			2							1	1		4
Customer Service         1           Customer Service - TSO         1           Expedited Passenger Screening Program         2           Expedited Passenger Screening Program         2           Screening         1           1         1	Screening - Procedures/Process						1						2	3
Customer Service - TSO         1           Expedited Passenger Screening Program         2           Expedited Passenger Screening Program         2           Screening         1           1         1	2024	4												4
Expedited Passenger Screening Program         2           Expedited Passenger Screening Program         2           Screening         1	Customer Service	1												1
Expedited Passenger Screening Program 2 Screening 1 1	Customer Service - TSO	1												1
Expedited Passenger Screening Program 2 Screening 1 1	Expedited Passenger Screening Program	2												2
Screening 1 1														
		1												1
		1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MVY										6	7	5	18
2022											4	4	8
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program											2	4	6
Expedited Passenger Screening Progran	n - TSA PreC	Check									2	4	6
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	arry-on Lug	gage							1		1
2023										6	3	1	10
Civil Rights											1	1	2
Civil Rights - Race											1	1	2
Customer Service										3			3
Customer Service - TSO										3			3
Expedited Passenger Screening Program										2	1		3
Expedited Passenger Screening Progran	n - TSA PreC	Check								2	1		3
Patdown											1		1
Patdown - Flyer											1		1
Screening										1			1
Screening - Procedures/Process										1			1

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

				enter (TCC	-								
Categories	10-Oct 1	1-Nov 1:	2-Dec 0	1-Jan 0	2-Feb 0	)3-Mar (	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MYR	68	33	22	24	22	31	41	54	55	43	57	42	492
2022	17	12	14	12	10	13	9	27	34	18	28	29	223
Civil Rights	1		1					1		2		1	6
Civil Rights - Civil Rights Violation (TSA E	mployee)		1										1
Civil Rights - Race								1		1			2
Civil Rights - Racial Profiling or Discrimina	1												1
Civil Rights - Sex/Gender/Gender Identity		der								1			1
Civil Rights - Sexual Orientation - Not Tra												1	1
Claims	l				1								1
Claims - General					1								1
Customer Service	2				1				3			1	7
Customer Service - TSO	2				1				3			1	7
Expedited Passenger Screening Program		0	40	0		40	7	0.4		4.5	40		
	13	9	12	8	6	10	7	24	24	15	19	19	166
Expedited Passenger Screening Program	2	1	40	0	0	40	7	0.4	2	2	1	2	10
Expedited Passenger Screening Program	11	8	12	8	6	10	7	24	22	13	18	17	156
Human Capital					1								1
Human Capital - Prospective Employmen	t with TSA				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											2	1	3
Mishandling of Passenger Property - Dam	naged/Missing I	temsCarry	/-on Luggaç	ge							1	1	2
Mishandling of Passenger Property - Dam	naged/Missing I	temsChec	ked Bagga	ge							1		1
No Jurisdiction		1		_									1
No Jurisdiction - Refer to Other		1											1
Patdown	1		1			1			1		4		8
Patdown - Flyer	1		1			1			1		3		7
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)		1		1			1				1	2	6
Persons w/ Disabilities (PWD) - Cognitive	/Develonment		Nicability	- '			- '				- '	1	1
Persons w/ Disabilities (PWD) - Cognitive		ai /ivieritai L	лзаршцу				1					1	2
		had to the D	adu	4			1						
Persons w/ Disabilities (PWD) - Medical [				1									
Persons w/ Disabilities (PWD) - Medically			d Medical S	supplies							1		
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees ar I	id Casts										1	1
Property - Special Handling								1				3	4
Property - Special Handling - Damaged It												3	3
Property - Special Handling - Damaged It	ems - Checked							1					1
Screening		1		3		2	1	1	5	1	2	2	18
Screening - Inconsistency									1			1	2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process		1		3		1	1	1	4	1	2	1	15
2023	37	21	8	12	12	18	32	27	21	25	29	13	255
Additional Information Required/Insufficient In				1									1
Additional Information Required/Insufficient	nt Information -	EMAIL ON	LY	1									1
Civil Rights	1	1	1				4			1	1		9
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns							1						1
Civil Rights - Not Specified		1											1
Civil Rights - Race	1						3				1		5
Civil Rights - Transgender Screening			1										1
Customer Service	1	1		1			1		2	3	1		10
Customer Service - TSO	1	1		1			1		2	3	1		10
Expedited Passenger Screening Program	29	15	6	9	10	16	25	22	13	19	20	12	196
Expedited Passenger Screening Program				<u> </u>	10	10	20	1	10	1	20	1	3
Expedited Passenger Screening Program			6	9	10	16	25	21	13	18	20	11	
Locks	29	15	U	9	10	16	25	1	13	10	20	- 11	193
													<u>T</u>
Locks - Missing or Damaged Lock			4					1					1
Mishandling of Passenger Property	logod/NA::-	toms C	1						2		2	1	6
Mishandling of Passenger Property - Dam			lead Daire	~~					1		1		3
Mishandling of Passenger Property - Dam				ye							1	1	2
Mishandling of Passenger Property - Disa	ırrayed Items( I	Jarry-on or	unecked						1				
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Patdown							2		1				3
Patdown - Children							1		1				2
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)		1				1			1	2			5
Persons w/ Disabilities (PWD) - Autism S	pectrum								1				1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medical [		hed to the B	ody							1			1
Persons w/ Disabilities (PWD) - Medically				Supplies		1							1
Persons w/ Disabilities (PWD) - Prosthesi		1											1
Property - Special Handling	1			1	1	1		2	1				7
Property - Special Handling - Damaged It	ı ems - Carrv-∩r	1		1	1			1					3
Property - Special Handling - Damaged It				•		1							2
Property - Special Handling - Missing Iten						'			1				1
Property - Special Handling - Missing Iten								1	1				1
	is - Officekeu	4						1					
Request for Assistance		1											1
Request for Assistance - Other	_	1						_					1
Screening Craw Marshan on Airling Frank	5	2			1			2	1		4		15
Screening - Crew Member or Airline Empl													1
Screening - Inconsistency	1	1						1			1		4
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	3	1			1			1	1		2		9
2024	14												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
Customer Service	1												1
Customer Service - TCC	1												1
Expedited Passenger Screening Program	11												11
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	10												10
Property - Special Handling	1												1
Property - Special Handling - Damaged Ite	1												1
Screening	1												1
Screening - Lengthy Lines	1												1

			ISA Conta	ct Center (	CC) Data	1001 - FUIF	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
NYL		3		1	2		2	3	3	3	2	2	21
2022		3		1	1		1		1	1	1		9
Expedited Passenger Screening Program		1					1				1		3
Expedited Passenger Screening Program	- TSA PreC	1					1				1		3
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Service A	himals									1			1
Screening		2		1					1				4
Screening - Procedures/Process		2							1				3
Screening - Shoe Screening				1									1
2023					1		1	3	2	2	1	2	12
Expedited Passenger Screening Program								2	2	1	1	1	7
Expedited Passenger Screening Program	- TSA PreC	heck						2	2	1	1	1	7
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling								1					1
Property - Special Handling - Missing Iter	ns - Carry-O	n						1					1
Screening					1		1					1	3
Screening - Inconsistency					1								1
Screening - Procedures/Process							1					1	2

*atamariaa	40.0-1		SA Contac					05.84	00 1	07 1.7	20.4	20.0	Tital
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OAJ	4	5	5	1	3	6	4	10	2	9	-	~	6
2022	2	3	3	1	1	5	3	5		2		1	20
Civil Rights				1				2				1	4
Civil Rights - Profiling								1					
Civil Rights - Race								1					
Civil Rights - Racial Profiling or Discrimina				1									
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender										1	
Customer Service	1	1	1					1					
Customer Service - TSO	1	1	1					1					
Expedited Passenger Screening Program		1				1	2	1					
Expedited Passenger Screening Program	- TSA PreC	1				1	2	1					
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	aged/Missir	1											
Persons w/ Disabilities (PWD)	Ü				1	2							
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts				1							
Persons w/ Disabilities (PWD) - Wheelcha					1	1							
Property - Special Handling	1	oogaj											-
Property - Special Handling - Damaged Ite	1												
Screening			2			2	1	1		2			
Screening - Crew Member or Airline Empl	01/00		1				- 1	- 1					
Screening - Crew Member of Affiline Empl	oyee		1										
Screening - Procedures/Process			1			2	1	1		2			
2023	2	2	2		2	1	1	5	2	7		4	3
	2					1		1		1		4	3:
Civil Rights								1		- 1			
Civil Rights - Age	NI. 4 Tours							- 1		-			
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender						4	4	1			
Customer Service								1	1		1	1	
Customer Service - TSO								1	1		1	1	
Expedited Passenger Screening Program	1		1		1		1	3		2		2	1:
Expedited Passenger Screening Program											1		
Expedited Passenger Screening Program	1		1		1		1	3		2	3		1
Locks												1	
Locks - Missing or Damaged Lock												1	
Patdown										2			
Patdown - Flyer										2	1		
Persons w/ Disabilities (PWD)	1	1									1		
Persons w/ Disabilities (PWD) - Medical I		ached to th	e Body								1		
Persons w/ Disabilities (PWD) - Prosthesi	1	1											
Property - Special Handling										1			
Property - Special Handling - Damaged Ite	ems - Carry-	On								1			
Screening		- 4	1		1	1			1	1			
Screening		1	1										
Screening - Crew Member or Airline Empl	oyee	1	1		1	'							
	oyee	1	ı						'				

Categories	10-Oct		12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OAK	143	95	93	70	66	80	98	101	89	90	90	101	1,116
2022	26	36	40	23	25	28	46	47	43	46	48	53	461
Airline					1			1		1			3
Airline - Policy/Regulations/Service					1			1		1			3
Civil Rights	2	1		1	1	1			2	2			10
Civil Rights - Age	1								4				1
Civil Rights - Perceived Religion Civil Rights - Race						1			1	1			<u> </u>
Civil Rights - Race  Civil Rights - Racial Profiling or Discrimina	1	1		1		ı			ı	ı			3
Civil Rights - Screening of Religious Cultu			S		1								1
Civil Rights - Sexual Orientation - Not Tra			-							1			1
Claims										1			1
Claims - Status										1			1
Customer Service	4	2	1		1	2	2	4	5	1	3	1	26
Customer Service - TSO	4	2	1		1	2	2	4	5	1	3	1	26
Expedited Passenger Screening Program	10	31	35	17	19	20	38	32	31	38	41	44	356
Expedited Passenger Screening Program		2	2	47	1	00	5	00	3	2	4	3	22
Expedited Passenger Screening Program Expedited Passenger Screening Program			Ont In	17	18	20	33	32	28	36	36	41	333
Mishandling of Passenger Property	- 15A/DHS I	-mpioyees - 2	- Орі іп 1	3		1	1	2	1		1		11
Mishandling of Passenger Property - Dam	l Jaged/Missi	2	'	2		1	1	2	1				9
Mishandling of Passenger Property - Disa	-		1	1		'	'		'				2
Notice of Violation/Civil Penalties	nayou nomo	oung on			1								1
Notice of Violation/Civil Penalties - Gener	al				1								1
Patdown	1						1		3			2	7
Patdown - Flyer	1						1		3			1	6
Patdown - General												1	1
Persons w/ Disabilities (PWD)			1				1	1	1	1	1	1	7
Persons w/ Disabilities (PWD) - Cognitive			1					1					2
Persons w/ Disabilities (PWD) - Medically		Medication a	and Medical	Supplies			1		1	1			3
Persons w/ Disabilities (PWD) - Service A											1	1	2
Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too	1												1
Property - Special Handling	1		1	2		1	1	1			1	1	9
Property - Special Handling - Damaged It			'				1						1
Property - Special Handling - Damaged It		ed				1	1	1			1		4
Property - Special Handling - Missing Iten			1										1
Property - Special Handling - Missing Iten				2								1	3
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening	7		1		2	3	2	6		2	2	3	28
Screening - Inconsistency					1		1	2					4
Screening - Lengthy Lines	_					1					1		2
Screening - Procedures/Process 2023	7 <b>56</b>	59	53	47	41	2 <b>52</b>	52	54	46	44	1 42	3 48	594
Airline	90	59	53	47	41	52	52	54	40	44	1	40	1
Airline - Policy/Regulations/Service											1		1
Civil Rights	2	2		1	1	2	1	2	2	3			16
Civil Rights - Age		1											1
Civil Rights - Not Specified									2				2
Civil Rights - Race	1			1	1	1							4
Civil Rights - Sex/Gender/Gender Identity	- Not Transge					1	1	1		3			6
Civil Rights - Transgender Screening	1	1		_				1					3
Customer Service	3	4	1	5	1	2	1	4	4		1		26
Customer Service - TSO DHS TRIP	3	4 1	1	5	1	2	1	4	4		1		<u>26</u>
DHS TRIP - General		1											1
Expedited Passenger Screening Program	42	43	46	35	32	36	35	39	32	35	31	36	442
Expedited Passenger Screening Program		-10	1	- 00	- OZ	- 00	00	00	02	- 00	01		1
Expedited Passenger Screening Program		3		1		1				1	1		8
Expedited Passenger Screening Program	41	40	45	34	31	35	35	39	32	34	30	36	432
Expedited Passenger Screening Program	- TSA/DHS I	Employees -	- Opt In		1								1
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	2	1		2	2	2	3	2	1		2	2	19
Mishandling of Passenger Property - Dam			rry-on Lug	1	1		2	1			1		6
Mishandling of Passenger Property - Dam		1		1	1	2	1	1	1		1	2	12
Mishandling of Passenger Property - Disa	1						1			1			1
No Jurisdiction  No Jurisdiction - Refer to FAA							1			- 1			1
No Jurisdiction - Refer to Other							'			1			1
Patdown	1	1	3	1	1			2		1			10
Patdown - Flyer	1	1	2	1	1			2		1			9
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	1				1	3	1		1		1	1	9
Persons w/ Disabilities (PWD) - Autism S	pectrum					1							1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medical [												1	1
Persons w/ Disabilities (PWD) - Medically					1		1		1				3
Persons w/ Disabilities (PWD) - Mobility [			r or Scooter	)		2							2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ 3	Segway 3	2		1		1	1	2		1	1	1 15
Property - Special Handling - Damaged It	_	3			1		1	ı	1		1	1	15
Property - Special Handling - Damaged It		2			1		1		1		1		5
Property - Special Handling - Missing Iten			1		1		- '				- '	1	2
Property - Special Handling - Missing Iten		1	1					1	1			1	6
, , ,	_	•	•					•	- '				

		•	ΓSA Conta	ct Center (	TCC) Data	ΓοοΙ - FΟΙΑ							
Categories	10-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	2	4	1	3	2	6	9	4	4	3	5	8	51
Screening - Crew Member or Airline Empl	1										1		2
Screening - Inconsistency										1	1	1	3
Screening - Lengthy Lines						1	2	1	1			3	8
Screening - Opposite Gender						1							1
Screening - Procedures/Process	1	4	1	3	2	4	6	3	3	2	3	4	36
Screening - Retrieving Abandoned/Confisc	cated Items						1						1
2024	61												61
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service	3												3
Customer Service - TSO	3												3
Expedited Passenger Screening Program	48												48
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	47												47
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged Ite	1												1
Screening	7												7
Screening - Lengthy Lines	2												2
Screening - Procedures/Process	4												4
Screening - Retrieving Abandoned/Confis	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					2
						1						1
- TSA PreC	Check					1						1
							1					1
							1					1
			10-Oct 11-Nov 12-Dec	10-Oct 11-Nov 12-Dec 01-Jan	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar	1 1 1	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May   1   1   1   1   1   1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 1 1 1 1 1 1	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May   06-Jun   07-Jul   1   1   1   1   1	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May   06-Jun   07-Jul   08-Aug   1   1   1   1   1   1   1   1   1	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May   06-Jun   07-Jul   08-Aug   09-Sep   1   1   1   1   1   1   1   1   1

Categories	10-Oct 1		A Contact ( 12-Dec (				04 Ar-	OF Marc	OS. lum	07 11	09 4~	09-Sep	Total
OGG	10-Oct 1	1-Nov ′ 85	12-Dec (	01-Jan 117	02-Feb 68	03-Mar 104	04-Apr 103	05-May 111	06-Jun 99	07-Jul 103	08-Aug 85		Total 1,194
2022	35	33	29	53	30	47	50	58	55	64	65		598
Airline	- 55									1	00	,,,	1
Airline - Policy/Regulations/Service										1			1
Civil Rights	2	1			2	1	1		1	3	1		12
Civil Rights - Hair Patdowns	1												1
Civil Rights - Race						1	1			1			3
Civil Rights - Racial Profiling or Discrimin	ation	1			1								2
Civil Rights - Screening of Religious or Co	ultural Garmen	ts								1	1		2
Civil Rights - Sex/Gender/Gender Identity					1				1	1			4
Customer Service	2	4	7	10	2	5	6	6	2	6	4		57
Customer Service - TSO	2	4	7	10	2	5	6	6	2	6	4		57
Expedited Passenger Screening Program	24	26	18	36	21	33	34	44	49	49	54	40	428
Expedited Passenger Screening Program		Military									1		1
Expedited Passenger Screening Program		Manufact								1			1
Expedited Passenger Screening Program			4			-	0	1	4	0	4		1
Expedited Passenger Screening Program Expedited Passenger Screening Program		5 21	1 17	5 31	21	32	32	42	48	3 45	52	40	22
Locks	22	21	17	31	1	32	32	42	48	45	52	40	403
Locks - Missing or Damaged Lock					1								<u>'</u>
Mishandling of Passenger Property	1		1	1	- 1		1			2		1	7
Mishandling of Passenger Property - Dam		ItemsC	1	1			1					1	4
Mishandling of Passenger Property - Dam							1			2		'	2
Mishandling of Passenger Property - Disa		itemsone	okcu bagge	igo									1
No Jurisdiction	'			1				1					2
No Jurisdiction - Refer to CBP								1					1
No Jurisdiction - Refer to Other				1									1
Patdown		1				2	2	2		1			8
Patdown - Children										1			1
Patdown - Flyer		1				2	2	2					7
Persons w/ Disabilities (PWD)	2			1		2		1	1		2	28	37
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Diabetes						1					1		2
Persons w/ Disabilities (PWD) - General	1											3	4
Persons w/ Disabilities (PWD) - Internal N		S						1				1	2
Persons w/ Disabilities (PWD) - Metal Imp												23	23
Persons w/ Disabilities (PWD) - Mobility [		Wheelchair	or Scoot	1		1			1				3
Persons w/ Disabilities (PWD) - Service A											1		1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ Se	egway										1	1
Property - Special Handling	1		1	2	3		1	2	1		1		12
Property - Special Handling - Damaged It			4	2	4		1	1					5
Property - Special Handling - Damaged It			1		1 1						4		2
Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten					1			1	1		1		3
Screening	3	1	2	2	1	4	5	2	1	2	3	7	33
Screening - Inconsistency	1	ı		1		1	1		'		3	1	5
Screening - Lengthy Lines	'			'	1	'	2		1		2		7
Screening - Procedures/Process	2	1	2	1		3	2	2		2		5	21
2023	71	52	59	64	38	57	53	53	44	39	20		575
Civil Rights		2	1										3
Civil Rights - Race		1	1										2
Civil Rights - Transgender Screening		1											1
Customer Service	2	2	4	8	3	3	8	5	2	6	3	3	49
Customer Service - TCC							1						1
Customer Service - TSO	2	2	4	8	3	3	7	5	2	6	3	3	48
Expedited Passenger Screening Program	50	33	42	42	25	41	36	39	35	29	15	19	406
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program		3	1	3		2			1				10
Expedited Passenger Screening Program		30	41	39	25	38	36	39	34	29	15	18	393
Expedited Passenger Screening Program	- TSA/DHS Er	nployees -	Opt In			1						1	2
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1	14	1	1	1	1	2	1		1	1	2	12
Mishandling of Passenger Property - Dam		itemsC	1	4	1	-	1	1		1	4	1	6
Mishandling of Passenger Property - Dam	1 1			1		1	1		0		1	1	6
No Jurisdiction  No Jurisdiction - No Referral									2				2
No Jurisdiction - No Referral									1				1
	·								4				4
		1	5	1	1	1		1	1		- 1		1 12
Patdown		1	5	1	1	1		1	1		1		12
Patdown Patdown - Flyer		1	5	1	1	1	3	1	1	1	1	1	12 12
Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	16						3		1	1		1	12
Patdown Patdown - Flyer	16 pectrum	1 6	5 1	1	1	1	3	1	1	1		1	12 12 38
Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S	16 pectrum	1 6	5 1	1	1	1	3	1	1	1			12 12 38 1
Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive	16 pectrum e/Developmen	1 6 tal /Mental	5 1 Disability	1	1	1	3	1	1	1			12 12 38 1
Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General	16 pectrum https://doi.org/10/10/10/10/10/10/10/10/10/10/10/10/10/	1 6 tal /Mental 1 hed to the I	5 1 Disability	1	1	1	3	1 4	1	1			12 12 38 1 1
Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I	16 pectrum //Developmen Devices - Attac	1 6 tal /Mental 1 hed to the I	5 1 Disability	1	1	1	3	1 4	1	1			12 12 38 1 1 1
Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I	16 pectrum //Developmen Devices - Attac //Necessary M 14 Disability (Not V	1 6 cal /Mental 1 hed to the I edication an	5 1 Disability Body nd Medic 1	1	1	1		1 4	1 1 3				12 12 38 1 1 1 1 2
Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/G	16 pectrum e /Developmen Devices - Attac y Necessary M 14 Disability (Not V	1 6 cal /Mental 1 hed to the I edication an	5 1 Disability Body nd Medic 1	1	1	1	1	1 1 1	1 1 1 1				12 12 38 1 1 1 1 2 24 2
Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/G Persons w/ Disabilities (PWD) - Wheelch	16 pectrum e /Developmen Devices - Attac y Necessary M 14 Disability (Not V	1 6 tal /Mental 1 hed to the ledication al 5 Wheelchair	5 1 Disability Body nd Medic 1 or Scooter)	1	1 1 1	1 1	1	1 1 1	1 1 3				12 12 38 1 1 1 1 2 24 2 1 5
Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling	16 pectrum /Developmen Devices - Attac / Necessary Mr 14 Disability (Not V	1 6 tal /Mental 1 1 hed to the ledication an 5 Wheelchair	5 1 Disability Body nd Medic 1	1	1 1 1	1 1	1	1 1 1	1 1 1 1				12 38 1 1 1 1 2 24 2 1 5
Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/G Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It	16 pectrum //Developmeni Devices - Attac / Necessary Mr 14 Disability (Not V Developmeni 2 ems - Carry-Or	1 6 ial /Mental 1 1 hed to the I edication an 5 Wheelchair	5 1 Disability Body nd Medic 1 or Scooter)	1 1	1 1 1	1 1	1	1 1 1	1 1 1 1				12 38 1 1 1 1 1 2 24 2 1 5 7
Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/G Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten	16 pectrum Poevices - Attac Necessary Metalorisability (Not Nostomates 2 ems - Carry-Orns - Carry-Orns - Carry-Orns	1 6 tal /Mental 1 1 hed to the ledication an 5 Wheelchair	5 1 Disability Body and Medic 1 or Scooter)	1	1 1 1 1	1 1 2 2 1	1	1 1 1	1 1 1 1				12 12 38 1 1 1 1 2 24 2 1 5 7 2
Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/( Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	16 pectrum //Developmeni Devices - Attac //Necessary Mr. 14 Disability (Not Vostomates 2 ems - Carry-Orns - Carry-Orns - Checked	1 6 ial /Mental 1 1 hed to the l bedication an 5 Wheelchair 1 1 1 1 1 1 1	5 1 Disability Body nd Medic 1 or Scooter)	1 1 1	1 1 1 1	1 1 2 2 1 1	1 1	1 1 1	1 1 1 1 1	1	1		12 12 38 1 1 1 1 2 24 2 1 5 7 2 2 3
Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/G Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten	16 pectrum Poevices - Attac Necessary Metalorisability (Not Nostomates 2 ems - Carry-Orns - Carry-Orns - Carry-Orns	1 6 ial /Mental 1 1 hed to the I edication an 5 Wheelchair	5 1 Disability Body and Medic 1 or Scooter)	1 1	1 1 1 1	1 1 2 2 1	1	1 1 1	1 1 1 1		1		12 12 38 1 1 1 1 2 24 2 1 5 7 2

			ISA Conta	ci Center (	rcc) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Crew Member or Airline Empl	oyee								1				1
Screening - Inconsistency		1	2	2	1	2		1					9
Screening - Lengthy Lines				1		1							2
Screening - Procedures/Process	2	6	2	7	4	5	2	2		1			31
2024	21												21
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program	15												15
Expedited Passenger Screening Program	15												15
No Jurisdiction	1												1
No Jurisdiction - No Referral	1												1
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	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
OGS					2								2
2022					2								2
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program	- TSA PreC	Check			1								1
Patdown					1								1
Patdown - Flyer					1								1

				enter (TCC	•								
Categories							04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OKC	60	57	57	48	48	48	48	47	61	69		47	650
2022	14	29	20	11	19	26	21	20	29	31		25	268
Airline											1		1
Airline - Baggage Requirements											1		1
Civil Rights				1			3				1	1	6
Civil Rights - Constitutional Rights											1		1
Civil Rights - Hair Patdowns							1						1
Civil Rights - Race							2						2
Civil Rights - Racial Profiling or Discrimina	ation			1									1
Civil Rights - Sex/Gender/Gender Identity	<ul> <li>Not Transgen</li> </ul>	der										1	1
Customer Service	1	6			3	3	1	1			1		16
Customer Service - TSO	1	6			3	3	1	1			1		16
Expedited Passenger Screening Program	5	19	15	8	15	17	15	15	21	28	17	22	197
Expedited Passenger Screening Program	- DoD				1						1		2
Expedited Passenger Screening Program		2			2	3			1	3	1	1	14
Expedited Passenger Screening Program		17	15	8	12	14	15	14	20	25		21	180
Expedited Passenger Screening Program								1					1
Mishandling of Passenger Property										2	1		3
Mishandling of Passenger Property - Dam	ı naged/Missing I	temsCarry	-on Luggac	ie						1			1
Mishandling of Passenger Property - Dam										1	1		2
No Jurisdiction	lagoa/micomg i	torrio Orioc	nou buggu	90	1					1			2
No Jurisdiction - Refer to Other					1					1			2
				1		1	1		1	- 1			4
Patdown Flyer				1		1	1		ļ				3
Patdown - Flyer				ı		ı	ı		4				3
Patdown - Non-Flyer	4								1			4	1 5
Persons w/ Disabilities (PWD)	1	alla a et e e	a Marie III e	Norman III e e		1			1		1	1	5
Persons w/ Disabilities (PWD) - Medically		ulcation an	u Medical S	upplies					1				1
Persons w/ Disabilities (PWD) - Metal Imp		n	0										1
Persons w/ Disabilities (PWD) - Mobility [			or Scooter)								1		1
Persons w/ Disabilities (PWD) - Prosthesi	ıs/Amputees an	d Casts				1						1	2
Property - Special Handling			1								1		2
Property - Special Handling - Missing Iten	ns - Carry-On										1		1
Property - Special Handling - Missing Iten	ns - Checked		1										1
Screening	7	4	4	1		4	1	4	6			1	32
Screening - Inconsistency									1				1
Screening - Lengthy Lines	1	1	1			1		4					8
Screening - Procedures/Process	5	3	3	1		3			5			1	21
Screening - Retrieving Abandoned/Confis	1						1						2
2023	18	28	37	37	29	22	27	27	32	38	37	22	354
Civil Rights					1			1		1			3
Civil Rights - Race					1								1
Civil Rights - Transgender Screening								1		1			2
Customer Service	1	2	1	1	1	3				1			10
Customer Service - Others	'	1	'	'	'	- 0							10
Customer Service - TSO	1	1	1	1	1	3				1			9
Expedited Passenger Screening Program	16	26	29	32	17	16	24	24	22	25		17	275
Expedited Fasseriger Screening Frogram	10	20	29	32	17	10	1	24	22	25	21	17	
	DoD			- 1							- 1		
Expedited Passenger Screening Program		2		1					2	- 1	1	2	3
Expedited Passenger Screening Program Expedited Passenger Screening Program	- TSA Appl	2	20	1	17	16	1	24	2	1		2	9
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- TSA Appl	2 24	29		17	16		24	2 20	1 24	26	2 15	9 263
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	- TSA Appl 16	24		1 30	2	16	1	24					9
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- TSA Appl 16 naged/Missing I	24 temsChec	ked Bagga	1 30	2 1	16	1	24			26 1		9 263 3 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	- TSA Appl 16 naged/Missing I	24 temsChec	ked Bagga	1 30	2	16	1	24			26 1		9 263 3 1 2
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction	- TSA Appl 16 naged/Missing I	24 temsChec	ked Bagga	1 30	2 1	16	1	24			26 1 1 2		9 263 3 1 2
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral	- TSA Appl 16 naged/Missing I	24 temsChec	ked Bagga	1 30	2 1	16	1	24			26 1 1 2 1		9 263 3 1 2 2
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other	- TSA Appl 16 naged/Missing I	24 temsChec	ked Bagga Checked	1 30	2 1		1	24		24	26 1 1 2 1 1	15	9 263 3 1 2 2 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown	- TSA Appl 16 naged/Missing I	24 temsChec	ked Bagga Checked	1 30	2 1	1	1	24		24	26 1 1 2 1 1 1	15	9 263 3 1 2 2 1 1 8
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer	- TSA Appl 16 naged/Missing I	24 temsChec	ked Bagga Checked	1 30	2 1		1	24		24	26 1 1 2 1 1 1 2	15	9 263 3 1 2 2 2 1 1 8 8
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	- TSA Appl 16 laged/Missing I irrayed Items0	24 temsChec	ked Bagga Checked	1 30	2 1	1	1	24	20	24	26 1 1 2 1 1 1	15	9 263 3 1 2 2 2 1 1 8 8
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S	- TSA Appl 16 lagged/Missing I irrayed Items-C	24 temsChec Carry-on or	ked Bagga Checked 1 1	1 30	2 1	1	1	24	20	24	26 1 1 2 1 1 1	15 1 1 1	9 263 3 1 2 2 1 1 8 8
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cancer (6	- TSA Appl 16 lagged/Missing I irrayed Items-C	24 temsChec Carry-on or	ked Bagga Checked 1 1	1 30	2 1 1	1	1	24	1 1	24	26 1 1 2 1 1 1	15	9 263 3 1 2 2 1 1 8 8 8 2 1
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Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl	- TSA Appl 16 larged/Missing I larrayed Items(	24 temsChec Carry-on or	ked Baggar Checked  1 1 1	1 30 ge	2 1 1 1	1 1 2	1 22		1 1 1 2 1	24 3 3 1	26 1 1 2 1 1 2 2 2	1 1 1 1	9 263 3 1 2 2 1 1 8 8 8 2 1 1 7 3 2 1 1 4 4
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Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process 2024 Additional Information Required/Insufficient Interpores	- TSA Appl 16 larged/Missing I larrayed Items(	24 temsChec Carry-on or	ked Baggas Checked  1 1 1 - 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 30 ge 4 1 1	2 1 1 1 7 3 1	1 1 2 2 1	1 22	2	1 1 1 2 1 6	24 3 3 1 1 1	26 1 1 2 1 1 2 2 2	1 1 1 1 3 3	9 263 3 1 2 2 1 1 1 7 3 2 1 1 1 4 4 4 1 8 8 1 0 2 1 1 1 1 1 1 8 1 1 1 1 1 1 1 1 1 1 1 1
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Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2024 Additional Information Required/Insufficient Int Additional Information Required/Insufficient Int Additional Information Required/Insufficient Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement HAZMAT Endorsement - General Property - Special Handling Property - Special Handling	- TSA Appl 16 naged/Missing I prayed Items( pectrum general) Not Britems - Carry-Or ems - Checked 1 loyee 1 28 1 1 1 1 22 1 1 1 1 1 1	24 temsChec Carry-on or	ked Baggas Checked  1 1 1 - 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 30 ge 4 1 1	2 1 1 1 7 3 1	1 1 2 2 1	1 22	2	1 1 1 3 2 1 6	24 3 3 1 1 1	26 1 1 2 1 1 2 2 2	1 1 1 1 3 3	9 263 3 1 2 2 1 1 8 8 8 2 1 1 7 3 2 1 1 44 1 8 10 25 28 1 1 1 1 22 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
OLF			1										1
2022			1										1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program	- TSA PreC	Check	1										1

		TS	A Contact Co	enter (TCC	) Data Too	- FOIA							
Categories	10-Oct 1	1-Nov 1	12-Dec 01	-Jan 0	2-Feb 0	B-Mar 0	4-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OMA	102	56	63	61	86	87	63	85	61	93		77	905
	20	21			33			31				36	
2022	20	21	24	17	33	32	28	31	29	35	36	36	342
Airline				2									2
Airline - Policy/Regulations/Service				2									2
Civil Rights		1	3	1	1			1					7
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimin	ation	1	3	1	1								6
Customer Service	3	2	2	1	4	3	4	4	3	6	4	9	45
Customer Service - TSO	3	2	2	1	4	3	4	4	3	6		9	45
Expedited Passenger Screening Program	8	15	14	8	21	27	19	23	23	23	26	23	230
Expedited Passenger Screening Program	- Active Duty N	∕lilitary									1		1
Expedited Passenger Screening Program	1	1	1				1						4
Expedited Passenger Screening Program	- TSA Appl	3				1		2		1	1	2	10
Expedited Passenger Screening Program		11	13	8	21	26	18	21	23	22		21	215
Locks	,	- ''	10	- 0	21	20	1	21	20	22	27	21	
													1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1	1		2	1	1		2	1	2	1		12
Mishandling of Passenger Property - Dam	naged/Missing I	temsCarr	y-on Luggage	Э		1			1				2
Mishandling of Passenger Property - Dam	naged/Missii	1		1				1		1			4
Mishandling of Passenger Property - Disa				1	1			1		1	1		6
No Jurisdiction	1										•		1
No Jurisdiction - Refer to Other	1												1
Patdown	1	1			1		1	1			4		9
Patdown - Children		1			1		1						3
Patdown - Flyer	1							1			4		6
Persons w/ Disabilities (PWD)	2	1	1	1	2								7
Persons w/ Disabilities (PWD) - Internal N			1	•									1
Persons w/ Disabilities (PWD) - Internal N			nd Modical C	innline	1								- I
		ulualion ar	iu ivieuicai St	applies									1
Persons w/ Disabilities (PWD) - Metal Imp	0 /				1								1
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees an	d Casts		1									1
Persons w/ Disabilities (PWD) - Service A	1												1
Persons w/ Disabilities (PWD) - Wheelch	1	1											2
Prohibited & Permitted Items	1		1										2
Prohibited & Permitted Items - Breast Mill	1												1
			4										
Prohibited & Permitted Items - Liquids/Ge	IS/ACIOSOIS		1										1
Property - Special Handling			2	1	1	1			2	1		1	9
Property - Special Handling - Damaged It	ems - Carry-Or	1							1			1	2
Property - Special Handling - Damaged It	ems - Checked		1	1									2
Property - Special Handling - Missing Iten	ns - Carry-On				1	1				1			3
Property - Special Handling - Missing Iten			1						1				2
Screening			1	1	2		3			3	1	2	17
	3		ı							3		3	
Screening - Inconsistency							2					2	4
Screening - Procedures/Process	3		1	1	1					3	1	1	11
Screening - Retrieving Abandoned/Confis	cated Items				1		1						2
2023	40	35	39	44	53	55	35	54	32	58	35	41	521
Additional Information Required/Insufficient In	formation					1							1
Additional Information Required/Insufficie		EMAIL ON	JLY			1							1
							1						1
Airline													- 1
Airline Airline - Wheelchair Assistance							1						1
Airline Airline - Wheelchair Assistance Civil Rights		1	1		1	1			4	4		1	1 15
Airline Airline - Wheelchair Assistance Civil Rights Civil Rights - Age		1	1		1	1	1		4	4		1	
Airline Airline - Wheelchair Assistance Civil Rights		1	1		1	1	1		1			1	
Airline Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - National Origin		1	1			1	1		1	1		1	15 1 1
Airline Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Race	- Not Transgen				1		1		1 2	1	1		15 1 1 8
Airline Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity	- Not Transgen	der				1	1		1	1	1	1	15 1 1 8 4
Airline Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening		der 1	1		1	1	1 1		1 2	2	1	1	15 1 1 8 4
Airline Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service	- Not Transgen 5	der		4			1	10	1 2	1	1	1	15 1 1 8 4 1 57
Airline Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Nace Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM	5	der 1 1	1 2		1	1 2	1 1 6	1	1 2 1	1 2 1	1	1	15 1 1 8 4 1 57
Airline Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service		der 1	1	4	1	1	1 1		1 2	2	1	1	15 1 1 8 4 1 57
Airline Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Nace Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM	5	der 1 1	1 2		1	1 2	1 1 6	1	1 2 1	1 2 1	5	1	15 1 1 8 4 1 57
Airline Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program	5 5 31	der 1 1	2 2	4	1 5 5	1 2 2 43	1 1 6 6	1 9	1 2 1 3 3	1 2 1 10	5	1 4	15 1 1 8 4 1 57 1 56 354
Airline Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	5 5 31 - DoD	der 1 1 1 1 30	2 2 31	4	5 5 37	1 2 2 43 1	1 1 6 6	1 9	1 2 1 3 3	1 2 1 10 10 32	1 5 5 16	1 4	15 1 1 8 4 1 57 1 56 354
Airline Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	5 5 31 - DoD	der 1 1 1 30	1 2 2 31	4 32	1 5 5 37	1 2 2 43 1	1 1 6 6 22	1 9 34	1 2 1 3 3 19	1 2 1 10 10 32	1 5 5 16	1 4 4 27	15 1 1 8 4 1 57 1 56 354 1
Airline Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	5 5 31 - DoD 1 30	der  1 1 1 30 1 28	2 2 31	4	5 5 37	1 2 2 43 1	1 1 6 6	1 9	1 2 1 3 3	1 2 1 10 10 32	1 5 5 16	1 4	15 1 1 8 4 1 57 1 56 354 1 7
Airline Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program	5 5 31 - DoD 1 30	der 1 1 1 30	1 2 2 31	4 32	1 5 5 37	1 2 2 43 1	1 1 6 6 22	1 9 34	1 2 1 3 3 19	1 2 1 10 10 32	1 5 5 16	1 4 4 27	15 1 1 8 4 1 57 1 56 354 1 7 345
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Airline Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelch	5 31 - DoD 1 30 - TSA/DHS aged/Missin aged/Missing I arrayed Items-C 1 1 1 1 1 2 ancer mpairment Devices - Attacl Disability (Not V air/ Scooter/ Selems - Carry-Or	der  1 1 30 1 28 1 1 temsChecCarry-on or	2 2 31 1 30  cked Baç Checked  Body or Scooter)	2 2 2	1 5 5 37 1 36 3 2 1	1 2 43 1 1 41	1 1 6 6 22 22 22 1	1 9 34 34 1 1 2	1 2 1 3 3 3 19 1 18 2 2 2 2 1 1	1 10 10 32 1 1 31 1 1 1 1 3 2 1 1 1 1 1 1 1 1 1	1 5 5 16 16 2 2 1 1 1 3 1 2	1 4 27 27 1 1 1	15 1 1 1 8 4 1 57 1 56 354 1 7 345 1 2 2 10 5 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Airline Airline - Wheelchair Assistance Civil Rights Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I	5 31 - DoD 1 30 - TSA/DHS  agged/Missin agged/Missing I arrayed Items—( 1 1 1 1 1 1 ancer ampairment Devices - Attack Disability (Not Vair/ Scooter/ Seillers - Carry-Orems - Checked	der  1 1 30 1 28 1 1 temsChecCarry-on or	2 2 31 1 30  cked Baç Checked  Body or Scooter)	2 2 2	1 5 5 37 1 36 3 2 1	1 2 2 43 1 1 41 2 2	1 1 6 6 22 22 22 1	1 9 34 34 1 1 2	1 2 1 3 3 3 19 1 18 2 2 2 2 1 1	1 10 10 32 1 31 1 1 1 4 1 3 2 1 1	1 5 5 16 16 2 2 1 1 1 3 1 2	1 4 27 27 1 1 1	15 1 1 1 8 4 1 57 1 56 354 1 2 2 10 5 4 1 1 1 1 1 1 1 1 1 1 1 1 1
Airline Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Damaged It Property - Special Handling - Damaged It	5 31 - DoD 1 30 - TSA/DHS  agged/Missin agged/Missing I arrayed Items—( 1 1 1 1 1 1 ancer ampairment Devices - Attack Disability (Not Vair/ Scooter/ Seillers - Carry-Orems - Checked	der  1 1 30 1 28 1 1 temsChecCarry-on or	2 2 31 1 30  cked Baç Checked  Body or Scooter)	2 2 2	1 5 5 37 1 36 3 2 1	1 2 2 43 1 1 41 2 2	1 1 6 6 22 22 22 1	1 9 34 34 1 1 2	1 2 1 3 3 3 19 1 18 2 2 2 2 1 1	1 10 10 32 1 31 1 1 1 4 1 3 2 1 1	1 5 5 16 2 2 2 1 1 1 2	1 4 27 27 21 1 1	15 1 1 1 8 4 1 57 1 56 354 1 2 2 10 5 4 1 1 1 1 1 1 1 1 1 1 1 1 1

			TSA Conta	ct Center (	TCC) Data ˈ	ΓοοΙ - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency						1		1	1		2		5
Screening - Lengthy Lines	1	1			1			2		1	1	1	8
Screening - Procedures/Process	1	1	3	3	4	4	3	4	1	3	1	5	33
Screening - Retrieving Abandoned/Confis	cated Items		1										1
TWIC									1				1
TWIC - General									1				1
2024	42												42
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service	6												6
Customer Service - TSO	6												6
Expedited Passenger Screening Program	28												28
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	27												27
Patdown	3												3
Patdown - Flyer	3												3
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Screening	2												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
OME			1			1		1	2				5
2022						1		1	2				4
Civil Rights						1							1
Civil Rights - Not Specified						1							1
Expedited Passenger Screening Program								1	2				3
Expedited Passenger Screening Program	- TSA PreC	Check						1	2				3
2023			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	1										1

Categories   10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May   06-Jun   07-Jul   08-Aug   0NT   2022   14   28   27   23   23   20   0   37   41   34   34   44   28   27   27   27   27   27   27   27	1 1 2 1 2 1 30 1 4 5 7 24	Total  856 381 12 1 2 1 3 3 3 1 1 42 235 2 221 211 3 3 3 4 4 42 42 42 42 42 42 42 42 42 42 42 42
2022	1 1 2 1 2 1 30 1 4 5 7 24	381 12 1 1 2 1 3 3 1 1 1 42 42 235 2 2211 3 3 1 1 8
Civil Rights - Hair Patdowns	1 1 1 2 1 2 1 30 1 5 7 24	12 1 2 1 3 3 3 1 1 1 42 42 235 2 2 211 3 3 1 1 1 8
Civil Rights - National Origin	1 2 1 2 1 30 1 1 4 5 7 24	1 2 1 3 3 1 1 42 42 235 2 22 211 3 3 1 1
Civil Rights - National Origin   1   1   1   1   1   1   1   1   1	2 1 2 1 30 1 4 5 7 24	2 1 3 3 1 1 42 42 235 2 22 211 3 3 1 1
Civil Rights - Not Specified   1	2 1 2 1 30 1 4 5 7 24	1 3 3 1 42 42 235 2 22 211 3 3 1 1
Civil Rights - Race	2 1 2 1 30 1 4 5 7 24	3 3 1 1 42 42 235 2 22 211 3 3 3 1 1
Civil Rights - Racial Profiling or Discrimination	2 1 2 1 30 1 4 5 7 24	3 1 1 42 42 235 2 22 211 3 3 3 1 1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	2 1 2 1 30 1 4 5 7 24	1 1 42 42 235 2 22 211 3 3 1 1 1 8
Civil Rights - Transgender Screening   Customer Service   3   5   2   2   2   8   4   4   3   6   6   6   6   6   6   6   6   6	2 1 2 1 30 1 4 5 7 24	42 42 235 2 22 211 3 3 1 1
Customer Service         3         5         2         2         2         2         8         4         4         3         6           Customer Service - TSO         3         5         2         2         2         8         4         4         3         6           Expedited Passenger Screening Program         5         14         17         14         16         20         24         26         21         17         3           Expedited Passenger Screening Program         1         2         2         4         2         1         1         2         1         1         2         1         1         2         1         1         2         2         1         1         1         2         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         1         1         3         3         3         3         3         3         4         4	2 1 2 1 30 1 4 5 7 24	42 42 235 2 22 211 3 3 1 1
Customer Service - TSO	2 1 30 1 1 4 5 7 24	42 235 2 22 211 3 3 1 1
Expedited Passenger Screening Program   5	30 1 1 5 7 24	235 2 22 211 3 3 1 1 1 8
Expedited Passenger Screening Program - DoD	1 4 5 7 24	2 211 3 3 1 1 8
Expedited Passenger Screening Program	4 5 7 24	22 211 3 3 1 1 8
Expedited Passenger Screening Program	7 24	211 3 3 1 1 8
Locks       1       2         Locks - Missing or Damaged Lock       1       2         Lost and Found       1       3         Lost and Found - Airport/TSA       1       3         Mishandling of Passenger Property       1       2       1       1       3         Mishandling of Passenger Property - Damaged/Missin       1       1       1       1       1         Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage       1       2       2         Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage       1       2       2         Patdown       2       1       6       2       2       2         Persons w/ Disabilities (PWD)       2       1       1       2       2       3         Persons w/ Disabilities (PWD) - Autism S)       1       1       1       1		3 3 1 1 8
Locks - Missing or Damaged Lock       1       2         Lost and Found       1       2         Lost and Found - Airport/TSA       1       3         Mishandling of Passenger Property       1       2       1       1       3         Mishandling of Passenger Property - Damaged/Missin       1       1       1       1       1         Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage       1       2       2         Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checket       1       2       2         Patdown       2       1       6       2       2       2         Patdown - Flyer       2       1       6       2       2       2         Persons w/ Disabilities (PWD)       2       1       1       2       2       3         Persons w/ Disabilities (PWD) - Autism Si       1       1       1       1       1		3 1 1 8
Lost and Found       1         Lost and Found - Airport/TSA       1         Mishandling of Passenger Property       1       2       1       1       3         Mishandling of Passenger Property - Damaged/Missin       1       1       1       1       1         Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage       1       2       1       2         Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checket       1       1       2       2         Patdown       2       1       6       2       2       2         Patdown - Flyer       2       1       6       2       2       2         Persons w/ Disabilities (PWD)       2       1       1       2       2       3         Persons w/ Disabilities (PWD) - Autism S       1       1       1       1       1		1 1 8
Lost and Found - Airport/TSA		
Mishandling of Passenger Property         1         2         1         1         3           Mishandling of Passenger Property - Damaged/Missin         1         1         1         1           Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage         1         2           Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checket         1           Patdown         2         1         6         2         2           Patdown - Flyer         2         1         6         2         2           Persons w/ Disabilities (PWD)         2         1         1         2         2         3           Persons w/ Disabilities (PWD) - Autism S         1         1         1         1         1		
Mishandling of Passenger Property - Damaged/Missin       1       1       1       1       1       2         Mishandling of Passenger Property - Disarrayed ItemsChecked Baggage       1       2       2         Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checket       1       3       2         Patdown - Flyer       2       1       6       2       2         Persons w/ Disabilities (PWD)       2       1       1       2       2       3         Persons w/ Disabilities (PWD) - Autism S       1       2       2       2       3       2       2       2       2       3       3       3       3       3       3       3       3       <		
Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage       1       2         Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checket       1         Patdown       2       1       6       2       2         Patdown - Flyer       2       1       6       2       2         Persons w/ Disabilities (PWD)       2       1       1       2       2       3         Persons w/ Disabilities (PWD) - Autism S)       1       1       1       1		
Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checket         1           Patdown         2         1         6         2         2           Patdown - Flyer         2         1         6         2         2           Persons w/ Disabilities (PWD)         2         1         1         2         2         3           Persons w/ Disabilities (PWD) - Autism S         1         1         1         1		4
Patdown         2         1         6         2         2           Patdown - Flyer         2         1         6         2         2           Persons w/ Disabilities (PWD)         2         1         1         2         2         3           Persons w/ Disabilities (PWD) - Autism S         1         1         1         1		3
Patdown - Flyer         2         1         6         2         2           Persons w/ Disabilities (PWD)         2         1         1         2         2         3           Persons w/ Disabilities (PWD) - Autism Si         1         1         1		1
Persons w/ Disabilities (PWD)         2         1         1         2         2         3           Persons w/ Disabilities (PWD) - Autism Si         1         1         1         1	1 2	16
Persons w/ Disabilities (PWD) - Autism S 1	1 2	16
	6	17
Persons w/ Disabilities (PWD) - Diabetes 1		2
		1
Persons w/ Disabilities (PWD) - Diapers/Ġarments/Dressings/Masks 1		1
Persons w/ Disabilities (PWD) - General 1		1
Persons w/ Disabilities (PWD) - Hearing Impairment 1		1
	2	4
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1
	2	3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1		1
		2
	2 1	16
	 I 1	3
Property - Special Handling - Damaged Itl 1 1 1 1 1	· ·	4
		5
Property - Special Handling - Missing Items - Checked 1 2 1		4
	2 1	31
Screening - Inconsistency 1 1 2		4
Screening - Lengthy Lines 1		2
Screening - Procedures/Process 2 2 3 3 2 2 1 2 2 2		22
Screening - Retrieving Abandoned/Confis 1		2
Screening - Shoe Screening	1	1
2023 36 39 41 32 32 38 26 42 40 38 3		422
Airline 1		2
Airline - Policy/Regulations/Service 1		2
Civil Rights 1 1 1 1 1 2		7
Civil Rights - Race 1 1 1		3
Civil Rights - Screening of Religious Cultural and Ceremonial Items 1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 1 1		3
	3 1	33
	3 1	33
Expedited Passenger Screening Program 28 28 27 27 27 23 13 27 28 19 2		289
Expedited Passenger Screening Program - DoD 2		209
Expedited Passenger Screening Program 2 1 1 1 1 3		9
Expedited Passenger Screening Program 26 25 27 27 26 20 13 26 28 16 2	I 21	276
Expedited Passenger Screening Program - TSA/DHS 2		2/0
Locks 1 1 1 1 1		4
Locks - Missing or Damaged Lock 1 1 1 1		4
Lost and Found 1		1
Lost and Found - Airport/TSA 1		1
Mishandling of Passenger Property 2 2 3 1 2 1 1 2		15
Mishandling of Passenger Property - Damaged/Missin 1 2 1 1 1 1 1		7
Mishandling of Passenger Property - Dam 1 1 1 1 1 1 1		5
Mishandling of Passenger Property - Disa 1 1 1 1		3
	2	14
Patdown - Children 1		14
	2	12
· · · · · · · · · · · · · · · · · · ·		12
1 account from the contract of	2 1	
		9
Totalian Placement (TTP) Transmitted		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer		1
Persons w/ Disabilities (PWD) - Diabetes 1		1
Persons w/ Disabilities (PWD) - Hearing Impairment	1	1
Persons w/ Disabilities (PWD) - Internal Medical Dev 1		1
Persons w/ Disabilities (PWD) - Medically 1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)  1 1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch		1
Property - Special Handling 1 1 4 1 1 1 1 1		12
		4
Property - Special Handling - Damaged Items - Carry-On 2 1 1  Property - Special Handling - Damaged Items - 1 1		2

		1	SA Conta	ct Center (	TCC) Data	Tool - FOIA	١						
egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Item	ns - Carry-O	n				1							
Property - Special Handling - Missing Item	ns - Checke	1	2						1		1		
Screening	2	2	3	3		7	2	4	4	5	3	1	3
Screening - Crew Member or Airline Empl	oyee		1										
Screening - Inconsistency	2	1		2				1	1	1	1		
Screening - Lengthy Lines						1						1	
Screening - Procedures/Process		1	2	1		5	2	3	3	4	2		2
Screening - Retrieving Abandoned/Confis	cated Items					1							
2024	53												5
Civil Rights	3												
Civil Rights - Race	1												
Civil Rights - Sex/Gender/Gender Identity	2												
Customer Service	2												
Customer Service - TSO	2												
Expedited Passenger Screening Program	44												4
Expedited Passenger Screening Program	44												4
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Disa	1												
Screening	3												
Screening - Lengthy Lines	1												
Screening - Procedures/Process	2												

Categories	10.0.1		A Contact										
<u> </u>	10-Oct			01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ORD	991	638	681	531	529	946	885	731	765	667	758		8,981
2022	168	217	238	166	183	471	465	370	382	343	410	444	3,857
Additional Information Required/Insufficient Info				1							1		2
Additional Information Required/Insufficier	nt Information	n - EMAIL Of	NLY	1							1		2
Airline	1	1	1		1	1	2	2	3	1	1	1	15
Airline - Lost Baggage						1		1	2	1			5
Airline - Policy/Regulations/Service	1	1	1		1		2	1	1		1	1	10
Civil Rights	3	3	2		1	3	4	3	1	2	2		24
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion	1						1						2
Civil Rights - Profiling							1						1
Civil Rights - Race						3	2	2		2	2		11
Civil Rights - Racial Profiling or Discrimina	1	3	1		1								6
Civil Rights - Sex/Gender/Gender Identity									1				1
Civil Rights - Sexual Orientation - Not Tra		oridoi	1						'				1
Civil Rights - Transgender Screening	risgerider		- 1					1					1
				4			4	1	1				
Claims				1			1						4
Claims - General				1				1	1				3
Claims - Status							1						1
Customer Service	14	20	21	14	8	22	28	24	24	38	29	31	273
Customer Service - Others		1	1			1	1			1			5
Customer Service - TSO	14	19	20	14	8	21	27	24	24	37	29		268
Expedited Passenger Screening Program	125	162	163	124	150	421	396	311	329	277	349	389	3,196
Expedited Passenger Screening Program	- Active Duty	/ Military						1			1		2
Expedited Passenger Screening Program	3					1			2		2	1	9
Expedited Passenger Screening Program	7	26	10	6	10	10	13	10	11	6	6	14	129
Expedited Passenger Screening Program	114	135	153	118	140	410	383	300	316	270	340	374	3,053
Expedited Passenger Screening Program	1	1								1			3
Hazardous Materials Safety	1			1									2
Hazardous Materials Safety - General	1			1									2
HAZMAT Endorsement	1												1
HAZMAT Endorsement - General	1												1
Identification (ID) Requirements		1	1										2
Identification (ID) Requirements - Domest	ic	1	1										2
Locks		- 1	- 1		- 1		- 1	1	- 1	2		1	
					1		1		1	2			7
Locks - Missing or Damaged Lock					1		1	1	1	2		1	7
Lost and Found		3		1		1	2	1	3	1	2		18
Lost and Found - Airport/TSA		3		1		1	2	1	3	1	2		18
Mishandling of Passenger Property	1		7	1	4	3	5	7	2	2	3		37
Mishandling of Passenger Property - Dam		g ItemsC	1			1	1	3	1	1	1	2	11
Mishandling of Passenger Property - Dam			6	1	4	1	3	2	1	1	2		22
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on o	r Checked			1	1	2					4
No Jurisdiction	2		4	2	2		4	1	1	3	4	2	25
No Jurisdiction - No Referral					1		1						2
No Jurisdiction - Refer to CBP	1		1				3			2	3	1	11
No Jurisdiction - Refer to FAA					1								1
No Jurisdiction - Refer to Other	1		3	2				1	1	1	1	1	11
Notice of Violation/Civil Penalties					1								1
Notice of Violation/Civil Penalties - Gener	al				1								1
Patdown	1	6	5	3		1	1		1	1	3	3	25
Patdown - Flyer	1	5	5	3		1	1		1	1	3	3	24
Patdown - Flyer as Observer	·	1				•	•						1
Persons w/ Disabilities (PWD)	5	6	8	1	4	4	2	5	4	2	4	3	48
Persons w/ Disabilities (PWD) - Cancer (c		1	0	- 1				1		1			3
Persons w/ Disabilities (PWD) - Diabetes		ı				4	1	- 1		1		4	
Persons w/ Disabilities (PWD) - Diabetes  Persons w/ Disabilities (PWD) - Diapers/0			-			1	1					1	3
		1	1										2
Persons w/ Disabilities (PWD) - General	1		1		1	1							4
Persons w/ Disabilities (PWD) - Hearing I		1											2
Persons w/ Disabilities (PWD) - Internal N					1								1
Persons w/ Disabilities (PWD) - Medical [								1					1
Persons w/ Disabilities (PWD) - Medically		1	2		1			2	2	1	2		11
Persons w/ Disabilities (PWD) - Metal Imp	,		1			1		1				1	4
Persons w/ Disabilities (PWD) - Mobility D		1		1									2
Persons w/ Disabilities (PWD) - Ostomy/C			1										1
Persons w/ Disabilities (PWD) - Prosthesi	1								1		1		3
Persons w/ Disabilities (PWD) - Respirato	2					1							3
Persons w/ Disabilities (PWD) - Service A	nimals	1	1										2
Persons w/ Disabilities (PWD) - Visual Im	pairment								1				1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway	1		1		1				1	1	5
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Ge	1												1
Property - Special Handling	9	4	13	9	4	6	8	6	3	6	2		70
Property - Special Handling - Damaged Ite	3	1	4	1	+	1	1	U	3	U			11
Property - Special Handling - Damaged Ite	1	1	2	1	1	1	1	1	1	2			10
		2	4	2	2	2	Į.	3		3	1		
Property - Special Handling - Missing Item							^		2				23
Property - Special Handling - Missing Item		1	3	6	1	2	6	2		1	1		26
Screening	4	10	13	8	7	9	11	8	9	8	10	8	105
Screening - Crew Member or Airline Empl			1										1
Screening - Inconsistency	1	1	1	2			2			2	2		13
Screening - International Screening												1	1
Screening - Lengthy Lines					1	2		4	3	1			11
Screening - Procedures/Process	3	9	11	6	6	5	5	2	6	5	7	5	70
Screening - Retrieving Abandoned/Confis	cated Items					2	4	1			1		8
Screening - Shoe Screening								1					1
Transfer to Security Specialist		1											1
Transfer to Security Specialist - Reportable	e Commun	1											1
, -p													·

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

			TSA Conta	ct Center (	TCC) Data	Tool - FOIA	4						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2024	419												419
Airline	1												1
Airline - Lost Baggage	1												1
Civil Rights	4												4
Civil Rights - Race	2												2
Civil Rights - Screening of Religious Cultu													1
Civil Rights - Sexual Orientation - Not Tra	1												1
Claims	1												1
Claims - Status	1												1
Customer Service	25												25
Customer Service - TSO	25												25
Expedited Passenger Screening Program	348												348
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	343												343
Expedited Passenger Screening Program	1												1
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found	2												2
Lost and Found - Airport/TSA	2												2
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	2												2
No Jurisdiction	3												3
No Jurisdiction - No Referral	2												2
No Jurisdiction - Refer to Other	1												1
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	5												5
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Property - Special Handling	8												8
Property - Special Handling - Damaged Ite	3												3
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Missing Item	3												3
Property - Special Handling - Missing Item	1												1
Screening	16												16
Screening - Inconsistency	3												3
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	12												12
=													

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
ORF	77	63	73	48	48	55	74	98	71	80	107	67	861
2022	12	23	35	12	22	28	36	57	39	45	52	31	392
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights Rose				1		1					1		3
Civil Rights - Race Civil Rights - Racial Profiling or Discrimin	lation			1							1		<u></u>
Civil Rights - Sex/Gender/Gender Identity		nder				1							
Customer Service	1	1	5	4	1	3	2	4	3	4	2	1	31
Customer Service - TSO	1	1	5	4	1	3	2	4	3	4	2	1	31
Expedited Passenger Screening Program	9	19	21	6	17	19	30	45	31	35	39	27	298
Expedited Passenger Screening Program		Military							1				1
Expedited Passenger Screening Program		1	2		1	2	1	1	1				9
Expedited Passenger Screening Program Expedited Passenger Screening Program		5	1	1	1	47	00	4.4	1	1	1	2	13
Expedited Passenger Screening Program  Expedited Passenger Screening Program		12	18	5	15	17	29	44	28	32	38	25	272
Identification (ID) Requirements	I TOA/DITO		2										2
Identification (ID) Requirements - Domest	tic		2										2
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property			1		1				2		3	1	8
Mishandling of Passenger Property - Dam				-					1				1
Mishandling of Passenger Property - Dam			ecked Bagg	age					1		1	1	3
Mishandling of Passenger Property - Disa	arrayed Items	Carry-on	1		1						2		4
No Jurisdiction	1												1
No Jurisdiction - Refer to Other Patdown	1		1					2		2	2		7
Patdown - Flyer			1					2		1	2		6
Patdown - Flyer as Observer			1							1			1
Persons w/ Disabilities (PWD)		1					1	1	1	1	1	1	7
Persons w/ Disabilities (PWD) - Autism S	pectrum	•								1			1
Persons w/ Disabilities (PWD) - Medically		edication a	ınd Medical	Supplies			1	1		-			2
Persons w/ Disabilities (PWD) - Touch Av	version (pain/tra	auma)										1	1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	1							1		1		3
Property - Special Handling			1	1	1	2	1	2			1	1	10
Property - Special Handling - Damaged It				1				1			1	1	4
Property - Special Handling - Damaged It		l						1					1
Property - Special Handling - Missing Item						1							1
Property - Special Handling - Missing Iten	ns - Checked	0	1		1	1	1	2	2	0			4
Screening Screening - Inconsistency	1	2	4		2	3 1	1	3	2	2	3		23
Screening - Inconsistency Screening - Lengthy Lines			2			- 1	1						2
Screening - Military								1					1
Screening - Opposite Gender			1										<u>.</u>
Screening - Procedures/Process	1	2	1		2	2		2	2	2	3		17
2023	31	40	38	36	26	27	38	41	32	35	55	36	435
Airline		2								1			3
Airline - Policy/Regulations/Service		2								1			3
Civil Rights		1						1			1	1	4
Civil Rights - Race		1						1			1	1	4
Claims		1											1
Claims - General Customer Service	5	4	1	3	1	1	1	3	4	3		4	30
Customer Service - TSO	5	4	1	3	1	1	1	3	4	3		4	30
Expedited Passenger Screening Program	17	24	31	27	20	21	33	34	22	26	43	24	322
Expedited Passenger Screening Program			01		20	21	00	1		20	-10		1
Expedited Passenger Screening Program		,	1	1			1	2	1	1			8
Expedited Passenger Screening Program	- TSA Applica	tion Prog	3				2			1	1	1	8
Expedited Passenger Screening Program	1.0	0.4	07							0.4			
Locks	16	24	27	26	20	21	30	31	21	24	42	23	305
Locks - Missing or Damaged Lock	16	24	27	26	20	21	30	31	21	24	42		
				26	20		30	31	21	24			305 1 1
Mishandling of Passenger Property	1	3	3	26	1	2	30	1	21	1	5		305 1 1 1 16
Mishandling of Passenger Property - Dam	1 1 naged/Missii	3 2	3	26	1		30	1	21		5 2		305 1 1 1 16 8
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 1 naged/Missii	3	3	26		2 2			21	1	5		305 1 1 16 8 8
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties	1 1 naged/Missii naged/Missii	3 2	3	26	1	2 2	1	1	21	1	5 2		305 1 1 16 8 8
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener	1 1 naged/Missii naged/Missii	3 2 1	3		1	2 2		1	21	1	5 2 3	23	305 1 1 16 8 8 2 2
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown	1 1 naged/Missii naged/Missii	3 2	3	26	1	2 2	1	1	21	1	5 2 3		305 1 1 16 8 8 2 2 2
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children	1 1 1 naged/Missii naged/Missii l	3 2 1	3	1	1 1	2 2	1	1	21	1 1	5 2 3	23	305 1 1 16 8 8 2 2 2 13
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer	1 1 naged/Missii naged/Missii	3 2 1	3		1	2 2	1 1	1		1	5 2 3	23	305 1 1 16 8 8 2 2 2 13 1
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 2 1	3 1 2	1	1 1 1	2 2	1	1	21	1 1 1	5 2 3 4 1 3	23	305 1 1 16 8 8 2 2 2 13
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children 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	3 2 1 2 2	3 1 2	1	1 1 1	2 2	1 1 2	1		1 1 1	5 2 3 4 1 3	23	305 1 1 16 8 8 2 2 13 1 12 8
Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Darr Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Medical I	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 2 1 2 2 2 al /Mental sings/Masi	3 1 2 Disability	1	1 1 1 1 1	2 2	1 1 2	1		1 1 1	5 2 3 4 1 3 1	23	305 1 1 16 8 8 2 2 13 1 12 8 1 12
Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Darr Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Medical I 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	3 2 1 2 2 2 2 2 2 2 2 2 2 2 2 3 3 ings/Mass hed to the	3 1 2 Disability	1	1 1 1	2 2	1 1 2 2 1	1	3	1 1 1	5 2 3 4 1 3 1	23	305 1 1 16 8 8 2 2 13 1 12 8 1 1 12 8
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Touch Av	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 2 1 2 2 2 tal /Mental sings/Mas hed to the auma)	3 1 2 Disability	1	1 1 1 1 1	2 2	1 1 2 2 1	1	3	1 1 1 1	5 2 3 4 1 3 1	23	305 1 1 16 8 8 2 2 13 1 12 8 1 1 1 2
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/( Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Touch Au Persons w/ Disabilities (PWD) - Wheelch	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 2 1 1 2 2 2 stal /Mental sings/Mass hed to the auma) egway	3 1 2 Disability ks Body	1	1 1 1 1 1	2 2	2 1	1 1 1	3	1 1 1 1 1 1	5 2 3 4 1 3 1	1	305 1 1 16 8 8 2 2 13 1 12 8 1 1 2
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 2 1 1 2 2 2 2 stal /Mental sings/Mas hed to the auma) egway 2	3 1 2 Disability	1	1 1 1 1 1	2 2	1 1 2 2 1	1	3	1 1 1 1	5 2 3 4 1 3 1	1 1 2	305 1 1 16 8 8 2 2 2 13 1 12 8 1 1 1 2 2 1 3
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch 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	3 2 1 2 2 2 stal /Mental sings/Masshed to the auma) egway 2 1	3 1 2 Disability ks Body	1	1 1 1 1 1	2 2	2 1	1 1 1	3	1 1 1 1 1 1 1	5 2 3 4 1 3 1	1	305 1 1 16 8 8 2 2 13 1 12 8 1 1 1 2 1 2 1 3
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch 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	3 2 1 2 2 2 stal /Mental sings/Masshed to the auma) egway 2 1	3 1 2 Disability ks Body	1	1 1 1 1 1	2 2	1 1 2 1	1 1 1 1	3	1 1 1 1 1 1	5 2 3 4 1 3 1	1 1 2	305 1 1 16 8 8 2 2 13 1 12 8 1 1 2 1 2 1 3 1 1 2 1 1 2 1 1 2 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1
Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Darr Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Medical If Persons w/ Disabilities (PWD) - Medical If Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling 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	3 2 1 2 2 2 stal /Mental sings/Masshed to the auma) egway 2 1	3 1 2 Disability ks Body	1	1 1 1 1 1	2 2	2 1	1 1 1	3	1 1 1 1 1 1 1	5 2 3 4 1 3 1	1 1 2 2 1	305 1 1 16 8 8 2 2 13 1 12 8 1 1 2 1 2 1 3 3 4 1 2 3 3 4 4 5 6 7 8 8 8 8 8 8 8 8 8 8 8 8 8
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 2 1 2 2 2 ital /Mental sings/Mass hed to the auma) egway 2 1 1	3 1 2 Disability ks Body	1 1	1 1 1 1 1 1	2 2 1 1 1	1 1 2 1	1 1 1 1	1 1 1	1 1 1 1 1 1 1	5 2 3 4 1 3 1	1 1 2 2 1	305 1 1 16 8 8 2 2 13 1 12 8 1 1 2 1 2 1 3 2 3 3 4 1 1 2 3 4 5 6 7 7 8 8 8 8 8 8 8 8 8 8 8 8 8
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 2 1 2 2 2 stal /Mental sings/Masshed to the auma) egway 2 1	3 1 2 Disability ks Body	1	1 1 1 1 1	2 2	1 1 2 1	1 1 1 1	3	1 1 1 1 1 1 1	5 2 3 4 1 3 1	1 1 2 2 1	305 1 1 16 8 8 2 2 13 1 12 8 1 1 2 1 2 10 3 2 3 2 2 3 3 4 5 6 7 8 8 8 8 8 8 8 8 8 8 8 8 8
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/( Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Touch Au Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Children	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 2 1 2 2 tal /Mental sings/Masihed to the auma) egway 2 1 1	3 1 2 Disability ks Body	1 1 5	1 1 1 1 1 1	2 2 1 1 1	1 1 2 1	1 1 1 1	1 1 1	1 1 1 1 1 1 1	5 2 3 4 1 3 1	1 1 2 2 1	305 1 1 16 8 8 2 2 13 1 12 8 1 1 1 2 10 3 2 3 2 10 10 10 10 10 10 10 10 10 10
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 2 1 2 2 2 ital /Mental sings/Mass hed to the auma) egway 2 1 1	3 1 2 Disability ks Body	1 1	1 1 1 1 1 1	2 2 1 1 1	1 1 2 1	1 1 1 1	3 1 1 1 1 3	1 1 1 1 1 1 1	5 2 3 4 1 3 1	1 1 2 2 1	305 1 1 16 8 8 2 2 13 1 12 8 1 1 2 10 3 2 3 2 25

			I SA CUIILA	ct Octitor (	i oo, bata	1001 - 1 012	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2024	34												34
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	3												3
Customer Service - TSO	3												3
Expedited Passenger Screening Program	26												26
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	24												24
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged Ite	1												1
Screening	2												2
Screening - Procedures/Process	2												2

			rsa Contac	t Center (	icc) Data i	001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ORH	4	4	2		2	5		2		1	1	2	2
2022	2	1	1		1	2				1	1		
Civil Rights	1										1		
Civil Rights - Headwear	1												
Civil Rights - Race											1		
Customer Service			1										
Customer Service - TSO			1										
Expedited Passenger Screening Program	1	1			1	1							
Expedited Passenger Screening Program	1	1			1	1							
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Diabetes										1			
Screening						1							
Screening - Procedures/Process						1							
2023		3	1		1	3		2				2	1
Civil Rights								1					
Civil Rights - Race								1					
Customer Service						1						1	
Customer Service - TSO						1						1	
Expedited Passenger Screening Program		3			1	2		1				1	
Expedited Passenger Screening Program	- TSA Appl	1											
Expedited Passenger Screening Program	- TSA PreC	2			1	2		1				1	
Screening			1										
Screening - Procedures/Process			1										
2024	2												
Expedited Passenger Screening Program	2												
Expedited Passenger Screening Program	2												:

			OA COIIL	ci centei (	100) Data	1001 - 1 017							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ОТН	1	1				1	2	1	5	1	1	1	14
2022		1							4	1	1		7
Customer Service									1		1		2
Customer Service - TSO									1		1		2
Expedited Passenger Screening Program		1							1	1			3
Expedited Passenger Screening Program	- TSA PreC	1							1	1			3
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dam	naged/Missir	g ItemsC	hecked Ba	ggage					1				1
Screening									1				1
Screening - Procedures/Process									1				1
2023						1	2	1	1			1	6
Expedited Passenger Screening Program						1		1	1			1	4
Expedited Passenger Screening Program	- TSA PreC	heck				1		1	1			1	4
Persons w/ Disabilities (PWD)							2						2
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Visual Im	pairment						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			2	1	1	1		2					7
2022			1			1		2					4
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program			1			1		1					3
Expedited Passenger Screening Program	- TSA Pre(	Check	1			1		1					3
2023			1	1	1								3
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program	- TSA Pre(	Check	1										1
Patdown				1	1								2
Patdown - Flyer				1	1								2

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

			TSA Contac										
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
PAE	9	2	6	5	5	10	7	7	5	5	9	11	8
2022	1		4	1	1	1	3	5	3	4	6	4	3
Airline											1		
Airline - Policy/Regulations/Service											1		
Expedited Passenger Screening Program	1		2	1	1	1	2	5	1	2	2	3	2
Expedited Passenger Screening Program	- TSA Applic	cation Prog	ıram 💮 💮							1			
Expedited Passenger Screening Program	1		2	1	1	1	2	5	1	1	2	3	2
Patdown			2							2	1		
Patdown - Flyer			2							2	1		
Persons w/ Disabilities (PWD)							1						
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/	Segway					1						
Property - Special Handling											1		
Property - Special Handling - Missing Item	s - Carry-Or	1									1		
Screening									2		1	1	
Screening - Inconsistency												1	
Screening - Procedures/Process									2		1		
2023	2	2	2	4	4	9	4	2	2	1	3	7	
Customer Service												1	
Customer Service - TSO												1	
Expedited Passenger Screening Program	1	2	2	4	3	8	3	2	1		2	4	
Expedited Passenger Screening Program	1	2	2	4	3	8	3	2	1		2	4	;
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Bag	gage			1						
Patdown						1					1		
Patdown - Flyer						1					1		
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Autism Sp	ectrum									1			
Property - Special Handling					1								
Property - Special Handling - Missing Item	s - Checked				1								
Screening	1								1			2	
Screening - Crew Member or Airline Empl	oyee											1	
Screening - Procedures/Process	1								1			1	
2024	6												
Customer Service	1												
Customer Service - TSO	1												
Expedited Passenger Screening Program	5												
Expedited Passenger Screening Program	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
PAH	1	1				1		1			1	2	7
2022		1				1					1	2	5
Expedited Passenger Screening Program		1									1	2	4
Expedited Passenger Screening Program	- TSA PreC	1									1	2	4
No Jurisdiction						1							1
No Jurisdiction - Refer to Other						1							1
2023	1							1					2
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)							1					1
Screening	1												1
Screening - Crew Member or Airline Emp	1												1

				0. 00	. cc, Data	1001 - 1 017							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PBG	4	2				4	1						11
2022		1					1						2
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program	- TSA PreC	Check					1						1
Screening		1											1
Screening - Procedures/Process		1											1
2023	3	1				4							8
Expedited Passenger Screening Program	3	1				4							8
Expedited Passenger Screening Program	3	1				4							8
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

Categories	40.0**		SA Contact		-			0E M	06 1	07 1-1	00 4	00.04	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
PBI	111	128	147	104	121	180	140	119	106	88			1,417
2022	30	50	75	31	48	94	75	61	55	39	40		643
Civil Rights Civil Rights - Age				1	1	1 1	1				1	1	6
Civil Rights - Age  Civil Rights - National Origin					1	1						1	2
Civil Rights - Race							1				1	1	2
Civil Rights - Racial Profiling or Discrimina	l ation			1							ı		1
Customer Service	5	8	7	5	3	6	7	4	8			6	59
Customer Service - CSM	3	1	'	<u> </u>		0	- 1	- 4	0			0	1
Customer Service - TSO	5	7	7	5	3	6	7	4	8			6	58
Expedited Passenger Screening Program	22	39	58	20	36	75	59	53	36	32	35		498
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program		w Member				1							1
Expedited Passenger Screening Program		1	7	1	1	1	2	3	4	1	1	1	23
Expedited Passenger Screening Program		38	51	19	35	72	57	50	31	31	34		472
Expedited Passenger Screening Program	- TSA/DHS I	Employees	- Opt In			1							1
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domest	ic		1										1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property			1						1		1	1	4
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsC	1						1		1	1	4
No Jurisdiction		1				1			1				3
No Jurisdiction - No Referral						1							1
No Jurisdiction - Refer to Other		1							1				2
Patdown					1	1			2	1			5
Patdown - Flyer					1	1			2	1			5
Persons w/ Disabilities (PWD)		1	3	1		1		1	1			1	9
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Hearing I		A a alia a Ai a a	and Madian	1								4	1
Persons w/ Disabilities (PWD) - Medically		viedication	and iviedical	Supplies								1	1
Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I		· M/boolob	1										1
Persons w/ Disabilities (PWD) - Mobility L		vvneeicn	1										
Persons w/ Disabilities (PWD) - Ostorny/C		1	- 1										1
Persons w/ Disabilities (PWD) - Wheelcha								1					1
Property - Special Handling	3	Jogway	4	3	4	4	2	1		3	2	2	28
Property - Special Handling - Damaged Ite			1	- 0	2	2	2			2			10
Property - Special Handling - Damaged Ite			2	1	1							2	7
Property - Special Handling - Missing Item				1		1					1		4
Property - Special Handling - Missing Item			1	1	1	1		1		1	1		7
Screening		1		1	3	5	6	2	6	3	1	1	29
Screening - Crew Member or Airline Empl	loyee				1								1
Screening - Inconsistency						3	1		1	1	1		7
Screening - Lengthy Lines				1					1				2
Screening - Procedures/Process		1			2	2	3	2	4	2		1	17
Screening - Retrieving Abandoned/Confis	cated Items						2						2
2023	36	78	72	73	73	86	65	58	51	49	40	48	729
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights		2			1	2	1	2	1				9
Civil Rights - Age						1							1
Civil Rights - Perceived Religion								1					1
Civil Rights - Race		1				1							2
Civil Rights - Sex/Gender/Gender Identity	- Not Trans(	1			1			1					3
Civil Rights - Transgender Screening							1		1				2
Claims				1									1
Claims - Status Customer Service	4			1		7	0			2		2	1
Customer Service - TSO	4	6	6	5	6	7	8	6	6	3			65 65
Expedited Passenger Screening Program	27	62	55	62	53	67	45	41	40	37	31	42	562
Expedited Passenger Screening Program			1	02	33	01	40	41	40	31	01	42	1
Expedited Passenger Screening Program		3	1			2	1	1			2		10
Expedited Passenger Screening Program		59	53	62	53	64	44	40	40	37			549
Expedited Passenger Screening Program				02		1		40	70	01	1	72	2
Locks	. 0, , 5, 1, 0	p.o y o o o	Opt III		1	1							2
Locks - Missing or Damaged Lock					1	1							2
Mishandling of Passenger Property		3	3		2	1	1			2	1		13
Mishandling of Passenger Property - Dam	naged/Missir	1	2			1				1			5
Mishandling of Passenger Property - Dam	naged/Missir	1	1		2		1			1	1		7
Mishandling of Passenger Property - Disa	rrayed Item	1											1
No Jurisdiction				1			1						2
No Jurisdiction - Refer to Other				1			1						2
Patdown	1		2	1				1		1			6
Patdown - Flyer	1		2	1				1		1			6
Persons w/ Disabilities (PWD)		2	1		1	4	3	1	2	2	1		17
Persons w/ Disabilities (PWD) - Autism S	pectrum		1										1
Persons w/ Disabilities (PWD) - Diabetes					1	1			1				3
Persons w/ Disabilities (PWD) - General						1					1		2
Persons w/ Disabilities (PWD) - Medically		/ledication	and Medica	Supplies			1			1			2
Persons w/ Disabilities (PWD) - Metal Imp									1	1			2
Persons w/ Disabilities (PWD) - Mobility [			ir or Scoote	r)			1						1
Persons w/ Disabilities (PWD) - Prosthesi							1						1
Persons w/ Disabilities (PWD) - Visual Im		1						1					2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	1				2							3

		•	TSA Contac	ct Center (	ΓCC) Data <sup>-</sup>	ΓοοΙ - FΟΙΑ	ı						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling	2		2	2	1		1	3	1	1	2		1
Property - Special Handling - Damaged Ite	ems - Carry	-On	1								1		
Property - Special Handling - Missing Item	ns - Carry-O	n		2	1			3	1				
Property - Special Handling - Missing Item	2		1				1			1	1		
Request for Assistance							1						
Request for Assistance - Other							1						
Screening	2	3	2	1	8	4	4	4	1	3		3	3
Screening - Inconsistency		1					1			1			
Screening - Lengthy Lines					1		1						
Screening - Opposite Gender					1				1				
Screening - Procedures/Process	2	2	2	1	6	3	2	4		2		3	2
Screening - Retrieving Abandoned/Confis	cated Items					1							
2024	45												4
Civil Rights	1												
Civil Rights - Transgender Screening	1												
Customer Service	1												
Customer Service - CSM	1												
Expedited Passenger Screening Program	39												3
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	37												3
Expedited Passenger Screening Program	1												
Patdown	2												
Patdown - Flyer	2												
Property - Special Handling	1												
Property - Special Handling - Missing Item	1												
Screening	1												
Screening - Retrieving Abandoned/Confis	1												

					CC) Data T								
Categories	10-Oct		12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PDX	345	192	195	159	129	194	241	223	232	204	237	220	2,571
2022	57	63	75	57	42	79	102	115	126	102	116	127	1,061
Airline	-					1						1	2
						1						- '	
Airline - Policy/Regulations/Service						1							1
Airline - Wheelchair Assistance												1	1
Civil Rights	4	1	6	2	2		4	2	2	3	1		27
Civil Rights - Hair Patdowns										1			1
Civil Rights - Headwear			2										2
Civil Rights - National Origin								1					1
Civil Rights - Race							2	1	1	1			5
								1	I	- 1			
Civil Rights - Racial Profiling or Discrimin		1	2	1	1								9
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder			1		2		1	1			5
Civil Rights - Transgender Screening			2	1							1		4
Claims				2									2
Claims - General				2									2
	-	0			-	0	-	0	4.4	40	7	40	
Customer Service	7	8	9	7	5	8	5	2	11	12	7	12	93
Customer Service - TCC						1							1
Customer Service - TSO	7	8	9	7	5	7	5	2	11	12	7	12	92
DHS TRIP							1						1
DHS TRIP - General							1						1
	0.5	40	4.4	0.4	00	00		00	404	7.4	00	405	
Expedited Passenger Screening Program	35	42	44	34	32	63	81	99	101	71	92	105	799
Expedited Passenger Screening Program	- DoD					1							1
Expedited Passenger Screening Program	1	8	5	3	2			5	4	2	3	7	40
Expedited Passenger Screening Program	34	34	39	31	30	62	81	94	97	69	89	98	758
Human Capital	1												1
Human Capital - Current Employee	1												1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Lost and Found								2					2
Lost and Found - Airport/TSA								2					2
Mishandling of Passenger Property			1	2			3	2	1		4	1	14
Mishandling of Passenger Property - Dan	naged/Missing	ItemsCar	ry-on Lugg	age			2	1					3
Mishandling of Passenger Property - Dan	naged/Missing	ItemsC	1	2			1	1	1		3	1	10
Mishandling of Passenger Property - Disa			r Checked								1		1
	irayed items=	-Carry-orr or	Checked			-			4				
No Jurisdiction				2		1			1				4
No Jurisdiction - No Referral									1				1
No Jurisdiction - Refer to Other				2		1							3
Patdown	2	2			1	1	2	1	3	3	3	1	19
Patdown - Children	-									1			1
	_												
Patdown - Flyer	2	2				1	2	1	2	2	3	1	16
Patdown - Flyer as Observer									1				1
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)	2	3	6	2	1	1	4	2		3		2	26
		3					1			3			
Persons w/ Disabilities (PWD) - Diabetes			1				1	1					4
Persons w/ Disabilities (PWD) - Diapers/	Garments/Dre	ssings/Ma	1										1
Persons w/ Disabilities (PWD) - General							1	1					2
Persons w/ Disabilities (PWD) - Medical	Devices - Atta	ched to the	Body		1	1							2
Persons w/ Disabilities (PWD) - Medically		1	1							1		1	5
		- 1	- 1							- 1			
Persons w/ Disabilities (PWD) - Metal Im												1	1
Persons w/ Disabilities (PWD) - Mobility I	Disability (Not	Wheelch	1				1			1			3
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees a	and Casts		1									1
Persons w/ Disabilities (PWD) - Touch Av		2											2
Persons w/ Disabilities (PWD) - Wheelch			-	1			1			1			4
		segway	1	1			1			- 1			
Persons w/ Disabilities (PWD) - Wounder	Warrior		1										1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - General			1										1
Property - Special Handling	3	4	3	2	1	2	1	1	1	3	3		24
Property - Special Handling - Damaged It		1	2	2	- 1		1	1	1	3			11
		1					1		ı	3	1		
Property - Special Handling - Damaged It					1			1					4
Property - Special Handling - Missing Iter	ns - Carry-On					1					1		2
Property - Special Handling - Missing Iter		3	1			1					1		7
Screening	3	3	5	4		2		4	6	7		5	45
		J	1	-					U	- 1	U	J	
Screening - Crew Member or Airline Emp	loyee		- 1					_			-		1
Screening - Inconsistency		1						2	1		2		6
Screening - Lengthy Lines			1			1		1	3	1			7
Screening - Procedures/Process	3	2	3	4		1		1	2	6	4	5	31
2023	147	129	120	102	87	115	139	108	106	102	121	93	1,369
		123		102	0,	110	100	100	100	102	121	30	1,003
Additional Information Required/Insufficient In			1										
Additional Information Required/Insufficie	nt Information	- EMAIL	1										1
Civil Rights	2		3		1		1	1		2	3	1	14
Civil Rights - Age			1							1	1		3
Civil Rights - Hair Patdowns	1												1
	'						4						
Civil Rights - National Origin							1						1
Civil Rights - Not Specified					1								1
Civil Rights - Perceived Religion	1												1
Civil Rights - Race			2					1				1	4
	Not Term	ndor						1			,	ļ	
Civil Rights - Sex/Gender/Gender Identity	- NOT Transge	naer									1		1
Civil Rights - Transgender Screening										1	1		2
Customer Service	6	14	7	7	4	5	11	12	5	4	14	12	101
Customer Service - TCC											1		1
Customer Service - TSO	6	4.4	7	7	4	_	44	12	-	4	13	12	100
	6	14				5	11		5				
Expedited Passenger Screening Program	120	99	89	87	66	99	107	81	85	79	87	71	1,070
Expedited Passenger Screening Program	- DoD	1										1	2
Expedited Passenger Screening Program		2	4	3	2	1	4	2	3	2		2	27
Expedited Passenger Screening Program		96	85	84	64	98	103	79	82	77	87	68	1,041
	110	90	00	04	04	90		19	02	11	0/	00	
Human Capital	L						1						1

Cetomonico	10.5					Tool - FOIA			•• •		•••		
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Human Capital - Prospective Employmen							1						
Locks	1		1				1	1					
Locks - General	1												
Locks - Missing or Damaged Lock			1				1	1					
Lost and Found									1	1			
Lost and Found - Airport/TSA									1	1			
Mishandling of Passenger Property	3	1	2	2	3	1	5		2	4		1	2
Mishandling of Passenger Property - Dam				1	1	1	4		2	4		1	1
Mishandling of Passenger Property - Dam			2	1	1		1	1					
Mishandling of Passenger Property - Dam		1											
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on o	r Checked		1			1					
No Jurisdiction								1		1		1	
No Jurisdiction - Refer to Other								1		1		1	
Patdown	4	2	1	2	3		2	3	3	3	3		2
Patdown - Flyer	4	2	1	2	3	1	1	3	3	2	2		2
Patdown - Flyer as Observer							1				1		
Patdown - General										1			
Persons w/ Disabilities (PWD)	2	2	3	1	2	4	4	1	2		2	2	2
Persons w/ Disabilities (PWD) - Autism S	pectrum						1						
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	1											
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Mental	Disability			1	1					1	
Persons w/ Disabilities (PWD) - General											1		
Persons w/ Disabilities (PWD) - Internal N	1												
Persons w/ Disabilities (PWD) - Medical I	Devices - Att	ached to the	Body		1	1					1		
Persons w/ Disabilities (PWD) - Medically	/ Necessary	1	1			2	1	1	1				
Persons w/ Disabilities (PWD) - Mobility [				1								1	
Persons w/ Disabilities (PWD) - Prosthesi		and Casts							1				
Persons w/ Disabilities (PWD) - Respirato			nt		1								
Persons w/ Disabilities (PWD) - Wheelch			2				1						
Property - Special Handling	2	4	4	1	2	1	2		3		2	1	2
Property - Special Handling - Damaged It		1	1	1				2	1				
Property - Special Handling - Damaged It		3	'	'					'				
Property - Special Handling - Missing Iten	1		2		1		1				2		
Property - Special Handling - Missing Item		1	1		1	1	1		2			1	
Request for Assistance		4	'									1	
Request for Assistance - Other												1	
Screening	7	7	9	2	6	4	5	3	5	8	10		6
Screening - Crew Member or Airline Empl		,	9		0	4	3	3	5	0	10		
Screening - Crew Member of Affiline Empl	'	1			2	1				1	1		
Screening - Inconsistency Screening - Lengthy Lines		ı	2		1	1	1		1	1	1		
	6	6	6	2	2		4		4	6	6		
Screening - Procedures/Process		0					4		4	0	1		4
Screening - Retrieving Abandoned/Confis	l cated items		1					1			1		
Screening - Security Breach	444				1								
2024	141												14
Civil Rights	2												
Civil Rights - Race	1												
Civil Rights - Transgender Screening	1												
Customer Service	14												
Customer Service - TCC	1												
Customer Service - TSO	13												
Expedited Passenger Screening Program	107												10
Expedited Passenger Screening Program													
Expedited Passenger Screening Program	105												10
Mishandling of Passenger Property	7												
Mishandling of Passenger Property - Dam													
Mishandling of Passenger Property - Dam	3												
Mishandling of Passenger Property - Disa	1												
Patdown	1												
Patdown - Flyer	1												
Persons w/ Disabilities (PWD)	2												
Persons w/ Disabilities (PWD) - Ostomy/0													
Persons w/ Disabilities (PWD) - Respirato													
Property - Special Handling	3												
Property - Special Handling - Damaged It													
Property - Special Handling - Damaged It													
Screening	5												
Screening - Procedures/Process	5												
Colocaling 1 loocation loocas	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
PGA			1		2						1	1	5
2022					1						1		2
Expedited Passenger Screening Program					1						1		2
Expedited Passenger Screening Program	- TSA PreC	Check			1						1		2
2023			1		1							1	3
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram		1								1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1

			SA Contact										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PGD	26	14	14	15	19	27	26	22	13	12	12	11	211
2022	7	7	6	7	8	13	8	13	8	6	6	6	95
Civil Rights	1				2			1					4
Civil Rights - Racial Profiling or Discrimin	1				2								3
Civil Rights - Sex/Gender/Gender Identity	Not Transg	ender						1					1
Customer Service				2				1		1	1		5
Customer Service - TSO				2				1		1	1		5
Expedited Passenger Screening Program	4	5	5	3	6	11	6	11	6	5	5	5	72
Expedited Passenger Screening Program	2					1						1	4
Expedited Passenger Screening Program	2	5	5	3	6	10	6	11	6	5	5	4	68
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)	1	1											2
Persons w/ Disabilities (PWD) - Internal N	ledical Dev	1											1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling			1	1		2							4
Property - Special Handling - Damaged It	ems - Carrv-(	On	1	1									2
Property - Special Handling - Missing Iten						2							2
Screening	1	1		1					2			1	6
Screening - Crew Member or Airline Emp	ovee			1									1
Screening - Procedures/Process	1	1							2			1	5
2023	6	7	8	8	11	14	18	9	5	6	6	5	103
Civil Rights		1	•		• • •	•				•	1	•	2
Civil Rights - Race		•									1		
Civil Rights - Sex/Gender/Gender Identity	I - Not Transc	1									•		1
Customer Service	TTOT TTURNO		1			1	1	1	1				5
Customer Service - TSO			1			1	1	1	1				5
Expedited Passenger Screening Program	6	6	6	7	10	10	15	6	3	5	5	5	84
Expedited Passenger Screening Program		1	0	'	10	10	10	0					2
Expedited Passenger Screening Program		5	6	7	9	10	15	6	3	5	5	5	82
Mishandling of Passenger Property	0	5	0	- 1	9	10	10	0	1	3	5	3	2
Mishandling of Passenger Property - Dam	  aged/Missin	a Itame Ca	erry on Luga	200		1			- 1				
Mishandling of Passenger Property - Dam						- 1			1				1
Patdown	lageu/Missin	y itemson	lecked bage	gaye	1	1	1		- 1				3
Patdown - Flyer					1	1	1						3
Persons w/ Disabilities (PWD)					- 1	ı	1	2		1			3
Persons w/ Disabilities (PWD) - Internal M	 	000					'	1		- '			1
Persons w/ Disabilities (PWD) - Prosthesi								- 1		1			1
Persons w/ Disabilities (PWD) - Prostries			nt				1	1		1			2
	ny and mnais I	er Equipme	1 1				1	I					2
Property - Special Handling - Missing Itan	Corn, Or		1										1
Property - Special Handling - Missing Iten	is - Carry-Or		- 1			1							
Screening				1		1							2
Screening - Procedures/Process	40			1		I							
2024	13												13
Expedited Passenger Screening Program	12												12
Expedited Passenger Screening Program	12												12
Patdown	1												1
Patdown - Children	1												1

			SA CUIILAC	i center (i	CC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PGV	1	3	1	2	1	2		2	3	2	2		19
2022	1	2	1	1		1		1	3	1			11
Expedited Passenger Screening Program		2				1			2				5
Expedited Passenger Screening Program	- TSA Appl	1											1
Expedited Passenger Screening Program	- TSA PreC	1				1			2				4
Human Capital									1				1
Human Capital - Prospective Employment	t with TSA								1				1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checked	l						1			1
Property - Special Handling			1	1									2
Property - Special Handling - Damaged Ite	ems - Check	ed	1										1
Property - Special Handling - Missing Item	ns - Checked	d		1									1
Screening	1							1					2
Screening - Procedures/Process	1							1					2
2023		1		1	1	1		1		1	2		8
Customer Service		1								1			2
Customer Service - TSO		1								1			2
Expedited Passenger Screening Program				1	1	1							3
Expedited Passenger Screening Program	- TSA PreC	heck		1	1	1							3
Screening								1			2		3
Screening - Inconsistency											1		1
Screening - Procedures/Process								1			1		2

			OA COIIIa	r center (	CC) Data	001 - 1 012	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PHF	2	2	3	5	2	1	4	1	1	2	1	3	27
2022	1	2	2	2	1	1			1	2			12
Customer Service			1							1			2
Customer Service - TSO			1							1			2
Expedited Passenger Screening Program	1	2		2	1	1			1	1			9
Expedited Passenger Screening Program	1	2		2	1	1			1	1			9
Property - Special Handling			1										1
Property - Special Handling - Damaged Ite	ems - Check	red	1										1
2023			1	3	1		4	1			1	3	14
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program			1	2			4	1				2	10
Expedited Passenger Screening Program	- DoD		1										1
Expedited Passenger Screening Program	- TSA PreC	heck		2			4	1				2	9
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	1									1
Screening					1							1	2
Screening - Lengthy Lines												1	1
Screening - Procedures/Process					1								1
2024	1												1
Screening	1												1
Screening - Procedures/Process	1												1

		T:	SA Contact (		•								
Categories	10-Oct	11-Nov	12-Dec (	1-Jan	02-Feb (	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PHL	574	337	332	295	358	453	417	401	399	359	384	399	4,708
2022	114	128	140	103	145	183	197	185	201	170	208	203	1,977
Airline							2	1		1	2		6
Airline - Baggage Requirements											1		1
Airline - Policy/Regulations/Service							2	1		1	1		5
Civil Rights	2	1	1		4		1	1		2	1	2	15
Civil Rights - Perceived Religion	_						1						1
Civil Rights - Race							'	1		1		1	3
Civil Rights - Racial Profiling or Discrimin	2	1			3			'				- '	6
Civil Rights - Transgender Screening	2	ı	4							4	4	4	
	40	40	1	_	1		40	4.0	- 10	1	1	1	5
Customer Service	19	12	6	6	12	9	12	19	18	20	15	13	161
Customer Service - TCC												1	1
Customer Service - TSO	19	12	6	6	12	9	12	19	18	20	15	12	160
Expedited Passenger Screening Program	77	95	124	85	118	154	156	144	161	115	167	163	1,559
Expedited Passenger Screening Program		Military		2						1	1	1	5
Expedited Passenger Screening Program	- DoD	1	1		1	1		1					5
Expedited Passenger Screening Program	6	12	12	4	6	3	5	6	5	3	8	14	84
Expedited Passenger Screening Program	71	82	111	79	111	148	149	136	156	111	158	148	1,460
Expedited Passenger Screening Program	- TSA/DHS E	mployees	- Opt In			2	2	1					5
Locks						1	1		2	1	1	1	7
Locks - Missing or Damaged Lock						1	1		2	1	1	1	7
Lost and Found					1	1			1				3
Lost and Found - Airport/TSA					1	1			1				3
Mishandling of Passenger Property		2	1	1			2	3	3	3	5	5	25
Mishandling of Passenger Property - Dam	l nagod/Missir	2	1	1			1	J	3	1	2	3	10
				4			1	3	3	1	3	2	
Mishandling of Passenger Property - Dam				1			ı	3	3		3		14
Mishandling of Passenger Property - Disa	ırayed items	-carry-on o	or Checked							1			1
No Jurisdiction				1			4				1	1	7
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to CBP							2					1	3
No Jurisdiction - Refer to Other				1			2						3
Patdown	3	2	1		2	2	2	1		4	2	2	21
Patdown - Flyer	3	1	1		2	2	1	1		4	2	2	19
Patdown - Flyer as Observer							1						1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	3	1	1	2		3	4	2	4	5	2	2	29
Persons w/ Disabilities (PWD) - Autism S	pectrum	1	1				1						3
Persons w/ Disabilities (PWD) - Cognitive									2				2
Persons w/ Disabilities (PWD) - Diabetes									_	2	1		3
Persons w/ Disabilities (PWD) - Internal M							1			1			3
Persons w/ Disabilities (PWD) - Medical [		shod to the	Pody	1			1			1			3
Persons w/ Disabilities (PWD) - Medically		oned to the	Dody	- 1		2	1	1	1	'			6
. ,	1	\//boolobo	ir or Coootor)				l l	ı	I I		1		
Persons w/ Disabilities (PWD) - Mobility [		vvrieeicha	ii oi scoolei)	4							- 1		1
Persons w/ Disabilities (PWD) - Ostomy/0				1									1
Persons w/ Disabilities (PWD) - Prosthes		nd Casts						1	1				2
Persons w/ Disabilities (PWD) - Service A										1			1
Persons w/ Disabilities (PWD) - Touch Av		auma)										1	1
Persons w/ Disabilities (PWD) - Wheelch						1						1	3
Prohibited & Permitted Items	3	1											4
Prohibited & Permitted Items - Electronic	1												1
Prohibited & Permitted Items - Firearm/Ar	1	1											2
Prohibited & Permitted Items - Medication	1												1
Property - Special Handling	5	6	2	4	5	4	5	5	3	7	3	1	50
Property - Special Handling - Damaged It	1	2	1	1		1		2	1	2	3		14
Property - Special Handling - Damaged It	3			1	2			1					7
Property - Special Handling - Missing Iten		3	1		1	1	2	1		3		1	14
Property - Special Handling - Missing Iten		1		2	2	2	3	1	2	2			15
Screening	2	8	4	4	3	9	8	9	9	12	9	13	90
Screening - Inconsistency	1	1	2				4	1	1	2	1	4	17
Screening - Lengthy Lines		'					2	2	2	2	1	2	10
Screening - Procedures/Process	1	7	2	4	3	8	2	5	6	8	6	7	59
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis				4	3	1		1	0	0	2	- '	4
2023	1	200	400	400	040		222		400	400		400	
	246	209	192	192	213	270	220	216	198	189	176	196	2,517
Airline	1						1	1		2	1		6
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service	1						1	1			1		4
Airline - Wheelchair Assistance										1			1
Civil Rights	1	1	5	4	1	1	6	5	3		1	1	29
Civil Rights - Age			1										1
Civil Rights - Civil Rights Violation (TSA E	Employee)			1									1
Civil Rights - National Origin				1									1
Civil Rights - Not Specified									1				1
Civil Rights - Race	1	1	2	2	1	1	4	2			1		15
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder					2	3	2			1	8
Civil Rights - Transgender Screening	]		2										2
Claims	1												1
Claims - Status	1												1
Customer Service	11	13	11	13	15	17	14	15	21	29	17	19	195
Customer Service - TCC	11	13	1.1	13	10	17	14	15	21	1	17	19	195
	4.4	40	4.4	40	4.5	47	4.4	46	04		4~	40	
Customer Service - TSO	11	13	11	13	15	17	14	15	21	28	17	19	194
Expedited Passenger Screening Program	205	175	159	148	175	227	170	172	145	124	128	153	1,981
Expedited Passenger Screening Program		1			3		1	3					9
Expedited Passenger Screening Program		9	2	1	6	2	1	2		1	4	6	44
Expedited Passenger Screening Program		165	157	147	166	225	168	166	145	123	124	147	1,927
Expedited Passenger Screening Program	- TSA/DHS E	mployees	- Opt In					1					1
HAZMAT Endorsement	1												1

								Tool - FOIA	1						
gories		10-Oct	11-Nov	12-Dec	C (	)1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	HAZMAT Endorsement - General	1		2	4										
Lock		1			1	1	1					1			
	Locks - Missing or Damaged Lock	1	2	2	1	1	1			4	4	1		4	
	and Found	2					1			1	1			1	
	Lost and Found - Airport/TSA	2		4	2	4	1			1	1	7		1	
	nandling of Passenger Property				3	4	3		5		1	7		1	3
	Mishandling of Passenger Property - Dam					3			3		- 1	2		- 1	1
	Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa			2	2	1	2		2	2	1	4		1	1
	lurisdiction				1	2		1			1	3		4	4
	No Jurisdiction - No Referral	1			-						1	3	1	4	1
	No Jurisdiction - Refer to CBP	1		1		2					1	1		2	
	No Jurisdiction - Refer to Other	1		1	1							2		2	
	oudsman			1	-				1						
	Ombudsman - General								1						
Patd		5		3	1	2	10	3			8	2	! 6	4	5
	Patdown - Children	3		3	-		10	3	- 1	3	1		. 0	4	
	Patdown - Flyer	5		3	1	1	ç	3	6	3	7	2		4	
	*	5		3	-		٤	3	0	3	- 1			4	4
	Patdown - Flyer as Observer					1							1		
	Patdown - General						1								
	Patdown - Non-Flyer				_				1						
	ons w/ Disabilities (PWD)	1			2		1		6	2	1	3		3	2
	Persons w/ Disabilities (PWD) - Autism S	pectrum			1			1					1		
	Persons w/ Disabilities (PWD) - Diabetes								1			2		1	
	Persons w/ Disabilities (PWD) - General				1						1			1	
	Persons w/ Disabilities (PWD) - Hearing I									1					
F	Persons w/ Disabilities (PWD) - Medical [	Devices - At	tached to t	the Body								1			
F	Persons w/ Disabilities (PWD) - Medically	1											1	1	
F	Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)						1							
F	Persons w/ Disabilities (PWD) - Mobility [	Disability (N	ot Wheelcl	hair or Sco	ooter)			1	3	1					
	Persons w/ Disabilities (PWD) - Wheelcha						1		2						
	perty - Special Handling	4		3		6	2	. 4			3	6	4	4	
	Property - Special Handling - Damaged It			1					1		2		3	2	
	Property - Special Handling - Damaged It						1	1					Ü		
	Property - Special Handling - Missing Iten			2		3		1	1			6	1		
	Property - Special Handling - Missing Item Property - Special Handling - Missing Item			۷		3	1				1	U	1	2	
		lis - Checke	u			3					1	- 1	2		
	uest for Assistance											1			
	Request for Assistance - Other			•	•	10						1	2		
	ening	11		6	9	12			6	7	14	11	11	6	10
	Screening - Crew Member or Airline Empl				1	1	1								
	Screening - Inconsistency	1	1	1	1	2	1	2	1	1	2	2	2	1	
	Screening - International Screening				1										
	Screening - Lengthy Lines	2			1	2					2	2		1	
	Screening - Procedures/Process	7	5	5	5	6	2	. 7	5	6	9	7	7	4	7
	Screening - Retrieving Abandoned/Confis	1				1					1		1		
2024		214													2
Civil	Rights	1													
(	Civil Rights - Race	1													
Cust	tomer Service	11													
	Customer Service - TSO	11													
	edited Passenger Screening Program	178													1
	Expedited Passenger Screening Program	170													
	Expedited Passenger Screening Program	6													
	Expedited Passenger Screening Program														4
		171													1
Lock		3													
	Locks - General	1													
	Locks - Missing or Damaged Lock	2													
	and Found	1													
L	Lost and Found - Airport/TSA	1													
Mish	nandling of Passenger Property	4													
1	Mishandling of Passenger Property - Dam	2													
1	Mishandling of Passenger Property - Dam	2													
No J	urisdiction	1													
1	No Jurisdiction - Refer to Other	1													
Patd	lown	4													
	Patdown - Flyer	4													
	•	2													
	ons w/ Disabilities (PWI)														
Pers	ons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical [														
Pers	Persons w/ Disabilities (PWD) - Medical [	1													
Pers F	Persons w/ Disabilities (PWD) - Medical [ Persons w/ Disabilities (PWD) - Mobility [	1 1													
Person F Prop	Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I perty - Special Handling	1 1 1													
Perso F Prop	Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I perty - Special Handling Property - Special Handling - Damaged It	1 1 1 1													
Person For Screen	Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I perty - Special Handling Property - Special Handling - Damaged It pening	1 1 1 1 1 8													
Person Frop Screen	Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I perty - Special Handling Property - Special Handling - Damaged It	1 1 1 1 1 8													
Person F F Prop F Screen S	Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I perty - Special Handling Property - Special Handling - Damaged It pening	1 1 1 1 1 8													
Person F F F F F F F F F F F F F F F F F F F	Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I perty - Special Handling Property - Special Handling - Damaged It pening Screening - Crew Member or Airline Empl	1 1 1 1 1 8													

Out and a						ool - FOIA							
Categories				01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PHX	637	406	415	383	363	476	487	485	427	366	361	463	5,269
2022	146	171	174	158	162	246	220	229	206	174	177	218	2,281
Additional Information Required/Insufficient Inf	1				1							2	4
Additional Information Required/Insufficier	1				1							2	4
Airline	1		1	1	1		3		2		1		10
Airline - Lost Baggage									1				1
Airline - Policy/Regulations/Service	1		1	1	1		3				1		8
Airline - Wheelchair Assistance									1				1
Civil Rights	4	6	1	2	2	1	1	1	4	5	2	3	32
Civil Rights - Age				1		1							2
Civil Rights - Constitutional Rights				'		'				2			2
Civil Rights - Headwear		1											1
Civil Rights - Perceived Religion		'			1					1			2
					ı			4	1		4	4	
Civil Rights - Race					4			1	1	2	1	1	6
Civil Rights - Racial Profiling or Discrimina		5		1	1								10
Civil Rights - Sex/Gender/Gender Identity-		ender							3		1	1	5
Civil Rights - Sexual Orientation - Not Tra							1					1	2
Civil Rights - Transgender Screening	1		1										2
Customer Service	29	21	35	17	13	30	19	24	22	26	11	26	273
Customer Service - CSM												1	1
Customer Service - Others	1											1	2
Customer Service - TCC				2							1		3
Customer Service - TSO	28	21	35	15	13	30	19	24	22	26	10	24	267
DHS TRIP											1	1	2
DHS TRIP - General											1	1	2
Expedited Passenger Screening Program	86	112	103	102	116	168	155	167	149	111	130	152	1,551
Expedited Passenger Screening Program			1									.02	1
Expedited Passenger Screening Program		1	!		1	1	2	1					6
Expedited Passenger Screening Program					- 1	- 1		- 1				1	1
			4.4	2	0	0	40	0	7	4.4	0		
Expedited Passenger Screening Program		16	14	3	6	6	10	6	7	11	8	6	97
Expedited Passenger Screening Program		95	88	99	109	161	143	158	141	99	122	144	1,441
Expedited Passenger Screening Program	- TSA/DHS E	mployees -	Opt In					2	1	1		1	5
Hazardous Materials Safety								1					1
Hazardous Materials Safety - General								1					1
Identification (ID) Requirements	1			1		1							3
Identification (ID) Requirements - Domest	1			1		1							3
Locks	1		1	1	1	1	1						6
Locks - General							1						1
Locks - Missing or Damaged Lock	1		1	1	1	1							5
Lost and Found		2	'	3	1	2		1		2	1		12
Lost and Found - Airport/TSA		2			1			1		2	1		
·				3		2							12
Mishandling of Passenger Property		2	4	1	1	2	6	6	2	7	6	6	43
Mishandling of Passenger Property - Dam		1	1				2	5		2	1	3	15
Mishandling of Passenger Property - Dam	0	1	3	1	1	2	2	1		5	3	1	20
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-on o	r Checked				2		2		2	2	8
No Jurisdiction				1		1	1					3	6
No Jurisdiction - No Referral							1					1	2
No Jurisdiction - Refer to CBP				1									1
No Jurisdiction - Refer to Other						1						2	3
No Subject		1											1
No Subject - General		1											1
Notice of Violation/Civil Penalties	1						1						2
Notice of Violation/Civil Penalties - Gener	1						1						2
Patdown	ı	3	4	4	4	2		2		2	4	3	
			1	1	1	3	6	3	5	3	4		33
Patdown - Flyer		2	1	1	1	3	5	2	5	3	3	3	29
Patdown - Flyer as Observer		1					1				1		3
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	5	8	7	1	4	7	7	5	2	4	3	4	57
Persons w/ Disabilities (PWD) - Autism Sp			1			1	1						3
Persons w/ Disabilities (PWD) - Breast Ca											1		1
Persons w/ Disabilities (PWD) - Cognitive		ntal /Mental	Disability				1						1
Persons w/ Disabilities (PWD) - Diabetes					2		1			1			4
Persons w/ Disabilities (PWD) - Diapers/0	Sarments/D	1						1	1	1			4
Persons w/ Disabilities (PWD) - General					1		1	1					3
Persons w/ Disabilities (PWD) - Hearing II	mpairment	1	1										2
Persons w/ Disabilities (PWD) - Internal N													1
Persons w/ Disabilities (PWD) - Medically		2	1	1			2	1		1	1	2	14
			ı	1				1		1	1		
Persons w/ Disabilities (PWD) - Metal Imp		1											
Persons w/ Disabilities (PWD) - Mobility D		vvneelch	1			1	1	1				1	5
Persons w/ Disabilities (PWD) - Ostomy/C			1										1
Persons w/ Disabilities (PWD) - Prosthesi		1	1		1	1			1	1			7
Persons w/ Disabilities (PWD) - Touch Av	- "	rauma)				1						1	2
Persons w/ Disabilities (PWD) - Visual Im	pairment					1		1					2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	2	1			2					1		6
Prohibited & Permitted Items	2	1											3
Prohibited & Permitted Items - Alcohol and	1												1
Prohibited & Permitted Items - Firearm/Ar													1
Prohibited & Permitted Items - Food/Beve		1											1
Property - Special Handling	rages 9	7	40	11	9	19	7	10	7	9	4	8	
			12									ŏ	112
Property - Special Handling - Damaged Ite	2	1	3	4	1	4	1	2	1	2	2	_	23
Property - Special Handling - Damaged Ite	1	2	4		2	4		3	2	1	2	3	24
Property - Special Handling - Missing Item	3	3	4	7	3	5	1	3	1	3		2	35
Property - Special Handling - Missing Item	3	1	1		3	6	5	2	3	3		3	30
Screening	6	8	8	16	12	11	13	10	13	7	14	10	128
Screening - Children									1		1		2
Screening - Crew Member or Airline Empl	oyee						1						1
													·

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

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
Request for Assistance - Other	1	1					·		1				
Screening	29	9	22	22	18	23	23	20	12	21	17	19	23
Screening - Children										1			
Screening - Crew Member or Airline Empl	2		6	4		1		1			1		1
Screening - Inconsistency	6	3	1	6	3	3	4	1	1	2	3	2	3
Screening - Lengthy Lines	1			1	1	2	1	2	1	1		2	
Screening - Procedures/Process	18	5	14	11	11	16	18	15	10	17		15	16
Screening - Retrieving Abandoned/Confis	2	1			3	1							
Screening - Traveling with Cash								1					
024	269												26
Civil Rights	3												
Civil Rights - Sex/Gender/Gender Identity	2												
Civil Rights - Transgender Screening	1												
Customer Service	14												
Customer Service - TSO	14												1
Expedited Passenger Screening Program	196												19
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	2												
Expedited Passenger Screening Program	193												19
Lost and Found	1												
Lost and Found - Airport/TSA	1												
Mishandling of Passenger Property	7												
Mishandling of Passenger Property - Dam	3												
Mishandling of Passenger Property - Dam	3												
Mishandling of Passenger Property - Disa	1												
No Jurisdiction	1												
No Jurisdiction - Refer to Other	1												
Patdown	7												
Patdown - Children	1												
Patdown - Flyer	5												
Patdown - Flyer as Observer	1												
Persons w/ Disabilities (PWD)	6												
Persons w/ Disabilities (PWD) - Cancer (d	1												
Persons w/ Disabilities (PWD) - Diabetes	1												
Persons w/ Disabilities (PWD) - Mobility I	3												
Persons w/ Disabilities (PWD) - Wheelcha	1												
Property - Special Handling	7												
Property - Special Handling - Damaged Ite	2												
Property - Special Handling - Damaged Ite	3												
Property - Special Handling - Missing Item	1												
Property - Special Handling - Missing Item	1												
Screening	27												2
Screening - Crew Member or Airline Empl	3												4
· .	3												
Screening - Inconsistency													
Screening - Lengthy Lines	3												
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	17												1

PIA 9 5 3 9 8 3 2 7 6 7 2 8			T	SA Contac	ct Center (1	TCC) Data	Tool - FOIA	١.						
2022   2 1 1 5 4 2 1 2 2 5 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
Customer Service	PIA	9	5	3	9	8	3	2	7	6	7	2	8	69
Customer Service - TSO	2022	2	1	1	5	4	2		1	2	2		5	25
Expedited Passenger Screening Program   2	Customer Service					1								1
Expedited Passenger Screening Program	Customer Service - TSO					1								1
Expedited Passenger Screening Program 1 1 4 3 3 2 1 1 1 1 3 3 Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Luggage	Expedited Passenger Screening Program	2	1		4	3	2		1	2	1		3	19
Mishandling of Passenger Property   Damaged/Missing Items—Carry-on Luggage	Expedited Passenger Screening Program	1								1				2
Mishandling of Passenger Property - Damaged/Missing Items-Carry-on Luggage	Expedited Passenger Screening Program	1	1		4	3	2		1	1	1		3	17
Patdown Flyer	Mishandling of Passenger Property												1	1
Patdown - Flyer	Mishandling of Passenger Property - Dam	aged/Missing	ItemsCa	arry-on Lug	gage								1	1
Property - Special Handling - Damaged Items - Checked	Patdown			1										1
Property - Special Handling - Damaged Items - Checked	Patdown - Flyer			1										1
Screening	Property - Special Handling				1									1
Screening - Procedures/Process   1   2   3   3   2   3   3   3   3   3   3	Property - Special Handling - Damaged Ite	ems - Checke	d		1									1
Screening - Retrieving Abandoned/Confiscated Items	Screening										1		1	2
Civil Rights	Screening - Procedures/Process												1	1
Civil Rights	Screening - Retrieving Abandoned/Confis	cated Items									1			1
Civil Rights - Transgender Screening	2023	4	4	2	4	4	1	2	6	4	5	2	3	41
Customer Service       1       2       1         Customer Service - TSO       1       2       1         Expedited Passenger Screening Program       3       4       2       3       4       1       1       4       2       5       1       2         Expedited Passenger Screening Program - TSA Application Program - TSA App	Civil Rights											1		1
Customer Service - TSO	Civil Rights - Transgender Screening											1		1
Expedited Passenger Screening Program   3   4   2   3   4   1   1   4   2   5   1   2	Customer Service								1	2			1	4
Expedited Passenger Screening Program - TSA Application Program   1	Customer Service - TSO								1	2			1	4
Expedited Passenger Screening Program   3   4   2   2   4   1   1   3   2   5   1   2	Expedited Passenger Screening Program	3	4	2	3	4	1	1	4	2	5	1	2	32
Mishandling of Passenger Property   1 Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Luggage	Expedited Passenger Screening Program	- TSA Applica	ation Prog	ram	1				1					2
Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Luggage 1  Persons w/ Disabilities (PWD) 1  Persons w/ Disabilities (PWD) - Ostomy/Ostomates 1  Property - Special Handling 1 1 1  Property - Special Handling - Damaged It 1 1  2024 3  Expedited Passenger Screening Program 2  Expedited Passenger Screening Program 2  Screening 1	Expedited Passenger Screening Program	3	4	2	2	4	1	1	3	2	5	1	2	30
Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - Ostomy/Ostomates 1 Property - Special Handling 1 1 1 Property - Special Handling - Damaged It 1 1 2024 3 Expedited Passenger Screening Program 2 Expedited Passenger Screening Program 2 Screening 1	Mishandling of Passenger Property								1					1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates         1           Property - Special Handling         1         1           Property - Special Handling - Damaged It         1         1           2024         3           Expedited Passenger Screening Program         2           Expedited Passenger Screening Program         2           Screening         1	Mishandling of Passenger Property - Dam	aged/Missing	ItemsCa	arry-on Lug	gage				1					1
Property - Special Handling 1 1 1 Property - Special Handling - Damaged It 1 1  2024 3  Expedited Passenger Screening Program 2 Expedited Passenger Screening Program 2 Screening 1	Persons w/ Disabilities (PWD)							1						1
Property - Special Handling - Damaged It 1 1  2024 3  Expedited Passenger Screening Program 2  Expedited Passenger Screening Program 2  Screening 1	Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates						1						1
2024 3 Expedited Passenger Screening Program 2 Expedited Passenger Screening Program 2 Screening 1	Property - Special Handling	1			1									2
Expedited Passenger Screening Program 2 Expedited Passenger Screening Program 2 Screening 1	Property - Special Handling - Damaged It	1			1									2
Expedited Passenger Screening Program 2 Screening 1	2024	3												3
Screening 1	Expedited Passenger Screening Program	2												2
	Expedited Passenger Screening Program	2												2
Screening - Procedures/Process 1	Screening	1												1
	Screening - Procedures/Process	1												1

			ISA COIIIA	ct Center (1	CC) Data i	1001 - FUIP	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIB	2	3		2	2	1	1	1	2			2	16
2022	1	2		1	2		1					1	8
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimina	ation				1								1
Expedited Passenger Screening Program	1	2			1							1	5
Expedited Passenger Screening Program	1	2			1							1	5
Property - Special Handling				1									1
Property - Special Handling - Missing Item	ns - Carry-O	n		1									1
Screening							1						1
Screening - Procedures/Process							1						1
2023	1	1		1		1		1	2			1	8
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program	1	1		1		1							4
Expedited Passenger Screening Program	1	1		1		1							4
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Property - Special Handling								1					1
Property - Special Handling - Missing Item	ns - Checke	d						1					1
Screening									1				1
Screening - Procedures/Process									1				1

			Contact C										
Categories					02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIE	29	18	16	15	15	19	18	29	28	16	13	19	235
2022	6	7	6	7	8	8	7	11	17	11	8	11	107
Customer Service	2	1	1	1	1		1	3	2	1	2	2	17
Customer Service - TSO	2	1	1	1	1		1	3	2	1	2	2	17
Expedited Passenger Screening Program	2	5	3	3	3	8	6	4	12	6	4	8	64
Expedited Passenger Screening Program	- TSA Applica	tion Progran	n	1			1						2
Expedited Passenger Screening Program	2	5	3	2	3	8	5	4	12	6	4	8	62
Human Capital									1				1
Human Capital - Current Employee									1				1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Dam	aged/Missing	temsCarry	-on Luggag	e				1					1
No Jurisdiction	-9	,								1			
No Jurisdiction - Refer to Other										1			1
Patdown	1										2		3
Patdown - Flyer	'										2		2
Patdown - Flyer as Observer	1												
Persons w/ Disabilities (PWD)	ı							1		2			
Persons w/ Disabilities (PWD) - Breast Ca	noor							· ·		3			
Persons w/ Disabilities (PWD) - Diabetes										1			
Persons w/ Disabilities (PWD) - Internal M								1					
Persons w/ Disabilities (PWD) - Medically	Necessary Me	edication an	d Medical S							1			1
Property - Special Handling				2	1			1					4
Property - Special Handling - Damaged Ite		1						1					1
Property - Special Handling - Missing Item				1	1								2
Property - Special Handling - Missing Item	s - Checked			1									1
Screening	1	1	2	1	3			1	2			1	12
Screening - Inconsistency									1				1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1	1	2	1	1			1	1			1	g
Screening - Retrieving Abandoned/Confise	cated Items				1								1
2023	9	11	10	8	7	11	11	18	11	5	5	8	114
Civil Rights		1			1	1		2					5
Civil Rights - Race		1			1			1					3
Civil Rights - Sex/Gender/Gender Identity-	Not Transgen	der						1					1
Civil Rights - Transgender Screening						1							1
Customer Service		2	2			3	2	1	1	1	1		13
Customer Service - TSO		2	2			3	2	1	1	1	1		13
Expedited Passenger Screening Program	5	7	8	6	4	7	6	14	7	3	3	7	77
Expedited Passenger Screening Program	- TSA Appl	1	1										2
Expedited Passenger Screening Program		6	7	6	4	7	6	14	7	3	3	7	75
Mishandling of Passenger Property							1					1	2
Mishandling of Passenger Property - Dam	aged/Missing	temsCarry	-on Luggag	е.								1	1
Mishandling of Passenger Property - Dam							1						1
Patdown	3	itomo Onoc	Rod Daggag	1	1		'						-
Patdown - Flyer	3			1									
Patdown - Non-Flyer	3			- 1	1								- 4
					ļ		4		1		1		3
Persons w/ Disabilities (PWD)	Nananani Mi		d Mardinal C				1		1		ı		
Persons w/ Disabilities (PWD) - Medically			d Medical S	upplies			1		- 1				2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	egway									1		1
Property - Special Handling									2				- 2
Property - Special Handling - Damaged Ite		1							1				1
Property - Special Handling - Missing Item	is - Carry-On								1				1
Screening	1	1		1	1		1	1		1			7
Screening - Inconsistency	1									1			2
Screening - Opposite Gender								1					1
Screening - Procedures/Process		1		1	1		1						4
2024	14												14
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program	11												11
Expedited Passenger Screening Program	11												11
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												1
mishanumy of Fassenger Froperty - Dam	1												

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

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

Categories	40.0-4		SA Contact Ce				04 4	05.14	00 1	07 11	00 4	00.0	T-4-1
	10-Oct	11-Nov		-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIT	188	83	112	88	91	125	135	133	98	128	123		1,451
2022	28	29	37	25	33	63	69	73	51	58	62	72	600
Airline Pelieu/Perudetiene/Comies											1		1
Airline - Policy/Regulations/Service Civil Rights				1		1	1	1		1	1		1 5
Civil Rights - Constitutional Rights				- 1		1	1	1		- 1			1
Civil Rights - Race						1	1	1		1			3
Civil Rights - Transgender Screening				1		1		1		- 1			3
Customer Service	2	2	5	1	3	3	2	5	1	4	6	4	38
Customer Service - Others			1	- 1	3	3		5	1	4	0	1	2
Customer Service - TSO	2	2	4	1	3	3	2	5	1	4	6		36
Expedited Passenger Screening Program	19	26	28	18	29	50	62	60	49	40	52		496
Expedited Passenger Screening Program		20	20	10	29	1	02	1	49	40	52	03	2
Expedited Passenger Screening Program		3	2	1	2	'	2	3		4	3	1	21
Expedited Passenger Screening Program		23	26	17	27	49	60	55	49	35	49		470
Expedited Passenger Screening Program	10	23	20	17	21	49	00	1	49	1	49	02	3
Hazardous Materials Safety	'						1	1		- 1			
Hazardous Materials Safety - General							1						1
Locks							ı			2			2
Locks - Missing or Damaged Lock										2			2
Mishandling of Passenger Property				2		1	2	2		2		1	12
Mishandling of Passenger Property - Dam	  aged/Missing	ı Itame Ca	rry on Luggage			1						'	1
Mishandling of Passenger Property - Dam				1		'	2	2		1	1	1	8
Mishandling of Passenger Property - Dam				1						- 1	- 1	ı	1
Mishandling of Passenger Property - Disa				'						1	1		2
No Jurisdiction	l ayed items	Carry-orr	or Criecked							1	- 1		1
No Jurisdiction - Refer to Other										1			1
Notice of Violation/Civil Penalties			1							- 1			1
Notice of Violation/Civil Penalties - Gener	  a		1										1
Patdown	uı		1 4			2		1		2		2	8
Patdown - Flyer			1			2		1		2		2	7
Patdown - Flyer as Observer			ı					1					1
Persons w/ Disabilities (PWD)	2					1		2					5
Persons w/ Disabilities (PWD) - Autism S						1		1					1
Persons w/ Disabilities (PWD) - Addism 5								1					<u></u>
Persons w/ Disabilities (PWD) - Healing in	1					1		1					3
Property - Special Handling	1	1		1	1	2	1	1	1	4			
Property - Special Handling - Damaged Ite	ome Corny (			- 1	- 1		ı		1	1			11 2
Property - Special Handling - Damaged Ite							1		1	1			2
Property - Special Handling - Missing Item		1			1		1			1			3
Property - Special Handling - Missing Item				1	- 1	2				1			4
Screening	5		2	2		3		2		2	1	2	19
Screening - Inconsistency	1		1			3					1	1	3
Screening - Inconsistency Screening - Lengthy Lines	'		'								1	1	1
Screening - Procedures/Process	4		1	2		3				2		1	13
Screening - Procedures/Process  Screening - Retrieving Abandoned/Confise			'			3		2				'	2
2023	90	54	75	63	58	62	66	60	47	70	61	75	781
Airline	30		10	1		02			71	,,,	۷.	,,,	1
Airline - Baggage Requirements				1									<u>.</u>
Civil Rights	1	1				1	1		1	1			6
Civil Rights - Age	·						1						1
Civil Rights - Race		1				1				1			3
Civil Rights - Sex/Gender/Gender Identity	i - Not Transge								1				1
Civil Rights - Transgender Screening	1												1
Customer Service	7	2	6	2	1	2	1	4	3	5	2		35
Customer Service - TSO	7	2	6	2	1	2	1	4	3	5	2		35
Expedited Passenger Screening Program	74	47	63	58	50	56	61	49	41	55	52		672
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program		2	2	2		1	3	1		1		2	15
Expedited Passenger Screening Program	72	45	60	56	50	55	58	48	41	54	52		655
Expedited Passenger Screening Program													1
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
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	2	1			2	1	1	1	1		1	1	11
Mishandling of Passenger Property - Dam		ı ItemsCa	rrv-on Luggage		1		1					1	3
Mishandling of Passenger Property - Dam		1	, 00 0		1	1					1		6
Mishandling of Passenger Property - Disa		Carry-on	or Checked					1	1				2
No Jurisdiction	1							1			1		3
No Jurisdiction - No Referral	1							1					2
No Jurisdiction - Refer to Other											1		1
Patdown		1			2	1	2	1		3	2		12
Patdown - Flyer		1			2		2	1		3	2		11
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)			1							2	1	3	7
Persons w/ Disabilities (PWD) - Hearing I	mpairment											1	1
Persons w/ Disabilities (PWD) - Medically		Medication	1								1		2
Persons w/ Disabilities (PWD) - Prosthesi												2	2
Persons w/ Disabilities (PWD) - Service A										1			1
Persons w/ Disabilities (PWD) - Wheelcha		Segway								1			1
Property - Special Handling			1	1		1		1		1	1	2	8
Property - Special Handling - Damaged Ite	ems - Checke	ed				1					1		2
Property - Special Handling - Missing Item				1								2	3
	-												

			TSA Conta	ct Center (	TCC) Data	Tool - FOI <i>l</i>	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
Property - Special Handling - Missing Iter	ns - Checked	d	1					1		1			
Request for Assistance	1												
Request for Assistance - Other	1												
Screening	4	1	4	1	2			2		3	1	3	2
Screening - Crew Member or Airline Emp	1												
Screening - Inconsistency		1			1						1	1	
Screening - Lengthy Lines					1					1		1	
Screening - Procedures/Process	3		4	1				2		2		1	1
2024	70												7
Customer Service	4												
Customer Service - TSO	4												
Expedited Passenger Screening Program	58												5
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	57												5
Patdown	1												
Patdown - Flyer	1												
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Metal Im	1												
Property - Special Handling	2												
Property - Special Handling - Missing Iter	1 1												
Property - Special Handling - Missing Iter	1 1												
Screening	4												
Screening - Crew Member or Airline Emp	1												
Screening - Procedures/Process	3												

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

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

			Contact C		•								
gories	+						•		6-Jun	07-Jul	08-Aug	09-Sep	Total
IS .	59	34	35	29	27	41	45	55	53	39	40	34	491
2022	14	16	8	9	13	19	15	21	20	23	23	16	197
Civil Rights Civil Rights - Race		1				1				1		1	4
Civil Rights - Race  Civil Rights - Racial Profiling or Discrimin	ation	1								1			1
Civil Rights - Sex/Gender/Gender Identity						1							1
Civil Rights - Transgender Screening	- Not Transgend	Jei				1						1	1
Customer Service	2	3		1	1	2	3	2	2	3	4	3	26
Customer Service - TSO	2	3		1	1	2	3	2	2	3	4	3	26
Expedited Passenger Screening Program	10	9	7	5	10	12	10	16	13	11	17	10	130
Expedited Passenger Screening Program			- 1	3	10	1	10	10	13	- 11	17	10	130
Expedited Passenger Screening Program		ilital y				1			1				1
Expedited Passenger Screening Program					2	1		3	- 1	1			8
Expedited Passenger Screening Program  Expedited Passenger Screening Program		9	7	5	8	10	10	13	12	10	17	10	120
Identification (ID) Requirements	9	9	- /	5	0	10	10	13	12	10	17	10	120
Identification (ID) Requirements - Domes	tic					1							1
Mishandling of Passenger Property	lic	2		1		1		2					5
Mishandling of Passenger Property - Dan	naged/Missir	1		1				2					3
		1		1									
Mishandling of Passenger Property - Dan	naged/iviissii	ı		1		4	4			4			2
Persons w/ Disabilities (PWD)	1					1	1			1			4
Persons w/ Disabilities (PWD) - Cognitive		al /Mental L	isability			1	1						2
Persons w/ Disabilities (PWD) - Diabetes													1
Persons w/ Disabilities (PWD) - Ostomy/	_									1			1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - General	1												1
Property - Special Handling			1	1		1	1		1	2			7
Property - Special Handling - Damaged It	tems - Carry-On		1	1		1	1			1			5
Property - Special Handling - Missing Iter	ns - Carry-On								1	1			2
Screening		1		1	2	1		1	4	5	2	2	19
Screening - Children									1				1
Screening - Inconsistency					1					1	1		3
Screening - Procedures/Process		1		1	1	1		1	3	4	1	2	15
2023	15	18	27	20	14	22	30	34	33	16	17	18	264
Civil Rights			2	2				1	1				6
Civil Rights - Age									1				1
Civil Rights - Race			2	1				1					4
Civil Rights - Sex/Gender/Gender Identity	ا - Not Transgend	der		1									1
Customer Service	2	1	1	1	1	2	2	7	7	3	4	1	32
Customer Service - TSO	2	1	1	1	1	2	2	7	7	3	4	1	32
Expedited Passenger Screening Program	11	16	20	14	10	15	23	21	11	12	7	15	175
Expedited Passenger Screening Program		10	1		10	10	20	-1	- ''	12		10	1
Expedited Passenger Screening Program		on Program			1	1	1			1		1	5
Expedited Passenger Screening Program		16	19	14	9	14	22	21	11	11	7	14	169
Locks	' ''	10	19	14	9	14	22	21	1	- 11	- 1	14	103
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property				1				- 1	ı		4	1	4
	1/N Ai i 14		1	1				1			1	Į.	
Mishandling of Passenger Property - Dan												4	1
Mishandling of Passenger Property - Dan				ge				4				1	
Mishandling of Passenger Property - Disa	arrayed itemsC	arry-on or	Спескеа					1					1
No Jurisdiction			1										- 1
No Jurisdiction - Refer to Other			1										
Patdown	1		1		1	2							5
Patdown - Flyer	1		1		1	2							5
Persons w/ Disabilities (PWD)				1			1			1	1		4
Persons w/ Disabilities (PWD) - Diapers/		-					1						1
Persons w/ Disabilities (PWD) - Medically			d Medical S							1	1		2
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ Se	gway		1									1
Property - Special Handling			1				2						3
Property - Special Handling - Damaged It							1						1
1 7 1							1						2
Property - Special Handling - Missing Iter			1					4	4.0		4	1	33
1 7 1		1	1	1	2	3	2	4	13				
Property - Special Handling - Missing Iter	ns - Checked			1	2	3	1	4	13			1	2
Property - Special Handling - Missing Iter Screening	ns - Checked			1	2	3		4	13			1	1
Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp	ns - Checked			1	2	3	1	1	5			1	
Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Gate Pass	ns - Checked			1	2		1	1			4	1	1 6
Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Gate Pass Screening - Lengthy Lines Screening - Procedures/Process	ms - Checked  1 lloyee	1	1			3	1	1 2	5			1	1 6 23
Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Gate Pass Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	ns - Checked  1 lloyee  1 ccated Items	1	1				1	1	5			1	1 6 23 1
Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Gate Pass Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	ns - Checked 1 loyee 1 ccated Items 30	1	1				1	1 2	5			1	1 6 23 1 <b>30</b>
Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Gate Pass Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2024 Customer Service	ns - Checked 1 lloyee 1 ccated Items 30 3	1	1				1	1 2	5			1	1 6 23 1 <b>30</b> 3
Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Gate Pass Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2024 Customer Service Customer Service - TSO	ns - Checked 1 lloyee 1 ccated Items 30 3 3	1	1				1	1 2	5			1	1 6 23 1 <b>30</b> 3
Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Gate Pass Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program	ns - Checked 1 lloyee 1 ccated Items 30 3 3 20	1	1				1	1 2	5			1	1 6 23 1 <b>30</b> 3 3
Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Gate Pass Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	ns - Checked 1 lloyee 1 ccated Items 30 3 3 20 2	1	1				1	1 2	5			1	1 6 23 1 30 3 3 20 2
Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Gate Pass Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	ns - Checked 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1				1	1 2	5			1	1 6 23 1 30 3 3 20 2
Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Gate Pass Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown	ns - Checked 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1				1	1 2	5			1	1 6 23 1 30 3 3 20 2 18
Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Gate Pass Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer	ns - Checked 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1				1	1 2	5			1	1 6 23 1 30 3 3 20 2 18 1
Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Gate Pass Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	ns - Checked 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1				1	1 2	5			1	1 6 23 1 3 3 3 3 20 2 2 18 1 1 1 1 1 1
Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Gate Pass Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Visual Im	ns - Checked 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1				1	1 2	5			1	1 6 23 1 30 3 3 20 2 1 8 1 1 1 1
Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Gate Pass Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2024  Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Visual Im Screening	ns - Checked 1 1 1 1 1 1 1 1 5 1 1 1 1 1 5 1 1 1 1	1	1				1	1 2	5			1	1 6 23 1 30 3 3 3 20 2 2 188 1 1 1 1 5 5
Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Gate Pass Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Visual Im	ns - Checked 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1				1	1 2	5			1	1 6 23 1 30 3 3 20 2 1 8 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
PPG		1	1						1		1		4
2022											1		1
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program	- TSA PreC	Check									1		1
2023		1	1						1				3
Expedited Passenger Screening Program		1							1				2
Expedited Passenger Screening Program	- TSA PreC	1							1				2
Property - Special Handling			1										1
Property - Special Handling - Missing Iten	ns - Checke	d	1										1

			I SA CUIILA	ocintoi (	oo, bata	1001 - 1 01A							
Categories	10-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		1		1	2	8
2022				1			1				1		3
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program	- TSA PreC	Check		1									1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Property - Special Handling											1		1
Property - Special Handling - Damaged Ite	ems - Carry	-On									1		1
2023						1	1		1			2	5
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program						1	1		1			1	4
Expedited Passenger Screening Program	- TSA PreC	Check				1	1		1			1	4

			I SA CUIILA	ci center (	ICC) Data	1001 - FOIA	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
PRC	2	1			1	2	2	2			3		13
2022		1				1	1	1			2		6
Expedited Passenger Screening Program		1				1	1	1					4
Expedited Passenger Screening Program	n - TSA PreC	1				1	1	1					4
Patdown											1		1
Patdown - Flyer											1		1
Screening											1		1
Screening - Procedures/Process											1		1
2023	1				1	1	1	1			1		6
Customer Service	1										1		2
Customer Service - TSO	1										1		2
Expedited Passenger Screening Program					1		1	1					3
Expedited Passenger Screening Progran	i - TSA PreC	heck			1		1	1					3
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-on	or Checke	d		1							1
2024	1												1
Customer Service	1												1
Customer Service - TSO	1												1

4			SA 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
PSC	20	8	10	8	7	12	8	11		7		-	12
2022	4	2	3	1	1	1	3	5	4	3	5	5	3
Airline												1	
Airline - Policy/Regulations/Service												1	
Civil Rights											1		
Civil Rights - National Origin											1		
Customer Service		1						1					
Customer Service - TSO		1						1					
Expedited Passenger Screening Program	3	1	1	1		1	2	3	4	1	3	3	2
Expedited Passenger Screening Program	1			1									
Expedited Passenger Screening Program	2	1	1			1	2	3	4	1	3	3	2
Mishandling of Passenger Property	1											1	
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsCa	arry-on Lugg	age								1	
Mishandling of Passenger Property - Dam	1												
No Jurisdiction			1										
No Jurisdiction - Refer to Other			1										
Persons w/ Disabilities (PWD)								1					
Persons w/ Disabilities (PWD) - Medically	Necessarv	Medication	and Medica	Supplies				1					
Property - Special Handling				- ' '			1			2			
Property - Special Handling - Missing Item	s - Carry-O	1					1			1			
Property - Special Handling - Missing Item										1			
Screening	0.1001.00		1								1		
Screening - Procedures/Process			1								1		
Transportation Security Operations Center					1								
Transportation Security Operations Center	- Refer to A	irnort			1								
2023	12	6	7	7	6	11	5	6	10	4	9	2	8
Customer Service	1	•	•		•	•	•	•		_	•	1	
Customer Service - TSO	1											1	
Expedited Passenger Screening Program	10	5	5	7	5	9	4	5	10	4	8		7
Expedited Passenger Screening Program	10	1	1	- 1	5	9	4	0	10	4	0	- 1	,
Expedited Passenger Screening Program	9	4	4	7	5	9	4	5	10	4	8	1	7
Mishandling of Passenger Property	9	4	4	- 1	1	9	4	0	10	4	0	- 1	
Mishandling of Passenger Property - Dama	ogod/Missin	a Itoma C	1		- 1								
Mishandling of Passenger Property - Disar			or Chaokad		1								
	rayed items	Carry-on	or Checked		1		1						
Patdown													
Patdown - Flyer							1						
Property - Special Handling	. 011	1											
Property - Special Handling - Missing Item		1											
Screening	1		1			2		1			1		
Screening - Inconsistency						1							
Screening - Procedures/Process	1		1			1		1			1		
2024	4												
Expedited Passenger Screening Program	4												
Expedited Passenger Screening Program	4												

			TSA Con	tact Center	(TCC) Data	Tool - FOI	۸						
Categories	10-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	4	1		4	1 2		5	3		2	1		23
2022		1		2	1		3			1	1		9
Customer Service				1			1						2
Customer Service - TSO				1			1						2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	arry-on L	uggage			1						1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Breast Ca	incer			1									1
Property - Special Handling							1						1
Property - Special Handling - Damaged Ite	ems - Checke	ed					1						1
Screening		1			1						1		3
Screening - Inconsistency											1		1
Screening - Procedures/Process		1			1								2
2023	2			2	1 1		2	3		1			12
Customer Service	1				1								2
Customer Service - TSO	1				1								2
Expedited Passenger Screening Program							2	3		1			6
Expedited Passenger Screening Program	- TSA Applic	ation Prog	gram					1					1
Expedited Passenger Screening Program	- TSA PreCh	neck					2	2		1			5
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling				1									1
Property - Special Handling - Missing Item	s - Carry-Or	1		1									1
Screening				1									1
Screening - Inconsistency				1									1
2024	2												2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Patdown	1												1
Patdown - Flyer	1												1

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

			I SA COIII a	ci Center (	ICC) Data	OOI - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSM		1	1		2	1	1	1	3	1		1	12
2022		1			2		1		1	1			6
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program		1			2		1			1			5
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram		1								1
Expedited Passenger Screening Program	- TSA Pre0	1			1		1			1			4
2023			1			1		1	2			1	6
Expedited Passenger Screening Program								1	1			1	3
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram									1	1
Expedited Passenger Screening Program	- TSA Pre0	Check						1	1				2
No Jurisdiction									1				1
No Jurisdiction - Refer to FAA									1				1
Patdown			1										1
Patdown - Flyer as Observer			1										1
Screening						1							1
Screening - Procedures/Process						1							1

Catagorica	40.0-4		A Contact (				04.4	05.14	00 1	07 11	00.4	00.0	T.4-1
Categories					02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSP	54	33	42	40	56	82	52	45	20	22		27	500
2022	16	16	23	21	16	39	30	28	9	13	15	17	243
Advanced Imaging Technology (AIT)	L							1					1
Advanced Imaging Technology (AIT) - Fly Civil Rights				1		1		1	1				3
Civil Rights - Race				1		1			- 1				3
Civil Rights - Race  Civil Rights - Sex/Gender/Gender Identity-	Not Transge	nder		1		- 1							1
Civil Rights - Sexual Orientation - Not Trai		liuei		1					1				1
Customer Service	Isgender	1	2	3	1	6	5		- 1	1			19
Customer Service - TSO		1	2	3	1	6	5			1			19
Expedited Passenger Screening Program	9	13	20	10	12		22	20	0	9	10	15	
Expedited Passenger Screening Program		1	1	10	12	26	1	20	8	9	12	15	176
Expedited Passenger Screening Program		12	19	9	12	26	21	20	7	9		15	170
	9	12	19	9	12	1	21		- /	1	1	15	
Mishandling of Passenger Property	1					1		1		1	1		5
Mishandling of Passenger Property - Dam		Itama Chi	akad Dagga			ı				ı	1		1
Mishandling of Passenger Property - Dam	laged/Missing	itemsche	eckeu bayya	_		0		1					
No Jurisdiction				1		2							3
No Jurisdiction - No Referral				1		0							1
No Jurisdiction - Refer to Other						2							2
Patdown			1	1	1	1					1		5
Patdown - Children											1		1
Patdown - Flyer				1	1	1							3
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	3						1	1			1		6
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Hearing I								1					1
Persons w/ Disabilities (PWD) - Prosthesi											1		2
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Medication	1												1
Property - Special Handling	2			3		2	1	4				1	13
Property - Special Handling - Damaged Ite	1			2				3				1	7
Property - Special Handling - Damaged Ite	1			1				1					3
Property - Special Handling - Missing Item	ns - Carry-On						1						1
Property - Special Handling - Missing Item	ns - Checked					2							2
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening		2		2	1		1			2		1	9
Screening - Inconsistency							1			1			2
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1		2	1					1		1	6
2023	20	17	19	19	40	43	22	17	11	9	12	10	239
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights					1		1						2
Civil Rights - Race							1						1
Civil Rights - Transgender Screening					1								1
Customer Service			3	1	3	1		3			2	2	15
Customer Service - TSO			3	1	3	1		3			2	2	15
Expedited Passenger Screening Program	19	16	13	12	30	38	15	12	9	6	8	5	183
Expedited Passenger Screening Program	1			1		1	1				1		5
Expedited Passenger Screening Program	18	16	13	11	30	37	14	12	9	6	7	5	178
Hazardous Materials Safety										1			1
Hazardous Materials Safety - General										1			1
Locks							1			'			<u>_</u>
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property			2	1	1	2	1						7
Mishandling of Passenger Property - Dam	l naged/Missing	Itomo C	2	- 1	1	1	- 1						4
Mishandling of Passenger Property - Dam				1	- 1	1							2
Mishandling of Passenger Property - Disa				- 1		- 1	1						1
Patdown	Trayed items	-Carry-on o	1 Crieckeu				1			1		1	4
Patdown - Flyer			1				1			1		1	4
			I	0					0	ı			
Persons w/ Disabilities (PWD)		1		2			1		2			1	7
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - General	A			1									1
Persons w/ Disabilities (PWD) - Internal M									2				2
Persons w/ Disabilities (PWD) - Medically		edication a	ina ivieaic	1									1
Persons w/ Disabilities (PWD) - Mobility D		1											1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees a	nd Casts					1						1
Property - Special Handling				1	3	2	1	2					9
Property - Special Handling - Damaged Ite		n			3	2		1					6
Property - Special Handling - Missing Item				1				1					2
Property - Special Handling - Missing Item							1						1
Screening				2	1		1			1	2	1	9
	1												1
Screening - Crew Member or Airline Empl	loyee				1								
Screening - Procedures/Process	loyee 1			2	1		1			1	2	1	8
Screening - Procedures/Process 2024	1 18			2	1		1			1	2	1	8 18
Screening - Procedures/Process  2024  Customer Service	1 18 2			2	1		1			1	2	1	8 18 2
Screening - Procedures/Process  2024  Customer Service  Customer Service - TSO	1 18 2 2			2	1		1			1	2	1	8 18 2 2
Screening - Procedures/Process  2024  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program	1 18 2 2 12			2	1		1			1	2	1	8 18 2 2 12
Screening - Procedures/Process  2024  Customer Service  Customer Service - TSO	loyee 1 1 18 2 2 2 12 12 12			2	1		1			1	2	1	8 18 2 2
Screening - Procedures/Process  2024  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Locks	1 18 2 2 12 12 12 1			2	1		1			1	2	1	8 18 2 2 12
Screening - Procedures/Process  2024  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program	loyee 1 1 18 2 2 2 12 12 12			2	1		1			1	2	1	8 18 2 2 12 12
Screening - Procedures/Process  2024  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Locks	1 18 2 2 12 12 12 1			2	1		1			1	2	1	8 18 2 2 12 12 12
Screening - Procedures/Process  2024  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Locks  Locks - Missing or Damaged Lock	1 18 2 2 12 12 12 1 1			2	1		1			1	2	1	8 18 2 2 12 12 11 1

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

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

			SA Contac	i Center (	CC) Data	OUI - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PUW	4	1	2	2	1	3	2	2	3	1		1	2:
2022		1	1	2		2	1		2			1	10
Customer Service						1						1	2
Customer Service - TSO						1						1	2
Expedited Passenger Screening Program			1				1		2				4
Expedited Passenger Screening Program	- TSA PreC	heck	1				1		2				
Screening		1		2		1							
Screening - Inconsistency				1									
Screening - Procedures/Process		1				1							2
Screening - Retrieving Abandoned/Confis	cated Items			1									1
2023	3		1		1	1	1	2	1	1			11
Civil Rights							1						1
Civil Rights - Race							1						1
Expedited Passenger Screening Program	1		1		1	1		2	1	1			8
Expedited Passenger Screening Program	1		1		1	1		2	1	1			8
Patdown	1												1
Patdown - Flyer	1												1
Screening	1												1
Screening - Procedures/Process	1												1
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVC	1	2		1	4		2	2	1		1	1	15
2022	1	1		1	2		2	2			1		10
Civil Rights	1						2						3
Civil Rights - Profiling							1						1
Civil Rights - Race							1						1
Civil Rights - Racial Profiling or Discrimina	1												1
Expedited Passenger Screening Program		1		1	2			2			1		7
Expedited Passenger Screening Program -	- TSA Appli	ication Prog	ıram		1								1
Expedited Passenger Screening Program -	TSA PreC	1		1	1			2					5
Expedited Passenger Screening Program -	TSA/DHS	Employees	- Opt In								1		1
2023		1			2				1			1	5
Expedited Passenger Screening Program		1			2				1			1	5
Expedited Passenger Screening Program -	TSA PreC	1			2				1			1	5

					C) Data Too								
tegories							· · · · · · · · · · · · · · · · · · ·				08-Aug	09-Sep	Total
PVD	91	35	44	44	40	45	51	40	49	36	47	42	564
2022 Airline	17	16	15	15	13	26	22	14	<b>25</b>	23	28	19	233
Airline - Lost Baggage									1				1
Civil Rights									'			1	1
Civil Rights - Race												1	1
Customer Service	2		1				1	1				3	8
Customer Service - TSO	2		1				1	1				3	8
Duplicate E-mail		1											1
Duplicate E-mail - General		1											1
Expedited Passenger Screening Program	11	10	9	15	11	23	18	12	17	19	22	12	179
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program		2		1	4.4	00	40	2	47	40	2	1	470
Expedited Passenger Screening Program Human Capital	11	8	9	14	11	22	18	10	17	19	20	11 1	170
Human Capital - Prospective Employmen	t with TSA											1	1
Identification (ID) Requirements	WILLIOA	1	2		1	1							5
Identification (ID) Requirements - Domest	ic	1	2		1	1							5
Mishandling of Passenger Property	1		1			1			2		2		7
Mishandling of Passenger Property - Dam	naged/Missing I	temsChec	ked Baggag	ge					2		2		4
Mishandling of Passenger Property - Disa			1	,		1							3
Patdown								1	1		1	1	4
Patdown - Flyer								1	1		1	1	4
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Mobility I	Disability (Not V	Vheelchair o	or Scooter)		1								1
Property - Special Handling	1	2	1			1	2		3	1	1		12
Property - Special Handling - Damaged It		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	11		4	1	0	4	6
Screening Inconsistancy	2	2	1				1		1	3	2	1	13
Screening - Inconsistency	2	2	1				1		1		2	1	1
Screening - Procedures/Process 2023	2 34	2 19	1 29	29	27	19	1 29	26	1 24	13	2 19	23	12 <b>291</b>
Airline	34	13	23	23	21	13	23	20	24	10	1	23	1
Airline - Policy/Regulations/Service											1		1
Civil Rights					1								1
Civil Rights - Race					1								1
Customer Service	1	1	2			1	1	1	5	2	1	5	20
Customer Service - Others			1										1
Customer Service - TCC									1				1
Customer Service - TSO	1	1	1			1	1	1	4	2	1	5	18
Expedited Passenger Screening Program	30	16	26	27	26	17	25	21	18	9	13	16	244
Expedited Passenger Screening Program	- Active Duty N	Military	1					1					2
Expedited Passenger Screening Program	1		1									1	3
Expedited Passenger Screening Program		1	2	1	1								7
Expedited Passenger Screening Program	27	15	22	26	25	17	25	20	18	9	13	15	232
Hazardous Materials Safety									1				1
Hazardous Materials Safety - General									1				1
Locks	1												1
Locks - Missing or Damaged Lock	1					4						4	1
Mishandling of Passenger Property		Ob	lead Dames			1	2					1	4
Mishandling of Passenger Property - Dam	iaged/iviissing i I	temsCnec	ked Bagga	ge		1	2	4				1	4
Patdown Patdown - Flyer							1 1	1				1 1	3
Persons w/ Disabilities (PWD)	1						I	1				ı	3
Persons w/ Disabilities (PWD) - Mobility [													1
Property - Special Handling	'			1				1					2
Property - Special Handling - Damaged It	ı ems - Checked			1				1					2
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening		2	1	1				2		2	4		12
Screening - Crew Member or Airline Empl	loyee	1											1
Screening - Inconsistency		1											1
Screening - Lengthy Lines								1		1	2		4
Screening - Procedures/Process				1				1		1	2		5
Screening - Retrieving Abandoned/Confis	cated Items		1										1
2024	40												40
Customer Service	6												6
Customer Service - TSO	6												6
Everydited Description Consenies Description	26												26
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program	1												25
Expedited Passenger Screening Program Expedited Passenger Screening Program	1 25												
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	1 25 1												
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 25 1												-
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown	1 25 1 1 1												1
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	1 25 1 1 1 1												1 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	1 25 1 1 1 1 1												1 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically	1 25 1 1 1 1 1 1												1 1 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Screening	1 25 1 1 1 1 1 1 1 1 5												1 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically	1 25 1 1 1 1 1 1												1 1 1 1

		1	ΓSA Contac	ct Center (1	「CC) Data T	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVU	3	3	2	3	3	4	5	5	2	1		3	34
2022	1			1		2	1			1		1	7
Customer Service	1												
Customer Service - TSO	1												
Expedited Passenger Screening Program				1		1	1			1		1	Ę
Expedited Passenger Screening Program	- TSA PreC	heck		1		1	1			1		1	Ę
Screening						1							1
Screening - Procedures/Process						1							1
2023	1	3	2	2	3	2	4	5	2			2	26
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1	3	2	1	3	1	4	2	2			2	21
Expedited Passenger Screening Program	- DoD		1										1
Expedited Passenger Screening Program	1	3	1	1	3	1	4	2	2			2	20
Patdown								2					2
Patdown - Children								1					1
Patdown - Flyer as Observer								1					1
Property - Special Handling						1							1
Property - Special Handling - Missing Iten	ns - Checked	d				1							1
Screening								1					1
Screening - Procedures/Process								1					1
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

ories	10-Oct	11-Nov	12-Dec (	)1-Jan (	2-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
M	59	31	10	17	16	23	28	34	22	38	30	43	3
2022	8	10	3	5	6	15	11	20	14	9	13	19	
Additional Information Required/Insufficient Inf	ormation	1											
Additional Information Required/Insufficier		1											
Customer Service	it iiiioiiiidat	1				2		1	1	2	2		
Customer Service - TSO		1				2		1	1	2	2		
Expedited Passenger Screening Program	6	8	2	4	6	13	9	17	11	4	9	16	
Expedited Passenger Screening Program		0			0	13	3	17	- ''		3	10	
Expedited Passenger Screening Program		1		1	1	- 1					- 1		
Expedited Passenger Screening Program  Expedited Passenger Screening Program		7	2	3	5	40	0	47	4.4	4	1 8	10	
	6			3	5	12	9	17	11	4	ō	16	
Locks	1												
Locks - Missing or Damaged Lock	1												
Mishandling of Passenger Property			1	1			1	1	1	1			
Mishandling of Passenger Property - Dam			1					1					
Mishandling of Passenger Property - Dam				1					1	1			
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on o	Checked				1						
Persons w/ Disabilities (PWD)							1	1					
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts					1						
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway						1					
Property - Special Handling										2		1	
Property - Special Handling - Missing Item	ns - Carry-Or									1			
Property - Special Handling - Missing Item	ns - Checked									1		1	
Screening	1								1		2	2	
Screening - Children											1		
Screening - Procedures/Process	1								1		1	2	
2023	26	21	7	12	10	8	17	14	8	29	17	24	
Civil Rights										1		1	
Civil Rights - Race										1		1	
Customer Service							1			3		1	
Customer Service - TSO							1			3		1	
Expedited Passenger Screening Program	23	16	6	11	10	8	15	14	8	21	13	20	
Expedited Passenger Screening Program	1	10	0	- 11	10	0	15	14	1	21	13	1	
Expedited Passenger Screening Program	22	16	6	11	10	8	15	11	7	21	13	19	
	22	10	0		10	0	15	14	/	21	13	19	
Locks				1									
Locks - Missing or Damaged Lock				1									
Mishandling of Passenger Property	1		1				1				1		
Mishandling of Passenger Property - Dam							1				1		
Mishandling of Passenger Property - Disa			1										
Patdown	1	2											
Patdown - Flyer	1	2											
Persons w/ Disabilities (PWD)	1	2											
Persons w/ Disabilities (PWD) - General		1											
Persons w/ Disabilities (PWD) - Medically	1	1											
Property - Special Handling										1			
Property - Special Handling - Missing Item	ns - Checked									1			
Screening		1								3	3	2	
Screening - Inconsistency											1	1	
Screening - Lengthy Lines										1			
Screening - Opposite Gender										1			
Screening - Procedures/Process		1								1	2	1	
2024	25									- '			
Customer Service	2												
Customer Service - TSO	2												
Expedited Passenger Screening Program	20												
Expedited Passenger Screening Program	19												
Expedited Passenger Screening Program	1												
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Medical D	1												
Property - Special Handling	1												
Property - Special Handling - Missing Item	1												
Screening	1												

			SA Contac										
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RAP	23	9	6	7	9	11	7		12	12		15	148
2022	5	2	3	2	1	2	4	7	7	5	5	5	48
Customer Service										2	1		3
Customer Service - TSO										2	1		3
Expedited Passenger Screening Program	4		1	2		1	4	6	6	2	3	5	34
Expedited Passenger Screening Program	4		1	2		1	4	6	6	2	3	5	34
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees a	nd Casts				1							
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols	1											
Screening	1		2		1			1		1	1		7
Screening - Inconsistency			1										1
Screening - Procedures/Process	1		1		1			1		1	1		6
2023	6	7	3	5	8	9	3	9	5	7	16	10	88
Civil Rights									1	1			2
Civil Rights - Race										1			1
Civil Rights - Transgender Screening									1				1
Customer Service					2						1	4	7
Customer Service - TSO					2						1	4	7
Expedited Passenger Screening Program	4	5	2	4	6	9	3	8	3	5	8	4	61
Expedited Passenger Screening Program	- DoD						1						
Expedited Passenger Screening Program	- TSA Applica	ation Prος	1										1
Expedited Passenger Screening Program	4	5	1	4	6	9	2	8	3	5	8	4	59
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dam	iaged/Missing	ItemsC	arry-on Lugg	gage							1		
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)								1			1		2
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	egway						1					
Property - Special Handling			1										
Property - Special Handling - Damaged Ite	ems - Carry-C	n	1										1
Screening	2	2		1					1	1	5	1	13
Screening - Children									1				1
Screening - Inconsistency	1	1									1	1	4
Screening - Procedures/Process	1	1		1						1	4		8
2024	12												12
Customer Service	4												4
Customer Service - TSO	4												4
Expedited Passenger Screening Program	8												8
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program													6

		7	rsa Contac	ct Center (	rcc) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDD	9	2	3	3		1	1	3	1	1	5		29
2022	1	1	2	1		1	1		1		1		
Customer Service	1								1				
Customer Service - TSO	1								1				
Expedited Passenger Screening Program						1	1						
Expedited Passenger Screening Program	- TSA PreC	heck				1							
Expedited Passenger Screening Program	- TSA/DHS	Employees	s - Opt In				1						
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	1										
Patdown			1	1									
Patdown - Flyer				1									
Patdown - General			1										
Screening		1									1		
Screening - Inconsistency		1											
Screening - Procedures/Process											1		
2023	7	1	1	2				3		1	4		1
Civil Rights											1		
Civil Rights - Race											1		
Expedited Passenger Screening Program	5		1	2				3		1	3		1
Expedited Passenger Screening Program	- Active Du	ty Military									1		
Expedited Passenger Screening Program	5		1	2				3		1	2		1
Screening	2	1											
Screening - Inconsistency		1											
Screening - Procedures/Process	2												
2024	1												
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	1												

					TCC) Data 1								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDM	21	11	12	11	10	12	11	15	10	5	18	18	154
2022	3	2	6	2	4	4	7	9	4	2	12	5	60
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimin	ation	1											1
Expedited Passenger Screening Program	2	1	5	2	4	4	6	9	3	2	10	4	52
Expedited Passenger Screening Program	- TSA Appl	ication Prog	ıram							1			
Expedited Passenger Screening Program	2	1	5	2	4	4	6	9	3	1	10	3	50
Expedited Passenger Screening Program	- TSA/DHS	Employees	- Opt In									1	
Patdown												1	
Patdown - Flyer												1	
Property - Special Handling	1												
Property - Special Handling - Damaged It	1												
Screening			1				1		1		2		į
Screening - Inconsistency									1		1		2
Screening - Procedures/Process			1				1				1		
2023	6	9	6	9	6	8	4	6	6	3	6	13	82
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Expedited Passenger Screening Program	4	7	4	8	6	6	3	5	4	3	6	11	67
Expedited Passenger Screening Program	4	7	4	8	6	6	3	5	4	3	6	11	67
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												
Patdown												1	
Patdown - Flyer												1	
Screening	1	2	2	1		2		1	1			1	1
Screening - Crew Member or Airline Emp	loyee					1							
Screening - Inconsistency	1	1				1							
Screening - Military			1										
Screening - Procedures/Process		1	1	1				1	1			1	
2024	12												12
Expedited Passenger Screening Program	11												11
Expedited Passenger Screening Program	11												11
Screening	1												
Screening - Lengthy Lines	1												1

Catagorias	40.0		SA Contact					05		A= · ·	00.1	00.0	
Categories	10-Oct	11-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDU	292	181	190	140	150	220	222	226	211	229	191	235	2,487
2022	42	67	61	52	53	102	108	118	111	104	107		1,047
Airline	1	1							1		2		5
Airline - Lost Baggage Airline - Policy/Regulations/Service	4	4							4		1		1
Airline - Policy/Regulations/Service Airline - Wheelchair Assistance	1	1							1		1		3
Civil Rights	1	5	1	1				1	2		'		<u>1</u> 11
Civil Rights - Age		3	1	1				1	1				2
Civil Rights - Race				1				'	1				2
Civil Rights - Racial Profiling or Discrimina	ation	1	1										2
Civil Rights - Sex/Gender/Gender Identity-		4											4
Civil Rights - Transgender Screening	1												1
Claims				1									1
Claims - Status				1									1
Customer Service	3	6	2	4		9		7	7	10	6	5	59
Customer Service - Others						1			4				5
Customer Service - TSO	3	6	2	4		8		7	3	10	6		54
Expedited Passenger Screening Program	28	48	50	36	47	83	101	101	87	79	81	107	848
Expedited Passenger Screening Program		Military									1		1
Expedited Passenger Screening Program				1		1		2			1		5
Expedited Passenger Screening Program		4	2	4	3	4	9	5	2	6	6		48
Expedited Passenger Screening Program	27	44	48	31	44	78	92	94	85	73	73	105	794
Identification (ID) Requirements	1												1
Identification (ID) Requirements - Domest	1												1
Locks				1		1							2
Locks - Missing or Damaged Lock		A		1		1							2
Lost and Found Airport/TSA		1											
Lost and Found - Airport/TSA Mishandling of Passenger Property	1	1				4	4	2		1	4		1 16
Mishandling of Passenger Property - Dam		1 1				1	1	3	2	1	4 2		16 10
Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam			ecked Raga	ane		1	1	3		1	2	1	4
Mishandling of Passenger Property - Dani Mishandling of Passenger Property - Disa				age		1	ı			ı	1	1	2
No Jurisdiction	ayou nomb	July - Oil C	. OHOUNGU						1			1	1
No Jurisdiction - Refer to Other									1				1
Patdown	1	1	1	1	1	1	3	2	1	2	2		16
Patdown - Flyer	1	1	1	1	1	1	3	2	1	2	2		16
Persons w/ Disabilities (PWD)	1		1			1		2	4	2		1	12
Persons w/ Disabilities (PWD) - Autism Sp	pectrum									1			1
Persons w/ Disabilities (PWD) - Diabetes								1	1				2
Persons w/ Disabilities (PWD) - Hearing In	mpairment							1					1
Persons w/ Disabilities (PWD) - Internal M	ledical Devic	es								1			1
Persons w/ Disabilities (PWD) - Medically	Necessary N	/ledication	and Medical	Supplies					2				2
Persons w/ Disabilities (PWD) - Mobility D	isability (No	Wheelcha	ir or Scooter	r)					1				1
Persons w/ Disabilities (PWD) - Ostomy/0	1					1							2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway	1									1	2
Property - Special Handling	4	1	3	2	4	5	2	1	2	6	6		38
Property - Special Handling - Damaged Ite			1	1	2	5	1		1	3	5	1	24
Property - Special Handling - Damaged Ite							1		1	2	1	1	6
Property - Special Handling - Missing Item										1			1
Property - Special Handling - Missing Item	s - Checke	1	2	1	2			1					7
Screening	1	3	3	6	1	1	1	1	4	4	6		36
Screening - Inconsistency			2	1		1					1	1	6
Screening - Lengthy Lines				1				1	1			1	4
Screening - Military							1						1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc	1	3	1	4	1				3	4	5	2	24
2023	132	114	129	88	97	118	114	108	100	125	84		1,322
Additional Information Required/Insufficient Inf		114	129	00	91	110	114	100	100	125	04	4	5
Additional Information Required/Insufficier		- EMAIL C	NI V			1						4	5
Airline	it iiiioiiiidaoi	LIVITUE	1	1		'		1					3
Airline - Policy/Regulations/Service			1					1					2
Airline - Wheelchair Assistance				1									1
Civil Rights	2			2	1	1		1	1	1	3	1	13
Civil Rights - Constitutional Rights				2									2
Civil Rights - Race	1				1					1	2		5
Civil Rights - Sex/Gender/Gender Identity-		ender				1		1	1		1		5
Civil Rights - Transgender Screening	1												1
Claims												1	1
Claims - Status												1	1
Customer Service	6	7	15	4	2	4	5	8	5	14	6	10	86
Customer Service - TSO	6	7	15	4	2	4	5	8	5	14	6	10	86
Expedited Passenger Screening Program	110	95	102	75	78	94	95	90	87	90	62	81	1,059
Expedited Passenger Screening Program	- Active Duty	Military	1		1			1					3
Expedited Passenger Screening Program	1	1		2	1			1	1			2	9
Expedited Passenger Screening Program	2	6	1	2	5	3	2	1	4	2	3		32
Expedited Passenger Screening Program	106	88	100	71	71	91	93	87	82	88	59	78	1,014
Expedited Passenger Screening Program	1												1
Locks		1			1					1			3
Locks - Missing or Damaged Lock		1			1					1			3
Mishandling of Passenger Property	4	4	2	1	5	4	4	2	1	3	3		35
Mishandling of Passenger Property - Dam	2	2	2	1	3	3	4	2	1		2	2	24
Mishandling of Passenger Property - Dam		1			2	1				3	1		10
Mishandling of Passenger Property - Disa	rrayed Item	1				_							1
No Jurisdiction			1			2	1				1	1	6
No Jurisdiction - No Referral						1							1
No Jurisdiction - Refer to CBP							1				1	1	3

ries	40.0-4	11-Nov	TSA Contact		02-Feb		04 4	OF M	06 1	07 11	00 4	00 0	Total
	10-Oct	11-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction - Refer to Other			1			1							2
Notice of Violation/Civil Penalties									1				1
Notice of Violation/Civil Penalties - Gener									1				1
Patdown	3		1	1	1	3	3		1	1	2	5	21
Patdown - Children	_						1						1
Patdown - Flyer	3		1	1	1		2		1	1	2	5	19
Patdown - General						1							1
Persons w/ Disabilities (PWD)						1	2			8			12
Persons w/ Disabilities (PWD) - Autism Sp										2			2
Persons w/ Disabilities (PWD) - Diabetes										2			3
Persons w/ Disabilities (PWD) - Diapers/0	3arments/Dr	essings/M	asks							1			1
Persons w/ Disabilities (PWD) - General	<u> </u>									2			2
Persons w/ Disabilities (PWD) - Internal M							1						1
Persons w/ Disabilities (PWD) - Medically			n and Medic	al Supplies			1			1			2
Persons w/ Disabilities (PWD) - Wheelcha						1							1
Property - Special Handling	2	4		3	3		2			1			27
Property - Special Handling - Damaged Ite		2		2	2		2				3	1	16
Property - Special Handling - Damaged Ite		ed	1	1				1					3
Property - Special Handling - Missing Item			2		1					1			5
Property - Special Handling - Missing Item		2						1					3
Screening	5	3		1	6	8	2	3	3	6	3	6	49
Screening - Crew Member or Airline Empl	oyee		1							1			2
Screening - Inconsistency					1		1					1	4
Screening - Lengthy Lines	2		1		1	1						1	6
Screening - Opposite Gender	1							1					2
Screening - Procedures/Process	2	3	1	1	4		1	2	3	5	3	4	34
Screening - Retrieving Abandoned/Confis	cated Items					1							1
TWIC												1	1
TWIC - General												1	1
024	118												118
Customer Service	7												7
Customer Service - TSO	7												7
Expedited Passenger Screening Program	100												100
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	95												95
Expedited Passenger Screening Program	1												1
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Patdown	2												2
Patdown - Flyer	2												2
Property - Special Handling	1												1
Property - Special Handling - Damaged Ite	1												1
Screening	5												5
Screening - Inconsistency	1												1
Screening - Lengthy Lines	1												1

			SA COMICAC	r center (1	CC) Data	1001 - 1 OIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RFD	2	4	3	5	6	2	6	6	3	3	1		4
2022	2	2	1	2	2	1	4	2	3	1			2
Customer Service				1									
Customer Service - TSO				1									
Expedited Passenger Screening Program	2	2	1	1	1	1	3	2	3				1
Expedited Passenger Screening Program	2	2	1	1	1	1	3	2	3				1
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dam	aged/Missir	g ItemsC	hecked Bag	gage			1						
Patdown										1			
Patdown - Flyer										1			
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	ot Wheelcha	air or Scoot	er)	1								
2023		2	2	3	4	1	2	4		2	1		2
Expedited Passenger Screening Program		1	1	3	4	1	2	4		2	1		1
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ıram			1							
Expedited Passenger Screening Program	- TSA PreC	1	1	3	4		2	4		2	1		1
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	iaged/Missii	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
RHI				2	1					1	1	1	6
2022				2									2
Customer Service				1									1
Customer Service - TSO				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged It	ems - Checl	ked		1									1
2023					1					1	1	1	4
Expedited Passenger Screening Program					1					1	1		3
Expedited Passenger Screening Program	- TSA PreC	Check			1					1	1		3
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	arry-on Luc	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
RIC	113	91	69	62	56	80	101	114	78	74	87		1,011
2022	25	42	35	25	23	37	52	65	46	35	41	43	469
Airline											1	1	2
Airline - Policy/Regulations/Service											1	1	2
Civil Rights  Civil Rights - Civil Rights Violation (TSA I	1 =mploy(00)		2 1	1					1		1	1	7
Civil Rights - Race	_mployee)		ı						1		1	1	3
Civil Rights - Racial Profiling or Discrimin	1		1										2
Civil Rights - Transgender Screening				1									1
Claims	1												1
Claims - General Customer Service	1	4	4	4			40	0	0		_	0	1
Customer Service - Others	5	4	4	4	5 1	5	12	9	6	6	5	2	67
Customer Service - TSO	5	4	4	4	4	5	12	9	6	6	5	2	66
Expedited Passenger Screening Program	12	28	18	15	14	27	35	45	34	23	27		312
Expedited Passenger Screening Program		y Military				1							1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program		2 26	1 17	15	3	1	34	1 44	1	1	07	2.4	13
Expedited Passenger Screening Program Expedited Passenger Screening Program				15	11	24	34	44	33	21	27	34	296
Hazardous Materials Safety	1- 10//01101	Litipioyees	- Орг III			'						1	1
Hazardous Materials Safety - General												1	1
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domes	tic				1								1
Mishandling of Passenger Property		2		1			1	2	1	1			8
Mishandling of Passenger Property - Dan	-	2 a Itama Ch	ooks d D · ·	1			1	1	1				6
Mishandling of Passenger Property - Dan	1	_		age		4	4	1		1	2	4	2
Patdown Patdown - Children	1	1	1			1	1	3		<u> </u>	3	1	13
Patdown - Flyer	1	1	1			1	1	3		'	3	1	12
Persons w/ Disabilities (PWD)			2	1			1	1	1			1	7
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Diapers/			1										1
Persons w/ Disabilities (PWD) - Mobility I			1				1						2
Persons w/ Disabilities (PWD) - Respirate		er Equipmer	nt	1									1
Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch		Common										1	1
Prohibited & Permitted Items	1	Segway 1	1					1					1
Prohibited & Permitted Items - Beauty & 0	I ' Groomina Iter		1										1
Prohibited & Permitted Items - Liquids/Ge													1
Prohibited & Permitted Items - Medication	/Prescriptio	1											1
Property - Special Handling	2		2	1	1	2	1		2		1		12
Property - Special Handling - Damaged It		On			1	1			1				3
Property - Special Handling - Damaged It		1	1 1	1		1	1		1		1		5 4
Property - Special Handling - Missing Iter Screening	2	6	5	2	2	2	1	5	1	4	3	2	35
Screening - Inconsistency		1	3									1	5
Screening - Lengthy Lines	1		2		1			1	1	1		1	8
Screening - Procedures/Process	1	5		1	1	1	1	4		3	3		20
Screening - Rail				1									1
Screening - Retrieving Abandoned/Confis		40	24	07	22	1	40	40	20	20	40	40	1
2023  Additional Information Required/Insufficient In	formation	49	34	37	33	43	49	49	<b>32</b>	39	46	43	501
Additional Information Required/Insufficie		n - EMAIL O	NLY						1				1
Airline				1									1
Airline - Lost Baggage				1									1
Animals										1			1
Animals - Carry-On										1			1
Civil Rights									2	1			3
Civil Rights - Race Civil Rights - Transgender Screening									1	1			1
Customer Service	3	5	5	4		4	2	4	3	3	7	6	46
Customer Service - TCC				1									1
Customer Service - TSO	3	5	5	3		4	2	4	3	3	7	6	45
Expedited Passenger Screening Program	34	36	26	28	30	31	41	37	21	27	34	32	377
Expedited Passenger Screening Program		y Military						1					1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program		00	00	00	00	3	2	1	1	07	0.4	0.4	9
Expedited Passenger Screening Program Locks	32	36	26	28	30	28	39	35	20	27	34	31	366
Locks - Missing or Damaged Lock	1					1			1				3
Mishandling of Passenger Property	1	2		1	1		2				1		8
Mishandling of Passenger Property - Dan	naged/Missin		rry-on Lugg	age			1						1
Mishandling of Passenger Property - Dan	1	1		1			1				1		5
Mishandling of Passenger Property - Disa	arrayed Item	1			1								2
No Jurisdiction						1				1			2
No Jurisdiction - Refer to Other	2			4		1		A		1			2
Patdown Patdown - Flyer	3			1		2		1 1		4		3	14
Persons w/ Disabilities (PWD)	2			- 1				2		4	2		6
Persons w/ Disabilities (PWD) - Hearing											1		1
Persons w/ Disabilities (PWD) - Medically											1		2
Persons w/ Disabilities (PWD) - Metal Im								1					1
Persons w/ Disabilities (PWD) - Wheelch								1					2
Property - Special Handling	1	1	1	2	1				1				7
Property - Special Handling - Damaged It	ems - Carry-	Un			1				1				2

			ISA Conta	ct Center (	(CC) Data	1001 - FOIA	١						
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged It	ems - Checl	ked	1										
Property - Special Handling - Missing Iten	ns - Carry-O	n		2									
Property - Special Handling - Missing Iten	1	1											
Request for Assistance												1	
Request for Assistance - Other												1	
Screening	2	5	2		1	4	4	5	3	2	2	1	3
Screening - Inconsistency	1	1						1				1	
Screening - Lengthy Lines						1			2				
Screening - Procedures/Process	1	4	2			3	4	4	1	1	2		
Screening - Retrieving Abandoned/Confis	cated Items				1					1			
2024	41												
Civil Rights	1												
Civil Rights - Race	1												
Customer Service	5												
Customer Service - TSO	5												
Expedited Passenger Screening Program	33												
Expedited Passenger Screening Program	2												
Expedited Passenger Screening Program	31												
Property - Special Handling	1												
Property - Special Handling - Damaged It	1												
Screening	1												
Screening - Procedures/Process	1												

			I SA CUIILA	or center (	i cc) Data	1001-101	•						
Categories	10-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				3					5
2022								1					1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program	- TSA PreC	Check						1					1
2023			1	1				2					4
Expedited Passenger Screening Program								2					2
Expedited Passenger Screening Program	- TSA PreC	Check						2					2
Patdown			1										1
Patdown - Flyer			1										1
Screening				1									1
Screening - Procedures/Process				1									1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RKD			1			1	1					1	4
2022							1						1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program	- TSA PreC	Check					1						1
2023			1			1						1	3
Expedited Passenger Screening Program			1			1						1	3
Expedited Passenger Screening Program	- TSA PreC	Check	1			1						1	3

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

Categories		10-Oct 1		A Contact ( 12-Dec (				04 Ann	OF Mov	06 1	07 1	08-Aug	09-Sep	Total
RNO		94	58	54	)1-Jan 51	02-Feb 37	03-Mar 65	04-Apr 68	05-May 52	06-Jun 59	07-Jul 60			Total 743
2022		30	27	26	20	13	25	43	25	31	22			338
	Civil Rights	3		2	20	1		2	4	0.	1			13
	Civil Rights - Hair Patdowns	1												1
	Civil Rights - Profiling								1					1
	Civil Rights - Race							1	1		1			3
	Civil Rights - Racial Profiling or Discrimina					1								2
	Civil Rights - Sex/Gender/Gender Identity		nder	2					1					3
	Civil Rights - Transgender Screening	1						1	1					3
	Claims							1						1
	Claims - General Customer Service	5	7		2		0	1 5	3	4		1	1	1
	Customer Service - CSM	1	- /	3	3	2	2	5	3	4				36
	Customer Service - TSO	4	7	3	3	2	2	5	3	4		1	1	35
Е	Expedited Passenger Screening Program	8	18	12	15	9	21	30	9	19	14	31	29	215
	Expedited Passenger Screening Program		2					2						4
	Expedited Passenger Screening Program	2	2	2	2	2		2		3			2	17
	Expedited Passenger Screening Program	6	14	10	13	7	21	26	9	16	14	31	27	194
H	Hazardous Materials Safety			1										1
	Hazardous Materials Safety - General			1										1
F	Human Capital									1				1
	Human Capital - Prospective Employment	t with TSA								1				
	dentification (ID) Requirements	io		1 1										1
	Identification (ID) Requirements - Domest Locks	1												
	Locks - Missing or Damaged Lock	1												
	Lost and Found	ı									1			1
	Lost and Found - Airport/TSA										1			1
N	Mishandling of Passenger Property				1			1	1		2	1	3	9
	Mishandling of Passenger Property - Dam	ı aged/Missing	ItemsCar	ry-on Lugga				1				1		2
	Mishandling of Passenger Property - Dam				1				1		2		2	6
	Mishandling of Passenger Property - Disa	rrayed Items	Carry-on or	Checked									1	1
N	No Jurisdiction									1			1	2
	No Jurisdiction - Refer to Other									1			1	2
F	Patdown	3				1		3	1	1	1	1		11
	Patdown - Flyer	2				1		3	1	1	1	1		10
	Patdown - Flyer as Observer	1		0			4		0					1
-	Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Breast Ca	1		2			1 1		2				1	7
	Persons w/ Disabilities (PWD) - Hearing I						1							
	Persons w/ Disabilities (PWD) - Medically		edication a	nd Medical S	Supplies				1					
	Persons w/ Disabilities (PWD) - Metal Imp		04104110114	ina inibanban	- прриос								1	1
	Persons w/ Disabilities (PWD) - Prosthesi		nd Casts						1					1
	Persons w/ Disabilities (PWD) - Respirato			1										1
	Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tra	auma)	1										1
F	Prohibited & Permitted Items	1		1										2
	Prohibited & Permitted Items - Firearm/Ar			1										1
	Prohibited & Permitted Items - Knives/Too	1												1
F	Property - Special Handling	1		3	1			1	3	2		1	1	13
	Property - Special Handling - Damaged Ite			1	4			1	1	2		4		5
	Property - Special Handling - Damaged Item Property - Special Handling - Missing Item		1		ļ				1 1			1	1	3
	Property - Special Handling - Missing Item Property - Special Handling - Missing Item			1					1					1
	Screening	7	2	1			1		2	3	3	3	2	24
	Screening - Crew Member or Airline Empl												1	1
	Screening - Inconsistency	2	1				1							4
	Screening - Lengthy Lines								1		1	1		3
	Screening - Procedures/Process	5	1	1					1	3	2	2	1	16
2023		37	31	28	31	24	40	25	27	28	38	32	37	378
	Civil Rights	1			1					1			3	6
	Civil Rights - Race	1											1	2
	Civil Rights - Screening of Religious Cultu			3						1				1
	Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Tra		ider		1								1	1
	Civil Rights - Transgender Screening	lisgender			ı								1	1
	Customer Service	6	4	3	1	1	2	3	1	1	2	4	1	29
	Customer Service - TSO	6	4	3	1	1	2	3	1	1	2			29
Е	Expedited Passenger Screening Program	26	18	22	24	16	28	15	18	16	21	21		249
	Expedited Passenger Screening Program	2	1				2	1	1		2		2	11
	Expedited Passenger Screening Program	23	17	22	24	16	26	14	17	16	19	21	22	237
	Expedited Passenger Screening Program	1												1
L	Locks				1	1			1		2			5
	Locks - Missing or Damaged Lock				1	1			1		2			5
L	ost and Found					1								1
	Lost and Found - Airport/TSA	4	4		0	1	4	4	4					1
	Mishandling of Passenger Property	1	1 1		1		2	1	<u> </u>		2	1	1	<u>14</u> 5
	Michandling of December Presents Dem		1		1		2	1	1		1	1	1	8
	Mishandling of Passenger Property - Dam							1			1			0
	Mishandling of Passenger Property - Dam	1	Carry-on o	Checked	- 1						1			1
F	Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	1	Carry-on o	Checked	'	2		1	3	4	1 2	2		1 16
F	Mishandling of Passenger Property - Dam	1 rrayed Items	Carry-on o	Checked	ı	2 2		1	3	4	1 2 2		1	16
	Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	1 rrayed Items 1	Carry-on o	Checked	1						2		1	
	Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	1 rrayed Items 1 1	•	Checked		2			3	4	2	2	1	16 16
	Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General	1 rrayed Items 1 1	•	Checked	1	2			3	4	2	2	1	16 16 14
	Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	1 rrayed Items 1 1 1	•	Checked	1	2			3	1	2	2	1 1 4	16 16 14 1

			rsa Conta	ct Center (	TCC) Data	Tool - FOIA							
gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Respirato	ory and Inhal	er Equipme	ent									1	
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	2			1								
Property - Special Handling								1				1	
Property - Special Handling - Damaged Ite	ems - Check	ced						1				1	
Screening	1	5	3	1	2	6	5		5	9	3	2	
Screening - Inconsistency		1			1	1			1	1	1		
Screening - International Screening						1							
Screening - Lengthy Lines	1					1	1		2	1			
Screening - Procedures/Process		4	3	1	1	3	4		2	7	2	2	
2024	27												
Customer Service	2												
Customer Service - Others	1												
Customer Service - TSO	1												
Expedited Passenger Screening Program	19												
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	18												
Mishandling of Passenger Property	2												
Mishandling of Passenger Property - Dam	2												
Property - Special Handling	1												
Property - Special Handling - Missing Iten	1												
Screening	3												
Screening - Lengthy Lines	1												
Screening - Procedures/Process	2												

			SA Contact										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ROA	12	10	7	9	7	13	21	19	12	10	14	8	142
2022	5	2	3	6	1		11	4	9	6	10	4	69
Customer Service			1			2	2		1	1			7
Customer Service - TSO			1			2	2		1	1			7
Expedited Passenger Screening Program	3	2	2	6		5	9	4	6	3	9	1	50
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program	- TSA Applic	ation Progr	am	1			1		1				3
Expedited Passenger Screening Program	3	2	2	5		5	7	4	5	3	9	1	46
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown	1								1		1		3
Patdown - Children											1		1
Patdown - Flyer	1								1				2
Screening					1	1			1	1		2	6
Screening - Lengthy Lines						1							1
Screening - Procedures/Process					1				1	1		2	5
2023	2	8	4	3	6	5	10	15	3	4	4		68
Airline	_	-			-	1					-		1
Airline - Policy/Regulations/Service						1							1
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity	l - Not Transge	ender							1				1
Customer Service	Trot Training	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,						1			1		2
Customer Service - TSO								1			1		2
Expedited Passenger Screening Program	2	8	3	3	5	4	10	12	2	3		3	57
Expedited Passenger Screening Program		0			1		10	12					1
Expedited Passenger Screening Program		ation Progr	am				1			1			2
Expedited Passenger Screening Program	2	8	3	3	4	4	9	12	2	2	2	3	54
Locks		0	J	J	1		3	12				J	1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property			1					1					2
Mishandling of Passenger Property - Dam	aged/Missing	ı Itame Ca	rry-on Luga	200				1					1
Mishandling of Passenger Property - Dam			11 y - 011 Eugg	age				<u>'</u>					1
Patdown	ageu/iviissiiiç	J ItellisC								1		1	2
Patdown - Flyer										1		1	2
Persons w/ Disabilities (PWD)								1		- 1		'	1
Persons w/ Disabilities (PWD) - Medically	Nococcan	Andioation (	and Madical	Leupplion				1					1
Screening	ivecessaly i	neulcation i	and Medical	Supplies				1			1		1
Screening - Lengthy Lines											1		1
2024	-										I		
	5												5 4
Expedited Passenger Screening Program	4												
Expedited Passenger Screening Program	4												4
Screening Providence (Providence)	1												1
Screening - Procedures/Process	1												1

					CC) Data 1								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ROC	44	19	21	27	24	35	38	28	20	26	24	31	33
2022	9	6	6	8	9	21	20	11	14	18	7	17	14
Civil Rights	1									1			
Civil Rights - Sexual Orientation - Not Tra	nsgender									1			
Civil Rights - Transgender Screening	1												
Customer Service	2	1	2				1			2		1	
Customer Service - Others										1			
Customer Service - TSO	2	1	2				1			1		1	
Expedited Passenger Screening Program	5	3	4	7	7	16	17	10	14	14	7	14	11
Expedited Passenger Screening Program	- TSA Applic	ation Prοί	1		1			1		2			
Expedited Passenger Screening Program	5	3	3	7	6	16	17	9	14	12	7	14	11
Patdown				1		2	2					1	
Patdown - Flyer				1		2	2					1	
Persons w/ Disabilities (PWD)					1	1							
Persons w/ Disabilities (PWD) - Diapers/	Garments/Dre	ssings/Mas	sks			1							
Persons w/ Disabilities (PWD) - General					1								
Prohibited & Permitted Items		1											
Prohibited & Permitted Items - Beauty & 0	Grooming Ite	1											
Property - Special Handling	1												
Property - Special Handling - Missing Iter	1												
Screening		1			1	2		1		1		1	
Screening - Inconsistency						1		1		1			
Screening - Lengthy Lines					1								
Screening - Procedures/Process		1				1						1	
2023	22	13	15	19	15	14	18	17	6	8	17	14	17
Civil Rights	1										1		
Civil Rights - Perceived Religion	1												
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender									1		
Customer Service		1					1			1	1	1	
Customer Service - TSO		1					1			1	1	1	
Expedited Passenger Screening Program	18	11	13	17	12	13	17	14	5	7	9	11	14
Expedited Passenger Screening Program		1	1		12	10	- 17						
Expedited Passenger Screening Program		10	12	17	12	13	17	14	5	7	9	11	14
Mishandling of Passenger Property	17	10	12	1	12	10	- 17	17	- 0	,		- ''	
Mishandling of Passenger Property - Disa	I rraved Items.	-Carry-on o	or Checker	1									
Patdown		-Oairy-Oir C	or Oriconci	1	1						1		
Patdown - Flyer		1			- 1						1		
Patdown - Flyer as Observer		- 1			1						'		
Persons w/ Disabilities (PWD)	1			1	1						1	1	
Persons w/ Disabilities (PWD) - Breast C				- 1							1	- 1	
· · · · · · · · · · · · · · · · · · ·											1		
Persons w/ Disabilities (PWD) - Hearing											1	4	
Persons w/ Disabilities (PWD) - Ostomy/	Jsiomales			1								1	
Property - Special Handling											1	1	
Property - Special Handling - Missing Iter											1	1	
Screening	2		2		2	1		3	1		3		1
Screening - Lengthy Lines	1												
Screening - Procedures/Process			2		2	1		3	1		3		1
Screening - Retrieving Abandoned/Confis													
2024	13												1
Customer Service	1												
Customer Service - TSO	1												
Expedited Passenger Screening Program	12												1
Expedited Passenger Screening Program	12												1

			ISA Conta	ct Center (	TCC) Data	OOI - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ROW	2		1		1	2	4		2	1	2	3	1
2022	1					1	1				2	1	
Customer Service						1	1						
Customer Service - TSO						1	1						
Expedited Passenger Screening Program											1	1	
Expedited Passenger Screening Program	- TSA PreC	Check									1	1	
Screening	1										1		
Screening - Procedures/Process	1										1		
2023			1		1	1	3		2	1		2	1
Customer Service			1										
Customer Service - TSO			1										
Expedited Passenger Screening Program					1		2		1				
Expedited Passenger Screening Program	- TSA PreC	Check			1		2		1				
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Ba	ggage								1	
Persons w/ Disabilities (PWD)						1			1				
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	n and Medic	al Supplies	5				1				
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway				1							
Screening							1			1		1	
Screening - Crew Member or Airline Emp	loyee									1			
Screening - Inconsistency							1						
Screening - Procedures/Process												1	
2024	1												
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	1												

				ct Center (1									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RST	10	11	7	12	7	4	9	5	6	5	9	8	9:
2022	2	7	3	4	4	2	5	1	3	1	3	4	39
Additional Information Required/Insufficient Inf	ormation	1											
Additional Information Required/Insufficier	nt Informatic	1											
Customer Service							1		1				
Customer Service - TSO							1		1				
Expedited Passenger Screening Program	1	4	3	3	3	2	4	1	2		2	4	2
Expedited Passenger Screening Program	- TSA Appl	1		1									
Expedited Passenger Screening Program	1	3	3	2	3	2	4	1	2		2	4	2
Patdown		1		1									
Patdown - Flyer		1		1									
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway			1								
Property - Special Handling	1												
Property - Special Handling - Missing Item	1												
Screening		1								1	1		
Screening - Inconsistency										1			
Screening - Procedures/Process		1									1		
2023	4	4	4	8	3	2	4	4	3	4	6	4	5
Customer Service	1						2				1		
Customer Service - Others	1												
Customer Service - TSO							2				1		
Expedited Passenger Screening Program	2	3	4	8	3	2		4	3	4	4	4	4
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ram	1		1							
Expedited Passenger Screening Program	2	3	4	7	3	1		4	3	4	4	4	3
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dam	aged/Missir	g ItemsC	hecked Bag	ggage							1		
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Medically	1												
Screening		1					2						
Screening - Lengthy Lines		1											
Screening - Procedures/Process							2						
2024	4												
Expedited Passenger Screening Program	3												
Expedited Passenger Screening Program	3												
Patdown	1												
Patdown - Flyer as Observer	1												

Service	Categories	40.0-4		A Contact				04 4	OF Mari	00 1	07 1	00 4	00.0	Tatal
43		10-Oct			01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
After Arter PetroPregulacers Pervey 1														
Antires - Profulty Microglassonation for 1			68	86	83	91	137	140	80	50		59	56	
Coll lights		1									1			2
Oxid Rigids - Constitutional Rigids   1	Airline - Policy/Regulations/Service	1									1			2
Out Rights - Richard Profiling or Dischards   2   2   2   2   3   3   3   3   3   3	Civil Rights	1		3		1				1			4	10
Coal lagins - States or Jewing or Lorenter   1	Civil Rights - Constitutional Rights			1										1
Colif Rigits - Router Portlang or Determine   1	Civil Rights - Race												2	2
Column   C		1		1										
Claims			ender			1				1			2	
Chims - General Characteristics - Characteristic		l l	oridor	- '		'		1				1		
Calenter Status												- 1		
Customer Service: Others								1						
Cuctome Gevines - Olliers  Charlomer Gevines - Colling Countries (1 to 1 to 1 to 1 to 2 to 2 to 2 to 3 to 3 to 3 to 3 to 3		_												
Custome Genotics 1750   5   5   6   5   4   10   6   8   9   3   6   5   7		5	5	7	5	4	10	6	8	9	4	5	5	
Exercise Discreptor Discreptor Program   30   53   67   60   77   117   118   65   31   42   43   42   748				1							1			2
Expedited Passerger Screening Program 2 4 5 2 6 2 3 2 3 3 3 3 2 2 2 5 3 3 3 2 2 2 5 3 3 3 2 2 2 5 3 3 3 3	Customer Service - TSO	5	5	6	5	4	10	6	8	9	3	5	5	71
Expedited Passerger Screening Program 2 4 5 2 6 2 3 2 3 3 3 3 2 2 2 5 3 3 3 2 2 2 5 3 3 3 2 2 2 5 3 3 3 3	Expedited Passenger Screening Program	30	53	67	62	77	117	118	65	31	42	45	42	749
Expection Processory Excension Programs   28   49   61   60   70   115   115   63   51   59   42   42   715		2	4	5	2	6	2	3	2			3		
Expedited Presenting Programs - TSACHTS Employee   1										31				
Locks: Missing or Damoged Lock  Mishandling of Passenger Property  Mishandling of Pass					- 00		110	110	00	01	00	72	72	
Locks - Missing or Damaged Lock   1		- 13A/DH3 I	Employees	<u> </u>		1								
Micharduling of Passonger Property - Duranger Michael Berns-Carry-on Lugages		1												
Marbarding of Peasonger Property - Damagopal Managor Internacional Bay 2 1 1 1 5 5 6 Marbarding of Peasonger Property - Damagopal Internacional Bay 2 1 1 1 5 5 6 Marbarding of Peasonger Property - Damagopal Internacional Bay 2 1 1 1 5 5 6 Marbarding of Peasonger Property - Damagopal Internacional Bay 2 1 1 1 1 5 5 6 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		1												
Michaeding of Passenger Property - Demographic Meaning and Passenger Property - Demographic Meaning of Passenger Passenger Property - Demographic Meaning of Passenger Passenger Property - Pa						1	1		1	2	1	1		
Mahandring of Pasanger Property - Disarrayed Items—Carry-on or Cheoxe  No Justication - Refer to Other  No Justication - Refer to Other  Pattown - Figer as Disarrayed Items—Carry-on or Cheoxe  1	Mishandling of Passenger Property - Dam	naged/Missing	g ItemsCar	rry-on Lugga	age					1		1		2
No. Justicidicion - Refer to Other  No. Justicidicion - Refer to Other  1	Mishandling of Passenger Property - Dam	naged/Missing	g ItemsChe	ecked Bag	2				1	1	1			5
No. Justiciticion - Refer to Other						1	1							
Pations			, -											1
Patdown - Children														1
Patidown - Flyer		4		4	4		4	^					,	
Patdown - Flyer		1			1	1	4		1			1	1	
Particolor   Figure 20   1				1										
Persons W Disabilities (PWD) - Autism Spectrum						1	4	2	1			1	1	10
Persons w Disabilities (PWD) - Nulsiane Spectrum	Patdown - Flyer as Observer	1			1									2
Pensors w Disabilities (PWD) - Disabetes   2	Persons w/ Disabilities (PWD)	2	4				2	2	1	1		2		14
Persons w Disabilities (PWD) - Internal Medical Dev 1	Persons w/ Disabilities (PWD) - Autism S	pectrum												1
Persona w Disabilities (PWD) - Medical Devois - AI			2									1		
Persons w Disabilities (PWD) - Medical Devices - At 1							1							
Persons w Disabilities (PWD) - Moding   1			1				- '							
Persons w/Disabilities (PWD) - Religionary and Inhaler Equipment			Marilla attance		0									
Persons w Disabilities (PWD) - Nespiratory and Inhabet Equipment			Medication a	and Medical	Supplies		1		1	1				
Persibative & Permitted Items								1						2
Prohibited & Permitted Items - Chemical   1   3	Persons w/ Disabilities (PWD) - Respirato	ory and Inhale	er Equipmen	nt								1		1
Prohibited & Permitted Itlams - Chemically   1	Persons w/ Disabilities (PWD) - Wheelch	1												1
Prohibited & Permitted Itlams - Chemically   1	Prohibited & Permitted Items	1		3										4
Probabled & Permitted Items - Lighters/Malches   3   1   1   3   1   1   2   22   22	Prohibited & Permitted Items - Chemical/I	1												1
Property - Special Handling - Damaged Items - Carry-On 1				3										
Property - Special Handling - Damaged Idems - Carry-On		1			6	5	1	1	2	- 1		1	2	
Property - Special Handlling - Missing Items - Carry-On			<b>-</b>		0	3			3	'		- 1		
Property - Special Handling - Missing Items - Carry-On 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			Jn	1			1							
Property - Special Handling - Missing Items - Checked   3   3   1   2   1   1   1   1   1   1   1   1					3					1			1	
Screening - Inconsistency	Property - Special Handling - Missing Iten	ns - Carry-Or	1			1								2
Screening - Inconsistency	Property - Special Handling - Missing Iten	ns - Checked			3	3		1	2			1	1	11
Screening - Procedures Process	Screening		6	4	6	1	2	9	1	4	2	3	2	40
Screening - Procedures/Process	Screening - Inconsistency		2	1		1	1	2					1	8
Screening - Retrieving Abandoned/Confiscated Items   1			4	3	5		1	7	1	4	2	3	1	31
2023		cated Items												
Additional Information Required/Insufficient Information   EMAIL ONLY			78	87		95	107	94	70	47	45	55	47	
Additional Information Required/Insufficient Information - EMAIL ONLY  Airline  Airline - Policy/Regulations/Service  Civil Rights - Perceived Religion  Civil Rights - Perceived Religion  Civil Rights - Sex/Gender/Gender Identity - Not Transgender  1			70	01	107	00	107	34	70		43	- 33		
Airline Airline - Policy/Regulations/Service			ENAME O	NII N										
Airline - Policy/Regulations/Service  Civil Rights - Perceived Religion  Civil Rights - Perceived Religion  Civil Rights - Race  Civil Rights - Race  Civil Rights - Sex/Gender/Gender Identity - Not Transgender  1		nt Informatior	n - EMAIL O	NLY									1	
Civil Rights - Perceived Religion										1				
Civil Rights - Perceived Religion   Civil Rights - Sex/Gender/Gender Identity - Not Transgender   1										1				
Civil Rights - Race	Civil Rights			1	1		1	1				1		5
Civil Rights - Race	Civil Rights - Perceived Religion							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1										
Civil Rights - Transgender Screening   Customer Service   4   3   2   6   5   5   5   5   4   2   5   8   3   52		- Not Transo	ender		1							1		
Customer Service - Others         4         3         2         6         5         5         4         2         5         8         3         52           Customer Service - Others         1         1         1         2         5         8         2         5         8         2         5         8         2         5         8         2         5         0         8         2         5         0         8         2         5         8         2         5         0         8         2         5         8         2         5         0         8         2         5         8         2         5         0         8         6         37         31         37         30         687         687         8         6         37         30         36         29         662         662         4         2         1		l l	oridor		'		1					'		
Customer Service - Others   1		4			^	-			4	^				
Customer Service - TSO		4	3	2	б		5	5	4	2	5	8		
Expedited Passenger Screening Program   30   65   77   90   69   90   75   56   37   31   37   30   687														
Expedited Passenger Screening Program   1 6 6 6 2 4 2 1   1   24			3	2	6	4	5	5	4	2	5	8	2	50
Expedited Passenger Screening Program	Expedited Passenger Screening Program	30	65	77	90	69	90	75	56	37	31	37	30	687
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	Expedited Passenger Screening Program	1	6	6	2	4	2	1				1	1	24
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In			59	71	88	65	88	74	56	37	30	36	29	662
Hazardous Materials Safety   1										٠.				
Hazardous Materials Safety - General		. 5, ,,5,101		5 pr 111					1					
HAZMAT Endorsement - General	•													
HAZMAT Endorsement - General	•								1					
Locks - Missing or Damaged Lock														
Locks - Missing or Damaged Lock							1							
Lost and Found         1         1         1         3           Lost and Found - Airport/TSA         1         1         1         1         3           Mishandling of Passenger Property         1         1         1         2         2         3         18           Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Lug         1         1         1         2         2         3         18           Mishandling of Passenger Property - Damaged/Missing         1         1         1         1         2         2         12           Mishandling of Passenger Property - Damaged/Missing         1         1         3         1         1         1         2         2         12           Mishandling of Passenger Property - Damaged/Missing         1         1         3         1         1         1         2         2         12         1         2         2         12         1         2         1         2         1         2         1         4         4         4         4         4         4         4         4         4         4         4         4         4         4         4         4         4         4         4	Locks							1					1	2
Lost and Found         1         1         1         3           Lost and Found - Airport/TSA         1         1         1         1         3           Mishandling of Passenger Property         1         1         1         2         2         3         18           Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Lug         1         1         1         2         2         3         18           Mishandling of Passenger Property - Damaged/Missing         1         1         1         1         2         2         12           Mishandling of Passenger Property - Damaged/Missing         1         1         3         1         1         1         2         2         12           Mishandling of Passenger Property - Damaged/Missing         1         1         3         1         1         1         2         2         12         1         2         2         12         1         2         1         2         1         2         1         4         4         4         4         4         4         4         4         4         4         4         4         4         4         4         4         4         4         4	Locks - Missing or Damaged Lock							1					1	2
Lost and Found - Airport/TSA							1				1		1	
Mishandling of Passenger Property         1         1         6         1         1         1         2         2         3         18           Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Lug         1         1         1         1         2         2         12           Mishandling of Passenger Property - Damaged/Missin         1         1         3         1         1         1         2         2         12           Mishandling of Passenger Property - Damaged/Missin         1         1         3         1         1         1         2         2         12           Mishandling of Passenger Property - Damaged/Missin         1         1         3         1         1         1         2         2         12           Mishandling of Passenger Property - Damaged/Missin         1         1         3         1         1         1         2         2         2         1         1         4							1						1	
Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Lug       1       1       1       2       2       12         Mishandling of Passenger Property - Damaged/Missin       1       1       1       1       2       2       12         Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checker       2       1       1       1       2       4         No Jurisdiction       No Jurisdiction - No Referral       1       1       2       1	· · · · · · · · · · · · · · · · · · ·		4	4	C	4		4	2	^			1	
Mishandling of Passenger Property - Damaged/Missin       1       1       1       2       2       12         Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checket       2       1       1       1       4         No Jurisdiction       Image: Colombia Colomb		l agod/Mit.	a Itarra O			1	1	1		2	3			
Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checket       2       1       1       4         No Jurisdiction       1       1       2         No Jurisdiction - No Referral       1       1       1         No Jurisdiction - Refer to CBP       1       1       1       1         Patdown       1       2       1       2       2       2       2       1       1       12														
No Jurisdiction         1         1         2           No Jurisdiction - No Referral         1         1         1           No Jurisdiction - Refer to CBP         1         1         1           Patdown         1         2         1         2         2         2         1         1         12						1		1	1	2				
No Jurisdiction - No Referral         1         1         1           No Jurisdiction - Refer to CBP         1         1         1         1           Patdown         1         2         1         2         2         2         1         1         12		rrayed Items	Carry-on o	r Checked	2		1				1			
No Jurisdiction - No Referral         1         1           No Jurisdiction - Refer to CBP         1         1         1           Patdown         1         2         1         2         2         2         1         1         12	No Jurisdiction											1	1	2
No Jurisdiction - Refer to CBP         1         1         1         1           Patdown         1         2         1         2         2         2         1         1         12	No Jurisdiction - No Referral												1	
Patdown 1 2 1 2 2 2 1 1 12												1		
				1	2	1	2			2	2			
r ataown = Official				1		1							1	
	Fatuowii - Cilliuleii											1		1

gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer			1	2	1	2			2	2		1	
Persons w/ Disabilities (PWD)	1		1		1	1	1	2	1		1	2	
Persons w/ Disabilities (PWD) - Breast Ca	ncer										1		
Persons w/ Disabilities (PWD) - Cognitive	1		1										
Persons w/ Disabilities (PWD) - Diabetes												1	
Persons w/ Disabilities (PWD) - General						1							
Persons w/ Disabilities (PWD) - Medical D	evices - Att	ached to th	e Body				1	1					
Persons w/ Disabilities (PWD) - Prosthesis	s/Amputees	and Casts										1	
Persons w/ Disabilities (PWD) - Respirator	ry and Inhal	er Equipme	ent		1								
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/	Segway						1	1				
Property - Special Handling		4	1	1	2	2	1	2		1		3	
Property - Special Handling - Damaged Ite	ms - Carry	1			1								
Property - Special Handling - Damaged Ite	ms - Checl	1				1		2				1	
Property - Special Handling - Missing Item	s - Carry-C	1					1					1	
Property - Special Handling - Missing Item	s - Checke	1	1	1	1	1				1		1	
Request for Assistance				1									
Request for Assistance - Other				1									
Screening		5	3		6	3	9	3	2	2	6	4	
Screening - Crew Member or Airline Emplo	oyee					1							
Screening - Inconsistency		1			2				1	1			
Screening - Lengthy Lines		1			1	1	1						
Screening - Procedures/Process		3	2		3	1	7	2	1	1	6	4	
Screening - Retrieving Abandoned/Confisc	ated Items		1				1	1					
2024	59												
Civil Rights	1												
Civil Rights - Age	1												
Customer Service	3												
Customer Service - Others	1												
Customer Service - TSO	2												
Expedited Passenger Screening Program	47												
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	46												
Mishandling of Passenger Property	2												
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Dam	1												
Patdown	1												
Patdown - Flyer	1												
Screening	5												
Screening - Lengthy Lines	1												
Screening - Procedures/Process	3												
Screening - Retrieving Abandoned/Confis	1												

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

Catagorias	40.0 :				CC) Data			05.11	00 :		00.1	00.0	<b>T</b> . 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	17	4	7	9	7	5	7	14	5	7	5	9	90
2022	2	2	3	1	4	3	3	4	4	2	2	7	3
Civil Rights	1	1								1			
Civil Rights - Race										1			
Civil Rights - Racial Profiling or Discrimin													
Civil Rights - Sex/Gender/Gender Identity	/- Not Trans												
Customer Service		1			1		2	1				1	
Customer Service - TCC							1						
Customer Service - TSO		1			1		1	1				1	
Expedited Passenger Screening Program	1		2	1	3	3	1	2	3	1	2	5	2
Expedited Passenger Screening Program	1		2	1	3	3	1	2	3	1	2	5	2
Mishandling of Passenger Property			1									1	
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	1										
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsCl	necked Bag	gage								1	
Patdown								1					
Patdown - Flyer								1					
Screening									1				
Screening - Procedures/Process									1				
2023	5	2	4	8	3	2	4	10	1	5	3	2	4
Civil Rights							1	1					
Civil Rights - Race							1						
Civil Rights - Sex/Gender/Gender Identity	⊥ /- Not Transc	ender						1					
Customer Service	1	,011401	1	1				•			2		
Customer Service - TSO	1		1								2		
Expedited Passenger Screening Program	4	1	2		1	1	3	7	1	1	1	1	3
Expedited Passenger Screening Program				2									
Expedited Passenger Screening Program		1	2		1	1	3	7	1	1	1	1	2
Locks	· -				1	1	- 0	'		'		'	
Locks - Missing or Damaged Lock					1	1							
No Jurisdiction					- 1	- 1				4			
No Jurisdiction - No Referral										2			
No Jurisdiction - Refer to Other										2			
Patdown													
			1										
Patdown - Flyer			1										
Persons w/ Disabilities (PWD)	1	1											
Persons w/ Disabilities (PWD) - Hearing	impairment I	1											
Property - Special Handling					1							1	
Property - Special Handling - Missing Iter	ns - Checked	1			1							1	
Screening								2					
Screening - Procedures/Process								2					
2024	10												1
Customer Service	2												
Customer Service - TSO	2												
Expedited Passenger Screening Program	2												
Expedited Passenger Screening Program													
Property - Special Handling	2												
Property - Special Handling - Missing Iter	2												
Screening	4												
Screening - Procedures/Process	3												
Screening - Retrieving Abandoned/Confis	1												

10-Oct				-	00l - FOIA	04 4 2 2	OF Mov	OC III	07 1	00 4	00 Can	Total	
						•							
	90	02	60	04	140	144	191	100	154	147		1,432	
	- EMAIL O	NII V										1	
	- LIVIAIL O	IVE		1	1			1	2				
					'								
					1			1					
1	3	2	2	2	3		1		1	3	3		
					1								
					1		1	1		3	2		
1	3		2	1									
		1						1	1		1		
				1								1	
1		1			1								
1			2										
												1	
			2									2	
7	10	8		8	8	9	6	9	15	10	4		
			1									1	
	1											1	
1												1	
	9	8	4	8	8	Q	6	q	15	10	4	96	
		00	70		110	110	121		110	100	121	1,000	
		2			5	2				2	2	21	
			2	5			1		F				
			38	51	109			119	110	101	113		
- 13A/DH3 E	inployees .					1	1						
i.													
iic		2											
					1					1			
<b></b>					1					1			
			1										
1		3			1			1					
							1						
					1	2		1	1	1	5		
rrayed Items	Carry-on	1										1	
			2				2						
			1				2					3	
			1									1	
1	2		3	1	3	4	3	2	3		1	27	
	2		3	1	3	4	3	2	3	4	1	26	
1												1	
3	3	3	1	4	4	1	2	1	2	2	3	29	
/Developmen	tal /Mental	Disability		1		1						2	
		2		1	1						1	5	
Garments/Dres	ssings/Mas	ks	1						1		1	3	
1				1					1	1		4	
1												1	
Devices - Attac	ched to th	1			1							2	
1												1	
Disability (N⊢	1			1	1		1				1	5	
Ostomates	1											1	
is/Amputees	1											1	
Animals								1				1	
	auma)									1		1	
					1		1					2	
	1	1										2	
k/Baby Form	1	1										2	
1	1	4	2	7	1	4	8	9	3	5	2	47	
ems - Carry-O	n	2	1	3	1		4	4	1			18	
				2		1	3	2		1		9	
	1	1		1		1	1		2		1	10	
		1	1	1		2		3				10	
4	10	4	2	5	7	6	7	8	10				
							,						
4	7	2	2	Λ	6		7	6	ρ	7	2		
	,			7	U		- 1	U	0				
	160	1/11	127	110	140	1/12	156	122	120		1/19		
	100	1-71	141		170	172		100	130	14/	140		
	- EMAIL O	NIY											
IIIIOIIIIauoII	LIVIAL U						1					1	
												1	
1		1	E	4	4	2	4		2		- 4		
<del>                                     </del>				ļ	1		1						
			1	4									
				1	4								
					1	1			1			6	
<sup>,</sup> 1			1			1	1		1		1	6	
-	12	10	11	6	5	15	11	8	16	14	10	127	
9	12												
9	12	1										1	
		1				1						1	
9 9 132	12		11 87	6 80	5 107	1 14 107	11 119	8 101	16 92				
	399 67 Information Int Informa	399   259   67   90   10   10   10   10   10   10   10	399   259   223   67   90   82   167   90   82   167   169   141   167	399   259   223   187   67   90   82   60   60   60   60   60   60   60   6	399   259   223   187   194   67   90   82   60   84   84   84   84   860   55   40   56   84   85   85   1   1   1   1   1   1   1   1   1	399   259   223   187   194   286   67   90   82   60   84   146	399	339   259   223   187   194   286   286   307	399   259   223   187   194   286   286   307   233   230   60   84   146   144   151   160	399   259   223   187   194   286   286   307   293   224	39	389   259   223   187   194   286   285   307   293   284   294   295   295   60   84   146   144   151   160   154   147	398   259   223   187   194   286   286   307   233   284   284   285   3397   286   286   367   283   284   285   3397   286   286   367   283   284   285   3397   286   286   286   367   283   284   285   3397   286   286   286   286   307   283   284   285   3397   286   286   286   286   307   283   284   285   283   3397   286

Categorie	S	10-Oct 1		12-Dec	01-Jan	02-Feb	ool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Expedited Passenger Screening Program			12 200	o i oun	02 1 05	oo ma	оч лирі	oo may	oo oun	1	oo raag	оо оор	Total
	Expedited Passenger Screening Program		101 12	1			2					1		
	Expedited Passenger Screening Program		5	1		4	1	2	3	1		1	3	2
	Expedited Passenger Screening Program		128	102	87	76	104	105	116	100	91	98	116	1,25
	Expedited Passenger Screening Program				01	70	104	100	110	100	91	90	110	1,20
	Hazardous Materials Safety	1	iipioyees .	Оргіп									- '	
	Hazardous Materials Safety - General	1												
	Locks	ı	4	1				4	4			4	4	
	Locks - General		1	1				1	1			1	1	
			- 4	1					4				4	
	Locks - Missing or Damaged Lock	4	1			-		1	1			1	1	
	Lost and Found	1				1						2		
	Lost and Found - Airport/TSA	1				1						2		
	Mishandling of Passenger Property	4	1	6	9	2	4		4	3	2	8	2	4
	Mishandling of Passenger Property - Dam			2	6	1	1		3	1	1	5	2	2
	Mishandling of Passenger Property - Dam		1	3	3	1	3		1	2		3		1
	Mishandling of Passenger Property - Dam		temsU	1										
	Mishandling of Passenger Property - Disa	1									1			
	No Jurisdiction		1	1					2		1	1		
	No Jurisdiction - Refer to CBP		1	1					1		1	1		
	No Jurisdiction - Refer to Other								1					
	Patdown	3	2	1	2	2	4	3		2	4	3		2
	Patdown - Flyer	3	2	1	1	2	3	1		2	4	3		2
	Patdown - Flyer as Observer				1		1	1						
	Patdown - Non-Flyer							1						
	Persons w/ Disabilities (PWD)	6	3	3	3	2	1	2	2	3	4	3	2	3
	Persons w/ Disabilities (PWD) - Autism Sp	pectrum						1				1		
	Persons w/ Disabilities (PWD) - Diabetes				1					1				
	Persons w/ Disabilities (PWD) - General	1				1								
	Persons w/ Disabilities (PWD) - Medical D	Devices - Attac	hed to th	1						1				
	Persons w/ Disabilities (PWD) - Medically	1									3	1		
	Persons w/ Disabilities (PWD) - Mobility D		2								1		2	
	Persons w/ Disabilities (PWD) - Ostomy/0			1			1							
	Persons w/ Disabilities (PWD) - Prosthesi		nd Casts		1	1								
	Persons w/ Disabilities (PWD) - Respirato			nt								1		
	Persons w/ Disabilities (PWD) - Service A		1											
	Persons w/ Disabilities (PWD) - Wheelcha			1	1			1	2	1				
	Property - Special Handling	7	7	3	1	3	1	2	3	5	3	3	7	4
	Property - Special Handling - Damaged Ite		2	1	1	1		1	1	2	3		2	1
	Property - Special Handling - Damaged Ite		3	1	'	'	1	'	'	1	0	2	2	-
	Property - Special Handling - Missing Item					2			1	1		1	2	
	Property - Special Handling - Missing Item		2	1				1	1	1			1	
	Screening	8	9	10	9	12	17	10	12	11	6	12	5	12
	Screening - Crew Member or Airline Empl		9	10	9	12	17	10	1	1.1	0	12	3	12
			4	2		- 1	2	- 1	ļ	2	2	2		
	Screening - Inconsistency	1	4	2	5	1	2	1	4	2	2	2		2
	Screening - Lengthy Lines	1	4	1	1	3	2		1	1		1		1
	Screening - Opposite Gender		1				40		40					
	Screening - Procedures/Process	6	4	6	3	8	12	9	10	8	4	8	5	8
	Screening - Retrieving Abandoned/Confis			1			1					1		
2024		160												16
	Civil Rights	3												
	Civil Rights - Race	1												
	Civil Rights - Sexual Orientation - Not Tra													
	Customer Service	17												1
	Customer Service - Others	1												
	Customer Service - TSO	16												1
	Expedited Passenger Screening Program	122												12
	Expedited Passenger Screening Program	3												
	Expedited Passenger Screening Program	119												11
	Mishandling of Passenger Property	4												
	Mishandling of Passenger Property - Dam	2												
	Mishandling of Passenger Property - Dam													
	Mishandling of Passenger Property - Disa													
	Patdown	2												
	Patdown - Flyer	2												
	Persons w/ Disabilities (PWD)	1												
	Persons w/ Disabilities (PWD) - Medically	1												
	Property - Special Handling	4												
	Property - Special Handling - Damaged Ite	3												
	Property - Special Handling - Missing Item													
	Screening	7												
	Screening - Inconsistency	1												
	Screening - Lengthy Lines	2												
	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
SAT	138	86	92	76	94	120	121	115	127	102		115	1,287
2022	21	34	33	22	34	73	57	58	62	59	52	51	556
Additional Information Required/Insufficient In								1					1
Additional Information Required/Insufficie	nt Informatior I	ı - EMAIL C	ONLY					1					1
Airline Airline - Policy/Regulations/Service				1									1
Civil Rights	1	1	1	1		4	1				1	1	11
Civil Rights - Hair Patdowns		1											1
Civil Rights - Profiling							1						1
Civil Rights - Race						2						1	3
Civil Rights - Racial Profiling or Discrimin				1									2
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender	1			2							3
Civil Rights - Transgender Screening Claims	1										1		1
Claims - Status	1												1
Customer Service	3	6	3		3	10	4	1	4	3	3	2	42
Customer Service - TSO	3	6	3		3	10	4	1	4	3	3		42
Expedited Passenger Screening Program	14	26	24	16	26	50	42	47	53	48	42	39	427
Expedited Passenger Screening Program		1	1							1	1		4
Expedited Passenger Screening Program		1	1			4		1	2	1	1		13
Expedited Passenger Screening Program		3	1	40	1	40	2	2	2	3	00	00	14
Expedited Passenger Screening Program Expedited Passenger Screening Program		21 Employees	Opt In	16	25	46	40	43	48	43	38		392
Locks	- TOAVDITO I	Imployees	1 Opt III			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			1				1			1	1	1	5
Mishandling of Passenger Property - Dam			arry-on Lugg	gage			1			1		1	3
Mishandling of Passenger Property - Dam	naged/Missino I	g ItemsC	1								1		2
Notice of Violation/Civil Penalties  Notice of Violation/Civil Penalties - Gener	rol .					1 1							1
Patdown	aı				1	ı	2	1	1	2	1	1	9
Patdown - Flyer					1		2	1	1	2		1	9
Persons w/ Disabilities (PWD)							3	1		1	2	1	8
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Menta	l Disability									1	1
Persons w/ Disabilities (PWD) - Diabetes							1			1	1		3
Persons w/ Disabilities (PWD) - Medically		Medication	and Medica	I Supplies			1	1			1		3
Persons w/ Disabilities (PWD) - Service A	Animals						1						1
Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too	ole/Dozore/S	1	1										2
Prohibited & Permitted Items - Liquids/Ge		I	1										1
Property - Special Handling	1		1	1	2	1	1	1		2			10
Property - Special Handling - Damaged It	ems - Carry-(	On	1		1					1			3
Property - Special Handling - Damaged It													1
Property - Special Handling - Missing Iten					1		1	1		1			4
Property - Special Handling - Missing Iten	ns - Checked			1		1							2
Request for Assistance								1					1
Request for Assistance - Other Screening	1		1	3	2	5	3	1 5	3	2	1	5	31
Screening - Crew Member or Airline Emp				1		3	3	3	3		'	3	1
Screening - Inconsistency	1				2	1		1		1			6
Screening - Lengthy Lines							1					1	2
Screening - Opposite Gender												1	1
Screening - Procedures/Process			1	2		4	2	3	3	1	1	3	20
Screening - Retrieving Abandoned/Confis								1					1
2023	50	52	59	54	60	47	64	57	65	43	49		664
Additional Information Required/Insufficient In Additional Information Required/Insufficie		EMAIL C	NII V									1	1
Civil Rights	1	I - EIVIAIL C	1			1			1			1	5
Civil Rights - Race	'		1			1			1				3
Civil Rights - Sexual Orientation - Not Tra	nsgender											1	1
Civil Rights - Transgender Screening	1												1
Customer Service		2	4	4	1	5	3	4	3	1	1	2	30
Customer Service - TSO		2	4	4	1	5	3	4	3	1	1	2	30
Expedited Passenger Screening Program	42	45	48	38	53	38	55	41	53	38	42		544
Expedited Passenger Screening Program		1	2	4		4		4	0	1	2		6
Expedited Passenger Screening Program Expedited Passenger Screening Program		43	46	37	52	37	55	40	51	35			526
Expedited Passenger Screening Program				01	1	- 01	00	70	01	00	00	00	1
Federal Air Marshall Service (FAMS)				1									1
Federal Air Marshall Service (FAMS) - Ge	eneral			1									1
Locks								1		1	1		3
Locks - General								1					1
Locks - Missing or Damaged Lock										1	1		2
Mishandling of Passenger Property	1	1	1	4	1	1	3	5 1	4	1			22
Mishandling of Passenger Property - Dam				1	1	1	2		2	1			8
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam		1 u ItemsUn	specified L		1		2	1	2				8
Mishandling of Passenger Property - Disa			1	uggage 1			1	2					5
No Jurisdiction	, 54 .101110	22, 011		1				1					1
No Jurisdiction - No Referral								1					1
Patdown		1				1	1	2					5
Patdown - Children							1						1
Patdown - Flyer		1				1		2					4
Persons w/ Disabilities (PWD)		1	1	1			1				2	2	8

egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Breast Ca	ancer	1					•					•	
Persons w/ Disabilities (PWD) - General							1						
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies							1		
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees	and Casts										1	
Persons w/ Disabilities (PWD) - Respirato	ory and Inha	ler Equipm	ent								1		
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway	1	1								1	
Property - Special Handling	2	1	1	1	2			1	1	1	1	1	
Property - Special Handling - Damaged It	2	1	1						1			1	
Property - Special Handling - Damaged It	ems - Check	ked		1	1						1		
Property - Special Handling - Missing Iten	ns - Carry-O	n			1			1		1			
Screening	4	1	3	5	3	1	1	2	3	1	2	5	
Screening - Crew Member or Airline Empl	loyee		1										
Screening - Inconsistency	1	1		3	2						1		
Screening - Lengthy Lines												1	
Screening - Procedures/Process	3		2	2	1	1	1	2	3	1	1	4	
TWIC												1	
TWIC - General												1	
2024	67												
Customer Service	6												
Customer Service - TSO	6												
Expedited Passenger Screening Program	55												
Expedited Passenger Screening Program	2												
Expedited Passenger Screening Program	53												
Locks	1												
Locks - Missing or Damaged Lock	1												
Patdown	1												
Patdown - Flyer	1												
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Prosthesi	1												
Screening	3												
Screening - Inconsistency	1												
Screening - Procedures/Process	2												

			SA Contac	t Center (T	CC) Data 1								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAV	61	50	60	35	26	44	66	78	60	38	61	53	632
2022	16	24	19	11	12	21	35	46	34	14	40	26	298
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Civil Rights	1							3					4
Civil Rights - Profiling								1					1
Civil Rights - Race Civil Rights - Racial Profiling or Discrimin	1							1					1
Civil Rights - Sex/Gender/Gender Identity		ondor						1					1
Civil Rights - Sex/Gender/Gender identity  Customer Service	2	ender 1	2	2	1		2	1				2	13
Customer Service - TSO	2	1	2	2	1		2	1				2	13
Expedited Passenger Screening Program	12	12	16	8	11	19	26	35	28	11	36	21	235
Expedited Passenger Screening Program		12	10	0	2	13	1	2	20	- 11	30	21	200
Expedited Passenger Screening Program		2	3			1	1		2		1		12
Expedited Passenger Screening Program		10	13	8	9	18	23	33	26	11	35	21	216
Expedited Passenger Screening Program							1						
Locks		2	- 1										2
Locks - Missing or Damaged Lock		2											2
Mishandling of Passenger Property		1					1				2		
Mishandling of Passenger Property - Dam	ı naged/Missin		arry-on Lugo	nage			1				1		2
Mishandling of Passenger Property - Dam		1	any on Lug	,490							1		
Patdown	1							2	1				
Patdown - Flyer								2	1				
Persons w/ Disabilities (PWD)		1							1			1	3
Persons w/ Disabilities (PWD) - Internal M	⁄ledical Devid								1				7
Persons w/ Disabilities (PWD) - Mobility [		1											
Persons w/ Disabilities (PWD) - Wheelch		Segway										1	
Property - Special Handling		3	1	1			4		2	1	2		14
Property - Special Handling - Damaged It	ems - Carry	1		1			4		1		2		9
Property - Special Handling - Damaged It		1											
Property - Special Handling - Missing Iten		n	1						1	1			3
Property - Special Handling - Missing Iten		1											
Screening	1	4				2	2	4	2	2		2	19
Screening - Inconsistency	1									1			2
Screening - Procedures/Process		4				2	2	4	2	1		2	17
2023	23	26	41	24	14	23	31	32	26	24	21	27	312
Airline						1				2		1	4
Airline - Policy/Regulations/Service						1				2		1	4
Civil Rights	1					1					1		3
Civil Rights - Constitutional Rights											1		
Civil Rights - Race	1												
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender				1							1
Customer Service	2	1	1	1	1			2		2			10
Customer Service - Others			1										1
Customer Service - TSO	2	1		1	1			2		2			9
Expedited Passenger Screening Program	19	19	33	22	11	21	26	25	25	20	16	23	260
Expedited Passenger Screening Program	- Active Dut	y Military									1		1
Expedited Passenger Screening Program	- DoD		1					1	1				3
Expedited Passenger Screening Program				1		1	1				2		5
Expedited Passenger Screening Program	19	19	32	21	11	20	25	24	23	20	13	23	250
Expedited Passenger Screening Program	- TSA/DHS	Employees	s - Opt In						1				1
Mishandling of Passenger Property			1		1		2				1		į.
Mishandling of Passenger Property - Dam	-	0					1				1		3
Mishandling of Passenger Property - Dam					1								
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked				1						
Patdown			1								1		2
Patdown - Flyer			1								1		2
Persons w/ Disabilities (PWD)		2	1					1					4
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Medically		2											2
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees							1					1
Property - Special Handling		1	1		1		1	2					(
Property - Special Handling - Damaged It								2					2
Property - Special Handling - Missing Item		1	1				1						3
Property - Special Handling - Missing Item	ns - Checked				1			_					4.0
Screening Crow Member or Airline Empl	1	3	3	1			2	2	1		2	3	18
Screening - Crew Member or Airline Emp	ioyee I	1											1
Screening - Inconsistency												1	1
Screening - Lengthy Lines			1				1		1				3
Screening - Procedures/Process	1	2	2	1				2			2	2	12
Screening - Retrieving Abandoned/Confis	1						1						1
2024	22												22
Expedited Passenger Screening Program	21												21
Expedited Passenger Screening Program													21
Screening Crow March on an Airling Free	1												1
Screening - Crew Member or Airline Emp	1												1

			I SA CUIILA	ot Genter	(ICC) Data	TOOL - FOIR							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAW	3	2	3			3		4			1	1	17
2022	1	2	2			2		4			1	1	13
Civil Rights						1							
Civil Rights - Race						1							
Customer Service		1				1		1					
Customer Service - TSO		1				1		1					
Expedited Passenger Screening Program	1	1						3				1	
Expedited Passenger Screening Program	1	1						3				1	
Property - Special Handling											1		
Property - Special Handling - Missing Item	s - Checke	d									1		
Screening			2										
Screening - Children			1										
Screening - Procedures/Process			1										
2023	1		1			1							3
Expedited Passenger Screening Program	1		1			1							
Expedited Passenger Screening Program	1		1			1							
2024	1												4
No Jurisdiction	1												
No Jurisdiction - Refer to Other	1												1

				act Center (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
SBA	20	17	1.		8	21	27	24	16	23		21	232
2022	1	3		3 8	2	9	20	16	8	14	8	9	101
Civil Rights											1		1
Civil Rights - Race											1		1
Customer Service	1							2				1	4
Customer Service - TSO	1							2				1	4
Expedited Passenger Screening Program		2		3 6	2	8	15	12	6	13	7	7	81
Expedited Passenger Screening Program	- DoD							1					1
Expedited Passenger Screening Program	- TSA Appli	cation Prog	gram	2					1				3
Expedited Passenger Screening Program	- TSA PreC	2		3 4	2	8	15	11	5	13	7	7	77
Patdown						1	2			1		1	5
Patdown - Flyer						1	2			1		1	5
Persons w/ Disabilities (PWD)		1		1			1						3
Persons w/ Disabilities (PWD) - Diabetes							1						
Persons w/ Disabilities (PWD) - Internal M	ledical Dev	1											1
Persons w/ Disabilities (PWD) - Mobility I	Disability (No	t Wheelch	air or Sco	ot 1									
Property - Special Handling									1				
Property - Special Handling - Missing Iter	ns - Checked	i							1				
Screening				1			2	2	1				6
Screening - Inconsistency								1					1
Screening - Procedures/Process				1			2	1	1				5
2023	10	14		9 8	6	12		8	8	9	19	12	122
Civil Rights					1								1
Civil Rights - Race					1								1
Customer Service		2					1		1				4
Customer Service - TSO		2					1		1				4
Expedited Passenger Screening Program	7	11		7 6	5	10	5	8	5	7	16	5	92
Expedited Passenger Screening Program		1		, 0		10		0		,	10		1
Expedited Passenger Screening Program			rram						1				1
Expedited Passenger Screening Program		10		7 6	5	10	5	8	4	7	16	5	90
Mishandling of Passenger Property	1	10		1	5	10	3	0	4	1	10	1	2
Mishandling of Passenger Property - Dam		a Itoma C								1		1	-
Mishandling of Passenger Property - Dan		y itemsc		iggage 1						1		1	3
Patdown	'			1								2	3
												2	
Patdown - Flyer Persons w/ Disabilities (PWD)	4			1									3
Persons w/ Disabilities (PWD) - Medical I	1		- Dadu						1	1		1	4
				inal Complian								4	1
Persons w/ Disabilities (PWD) - Medically		Medication	i and ivied	icai Supplies					1			1	
Persons w/ Disabilities (PWD) - Metal Im	1											4	1
Property - Special Handling		0-							1			1	2
Property - Special Handling - Damaged It												1	1
Property - Special Handling - Damaged It									1				1
Screening	1	1		1 1		2	1				3	2	12
Screening - Inconsistency				1							1	2	4
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	1	1				2	1				2		7
2024	9												9
Expedited Passenger Screening Program	7												7
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	6												6
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Screening	1												1
Screening - Procedures/Process	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SBD	2					1	1				1	1	6
2022												1	1
Customer Service												1	1
Customer Service - Others												1	1
2023	2					1	1				1		5
Civil Rights	2												2
Civil Rights - Race	2												2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	hecked Ba	ggage							1		1
Screening						1	1						2
Screening - Procedures/Process						1	1						2

		1	SA Contac	ct Center (1	CC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SBN	11	4	6	9	8	9	9	5	10	9	7	10	97
2022	2	2	3	2	2	7	5	3	7	4	3	5	45
Civil Rights												1	1
Civil Rights - Race												1	1
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Expedited Passenger Screening Program	2	1	1	2	1	2	3	2	6	2	3	4	29
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ıram	1									1
Expedited Passenger Screening Program	2	1	1	1	1	2	3	2	6	2	3	4	28
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	arry-on Lug	gage					1				1
Patdown		1											1
Patdown - General		1											1
Property - Special Handling							2						2
Property - Special Handling - Damaged Ite	ems - Carry-	On					2						2
Screening			1		1	4		1		2			9
Screening - Inconsistency						2							2
Screening - Procedures/Process			1		1	2		1		2			7
2023	7	2	3	7	6	2	4	2	3	5	4	5	50
Civil Rights										1		1	2
Civil Rights - Race										1		1	2
Customer Service				1	1	1	2						5
Customer Service - TSO				1	1	1	2						5
Expedited Passenger Screening Program	6	2	3	5	5	1	1	1	3	2	3	3	35
Expedited Passenger Screening Program	6	2	3	5	5	1	1	1	3	2	3	3	35
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - Dam										1			1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Bag	gage								1	1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)										1	1		2
Persons w/ Disabilities (PWD) - Breast Ca	ancer									1			1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts									1		1
Screening	1			1				1					3
Screening - Procedures/Process	1			1				1					3
2024	2												2
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	2												2

				t Center (1									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SBP	16	8	7	3	12	16	9	9	9	8	12	7	
2022	4	4	3		6	7	5	2	5	3	6		45
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service	1				2		1	1		1	1		7
Customer Service - TSO	1				2		1	1		1	1		7
Expedited Passenger Screening Program	2	4	2		3	6	4	1	5	1	4		32
Expedited Passenger Screening Program	2	4	2		3	6	4	1	5	1	4		32
Intranet/Internet Inquiries	1												1
Intranet/Internet Inquiries - General	1												1
Property - Special Handling			1								1		2
Property - Special Handling - Damaged I	tems - Carry-0	On									1		1
Property - Special Handling - Missing Iter	ns - Checked		1										1
Screening					1	1							2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process						1							1
2023	4	4	4	3	6	9	4	7	4	5	6	7	63
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	3	4	3	2	5	7	3	7	4	4	6	4	52
Expedited Passenger Screening Program	n - Active Duty	Military	1										1
Expedited Passenger Screening Program	n - DoD	1											1
Expedited Passenger Screening Program	n - TSA Applic	ation Prog	ram						1		1		2
Expedited Passenger Screening Program	3	3	2	2	5	7	3	7	3	4	5	4	48
Patdown	1		1			2							4
Patdown - Children						1							1
Patdown - Flyer	1		1			1							3
Property - Special Handling				1									1
Property - Special Handling - Damaged I	tems - Carry-0	On		1									1
Screening							1			1		3	5
Screening - Procedures/Process							1			1		3	5
2024	8												8
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	1												1
Civil Rights - Race	1												1
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	1 4												4
Patdown	1												1
Patdown - Children	1												1
Screening	1												1
Screening - Lengthy Lines	1												1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SCC	2			1	2	3		1	1	2	1	2	15
2022					1					2	1	1	5
Expedited Passenger Screening Program					1					2	1	1	5
Expedited Passenger Screening Program	- TSA PreC	heck			1					2	1	1	5
2023	1			1	1	3		1	1			1	9
Expedited Passenger Screening Program	1			1	1	3		1	1			1	9
Expedited Passenger Screening Program	1			1	1	3		1	1			1	9
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

			ISA Contac	t Center (	TCC) Data <sup>-</sup>	001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SCK	2	1	3	1	1		1	2	2	1	2	1	1
2022	1		1				1	1	1		1	1	
Civil Rights	1												
Civil Rights - Transgender Screening	1												
Customer Service											1	1	
Customer Service - TSO											1	1	
Expedited Passenger Screening Program								1					
Expedited Passenger Screening Program	- TSA PreC	heck						1					
Patdown			1										
Patdown - Flyer			1										
Property - Special Handling							1		1				
Property - Special Handling - Missing Item	s - Carry-O	n					1		1				
2023		1	2	1	1			1	1	1	1		
Expedited Passenger Screening Program			2		1			1	1		1		
Expedited Passenger Screening Program	- TSA PreC	heck	2		1			1	1		1		
Patdown				1									
Patdown - Flyer				1									
Persons w/ Disabilities (PWD)		1											
Persons w/ Disabilities (PWD) - Visual Imp	pairment	1											
Property - Special Handling										1			
Property - Special Handling - Damaged Ite	ems - Carry-	On								1			
2024	1												
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	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
SDF	95	39	60	46	49	55	51	65	66	68	62		733
2022	24	18	18	13	18	29	28	39	27	29	31	40	314
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights Civil Rights - Race			2								1		3
Civil Rights - Race  Civil Rights - Sex/Gender/Gender Identity	 - Not Transge	nder	1								ı		1
Civil Rights - Transgender Screening			1										<u>_</u>
Customer Service		1	1	1			1	2	1	3		1	11
Customer Service - TSO		1	1	1			1	2	1	3		1	11
Expedited Passenger Screening Program	20	15	12	5	17	22	22	37	23	24	25	37	259
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program		2	40		40	00	1	4	2	1	1	4	16
Expedited Passenger Screening Program Expedited Passenger Screening Program		12 mployees	12	5	16	22	21	33	21	23	24	33	241
Locks	1- 13A/DH3 E	inployees	- Орс пт										
Locks - Missing or Damaged Lock	1												
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dan	naged/Missing	ItemsC	1										1
Patdown				3			1		1			1	6
Patdown - Flyer				2			1		1			1	5
Patdown - Non-Flyer Persons w/ Disabilities (PWD)		1		1			1						3
Persons w/ Disabilities (PWD) - Internal M	I ∕ledical Device			1			'						
Persons w/ Disabilities (PWD) - Prosthes							1						<u>_</u>
Persons w/ Disabilities (PWD) - Touch Av		1											1
Property - Special Handling	3		2	2	1		2				1		11
Property - Special Handling - Damaged It		)n	1								1		2
Property - Special Handling - Missing Iter			1				1						3
Property - Special Handling - Missing Iter	2			2	1		1						6
Screening		1		1		6	1		1	2	4	1	17
Screening - Inconsistency Screening - Lengthy Lines						1					1		1
Screening - Procedures/Process		1		1		4	1		1	2	3	1	14
2023	37	21	42	33	31	26	23	26	39	39	31		385
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Civil Rights				1			1		1				3
Civil Rights - Constitutional Rights				1									1
Civil Rights - Race							1		1				2
Customer Service	2	1		1				1		1	1	1	8
Customer Service - TSO	2	1		1				1		1	1	1	8
Expedited Passenger Screening Program	34	15	34	25	26	23	18	24	31	31	21	32	314
Expedited Passenger Screening Program		1		4									1
Expedited Passenger Screening Program Expedited Passenger Screening Program		14	34	24	26	23	18	24	31	30	21	32	311
Expedited Passenger Screening Program				24	20	23	10	24	31	1	21	32	1
Locks	1 10,45110 2	imployeee	Орент							3	1	1	5
Locks - General										1		1	2
Locks - Missing or Damaged Lock										2	1		3
Mishandling of Passenger Property		2	1	1	1	1	1		1	3			11
Mishandling of Passenger Property - Dan		ItemsCa	arry-on Lugga	age	1				1	2			4
Mishandling of Passenger Property - Dan		2	1	1			1						5
Mishandling of Passenger Property - Dan				iggage		1							1
Mishandling of Passenger Property - Disa	arrayed Items-	-Carry-on	or Checked							1			1
No Jurisdiction									1			1	2
No Jurisdiction - No Referral Patdown		1	1						1			1	2
Patdown - Flyer		1	1										2
Persons w/ Disabilities (PWD)			1		1						1	1	4
Persons w/ Disabilities (PWD) - Breast C	ancer											1	1
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Medically	Necessary N	dedication	and Medical	Supplies	1								1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S	Segway									1		1
Property - Special Handling			2							1	1	1	5
Property - Special Handling - Damaged It			1							1	1		3
Property - Special Handling - Damaged It		d	1										1
Property - Special Handling - Missing Iter	1											1	1
Screening	1	2	3	5	3	2	3		5		6		30
Screening - Crew Member or Airline Emp Screening - Inconsistency	1	1		1 1	1		1		1				5
Screening - Inconsistency Screening - International Screening		1		1	1		1		- 1				1
Screening - International Screening Screening - Lengthy Lines					1				1				1
Screening - Procedures/Process		1	3	3	1	2	2		3		6		21
2024	34												34
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program	26												26
Expedited Passenger Screening Program													26
Patdown	2												2
Patdown - Flyer	2												2
Property - Special Handling	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
Property - Special Handling - Missing Iten	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
SDY				1						1			2
2023				1						1			2
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program	- TSA PreC	Check		1									1
Screening										1			1
Screening - Procedures/Process										1			1

Categories	10-Oct		12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SEA	810	467	482	356	406	488	562	590	656	587	672	719	6,795
2022	117	167	169	120	160	229	253	284	265	221	301	358	2,644
Additional Information Required/Insufficient Information												2	2
Additional Information Required/Insufficien		- EMAIL OI	VLY									2	2
Airline		1				1		2	1	1		1	7
Airline - Lost Baggage								1				1	2
Airline - Policy/Regulations/Service		1				1		1	1	1			5
Cargo								1					1
Cargo - Known Shipper								1					1
Civil Rights	7	4	1	3		1	5	4	2	3	3	3	36
Civil Rights - Age							1						1
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin										1			1
Civil Rights - Race						1	2	3		2	2	2	12
Civil Rights - Racial Profiling or Discrimina	2	3	1	3									9
Civil Rights - Screening of Religious or Cu	. 1												1
Civil Rights - Sex/Gender/Gender Identity	2	1					1				1		5
Civil Rights - Sexual Orientation - Not Tra	nsgender							1					1
Civil Rights - Transgender Screening	1						1		2			1	5
Claims	1				1				1	1			4
Claims - General	1												1
Claims - Status					1				1	1			3
Customer Service	13	19	22	7	13	28	22	34	28	31	40	37	294
Customer Service - CSM						1							1
Customer Service - Others		1											1
Customer Service - TSO	13	18	22	7	13	27	22	34	28	31	40	37	292
Expedited Passenger Screening Program	61	114	118	84	119	160	192	188	191	138	196	244	1,805
Expedited Passenger Screening Program				31		.00	.02	.00	1	100	100	2-1-7	1
Expedited Passenger Screening Program					1				1				1
Expedited Passenger Screening Program		2	1	2	1	3	3		1			2	15
Expedited Passenger Screening Program		13	10	8	4	5	6	10	11	2	7	11	92
Expedited Passenger Screening Program		98	107	74	111	152	183	176	178	136	189	230	1,690
Expedited Passenger Screening Program		1	101	1-1	2	102	100	2	170	100	100	1	6
Identification (ID) Requirements	1	2		1								'	4
Identification (ID) Requirements - Domest		2		'									3
Identification (ID) Requirements - Minors I				1									1
Locks	1			1	1	2	1				2	1	9
Locks - Missing or Damaged Lock	1			1	1	2	1				2	1	9
Lost and Found				1	'		'		1		3	1	6
Lost and Found - Airport/TSA				1					1		3	1	6
Mishandling of Passenger Property	6	3	2	5	4	3	6	6	1	6	3	6	51
Mishandling of Passenger Property - Dam		1	1	1	1	3	4	1	1	4	1	1	18
Mishandling of Passenger Property - Dam		2	1	4	1	2	2	4	'	1	2	4	23
Mishandling of Passenger Property - Dam					- '					1			1
Mishandling of Passenger Property - Disa		111011130113	pecilied Eu	ggage	2	1		1		'		1	9
No Jurisdiction	4	1	2	1	2	'	2	1	3	1	3	2	18
No Jurisdiction - No Referral		'		1			1	1	2	1	3		5
No Jurisdiction - Refer to CBP			1		2		1	'	1	'	1	1	7
No Jurisdiction - Refer to Department of S	l State		1				'		- '		1	1	1
No Jurisdiction - Refer to Other		1	1	1							1	1	5
Notice of Violation/Civil Penalties		'		'							1	'	1
Notice of Violation/Civil Penalties - Gener	.al										1		1
Patdown	2	1	1	1		3	2	7	2	8	18	5	50
Patdown - Children		'		1		3	1	- 1		1	3	J	5
Patdown - Flyer	2		1	1		2	1	7	2	7	15	5	43
Patdown - Flyer as Observer			- 1	- 1		1	- 1	- 1		- 1	10	3	43
Patdown - General		1				- '							1
Pardown - General Persons w/ Disabilities (PWD)	5	3	7	1		3	4	7	8		6	7	51
		3	- /	ı		3	4	- 1			0	1	
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive									2		1	1	2
Persons w/ Disabilities (PWD) - Cognitive	1	1				3		1	1		1	1	7
Persons w/ Disabilities (PWD) - Diapers/0	l Sarmento/Dro		(e			3		1	1			1	1
Persons w/ Disabilities (PWD) - Diapers/C	Jamie 116/DIE	ssiriys/iviasi 1	1	1			1	1					4
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I	1	I	1	1			1		2			1	4
Persons w/ Disabilities (PWD) - Internal N		00					4					1	
			Dodu				1	4				4	1
Persons w/ Disabilities (PWD) - Medical [			bouy				4	1			1	1	2
Persons w/ Disabilities (PWD) - Medically		1					1	1	1			2	9
Persons w/ Disabilities (PWD) - Mobility E			2				1						2
Persons w/ Disabilities (PWD) - Ostomy/C			3						4				3
Persons w/ Disabilities (PWD) - Prosthesi		and Casis	0						1				1
Persons w/ Disabilities (PWD) - Service A			2								4		2
Persons w/ Disabilities (PWD) - Touch Av	- "	rauma)									1		1
Persons w/ Disabilities (PWD) - Visual Im			4					0	4		1	4	1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S		1					3	1		2	1	8
Prohibited & Permitted Items	L (D (6	2											2
Prohibited & Permitted Items - Knives/Too		2	•	•	_						- 44	_	2
Property - Special Handling	11	8	9	9	7	11	2	8	4	6	14	7	96
Property - Special Handling - Damaged It		1		6	4	1	1	2		1	5	1	25
Property - Special Handling - Damaged It		2	1		1	5		1		3	3	3	22
Property - Special Handling - Missing Iten		3	3	2	_	1	1	3	3	1	4	_	24
Property - Special Handling - Missing Iten		2	5	1	2	4		2	1	1	2	3	25
Screening	9	9	7	6	13	17	17	26	23	26	12	42	207
Screening - Children					2								2
Screening - Crew Member or Airline Empl	loyee						1					1	2
Screening - Gate Pass												1	1
Screening - Inconsistency	2		1		1	1	3	1	3	2	1	3	18

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

gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Crew Member or Airline Em	ol 3		3	1	2					1	1	•	1
Screening - Inconsistency	3		1	4	2		2	2	7	5	7	4	3
Screening - International Screening					2					1			
Screening - Lengthy Lines	5	12	9	5	7	16	17	17	34	17	22	16	17
Screening - Procedures/Process	9	2	9	11	13	14	19	16	24	22	18	14	17
Screening - Retrieving Abandoned/Confi	scated Items		2					1			1		
Screening - Shoe Screening						1							
2024	371												37
Civil Rights	4												
Civil Rights - Race	2												
Civil Rights - Sex/Gender/Gender Identit	y 1												
Civil Rights - Transgender Screening	1												
Customer Service	29												2
Customer Service - TSO	29												2
Expedited Passenger Screening Program	282												28
Expedited Passenger Screening Program	n 8												
Expedited Passenger Screening Program	n 274												27
Locks	1												
Locks - Missing or Damaged Lock	1												
Mishandling of Passenger Property	8												
Mishandling of Passenger Property - Da	m 3												
Mishandling of Passenger Property - Da	m 4												
Mishandling of Passenger Property - Dis	a 1												
No Jurisdiction	4												
No Jurisdiction - Refer to CBP	3												
No Jurisdiction - Refer to Other	1												
Patdown	1												
Patdown - Flyer	1												
Persons w/ Disabilities (PWD)	3												
Persons w/ Disabilities (PWD) - Medical	ly 1												
Persons w/ Disabilities (PWD) - Respira	tc 1												
Persons w/ Disabilities (PWD) - Visual In	n 1												
Property - Special Handling	11												1
Property - Special Handling - Damaged	te 4												
Property - Special Handling - Damaged	lte 1												
Property - Special Handling - Missing Ite	n 4												
Property - Special Handling - Missing Ite	n 2												
Screening	28												2
Screening - Crew Member or Airline Em	ol 1												
Screening - Inconsistency	5												
Screening - Lengthy Lines	9												
Screening - Procedures/Process	13												1

Categories	10-Oct		12-Dec (		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SFB	41	34	26	17	28	17	30	29	28	29	32	23	334
2022	12	14	8	8	16	8	14	19	12	13	17	11	152
Airline		1			1								2
Airline - Policy/Regulations/Service		1			1								2
Civil Rights		1	1		1					1		1	5
Civil Rights - Age Civil Rights - Race		1								1		1	1
Civil Rights - Race  Civil Rights - Racial Profiling or Discrimina	ation		1		1					1		1	2
Claims		1			- '								1
Claims - Status		1											1
Customer Service		2	1		2	3		3	1	2	1	2	17
Customer Service - TSO		2	1		2	3		3	1	2	1	2	17
Expedited Passenger Screening Program	6	6	4	4	9	2	11	10	9	5	15	6	87
Expedited Passenger Screening Program				1	1			1	1		1		5
Expedited Passenger Screening Program	6	6	4	3	8	2	11	9	8	5	14	6	82
Locks  Locks - Missing or Damaged Lock		1 1											1
Lost and Found	1							1					2
Lost and Found - Airport/TSA	1							1					2
Mishandling of Passenger Property	1	1						1					3
Mishandling of Passenger Property - Dam	aged/Missii	1						1					2
Mishandling of Passenger Property - Dam													1
Patdown	2	1		2	1		1	2	1	2		2	14
Patdown - Children	4	1		4	4		4		4	1		4	2
Patdown - Flyer Patdown - Flyer as Observer	1			1	1		1	2	1	1		1	9
Patdown - General	ı			1									1
Patdown - Non-Flyer												1	<u>.</u>
Persons w/ Disabilities (PWD)	1				1	1	1	1		1			6
Persons w/ Disabilities (PWD) - Medically	Necessary I	Medication a	nd Medical S	Supplies	1	1							2
Persons w/ Disabilities (PWD) - Mobility I													1
Persons w/ Disabilities (PWD) - Ostomy/0								1					1
Persons w/ Disabilities (PWD) - Prosthesi							1						
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ : I	Segway	1		1					1	1		1
Property - Special Handling Property - Special Handling - Damaged It	 ems - Carry-(	)n	1		I						I		3
Property - Special Handling - Missing Iten											1		<u>_</u>
Property - Special Handling - Missing Iten					1								1
Screening	1		1	2		2	1	1	1	2			11
Screening - Inconsistency								1					1
Screening - Procedures/Process	1		1	2		2			1	2			9
Screening - Retrieving Abandoned/Confis		•••	40		- 40		1	40	40	40	4-	40	1
Airline	7	20	18	9	12	9	16	10	16	16	15	<b>12</b>	160
Airline - Policy/Regulations/Service					1							1	2
Civil Rights				1		1	1						3
Civil Rights - Race						1							1
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender		1			1						2
Customer Service		1	1	1			1		1		1		6
Customer Service - TSO		1	1	1			1		1		1		6
Expedited Passenger Screening Program	TCA A ==1	15	14	6	8	6	12	6	8	6	7	10	102
Expedited Passenger Screening Program Expedited Passenger Screening Program		13	14	6	8	6	12	6	8	6	7	10	100
Mishandling of Passenger Property	4	13	14	0	0	0	1	0	0	0	1	10	3
Mishandling of Passenger Property - Dam	ı naged/Missino	ltemsC	1				1				1		3
No Jurisdiction	Ĭ		1										1
No Jurisdiction - Refer to CBP			1										1
Patdown					1	1			1	1	1		5
Patdown - Children										1			1
Patdown - Flyer					1	1			1				3
Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	1		1						2	2	1	1	1
Persons w/ Disabilities (PWD) - Diabetes			I						2	3 1	1	1	11 2
Persons w/ Disabilities (PWD) - Internal N		es								1	'		1
Persons w/ Disabilities (PWD) - Medically			nd Medical S	Supplies						1	2		3
Persons w/ Disabilities (PWD) - Metal Imp			1										1
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates								1				1
Persons w/ Disabilities (PWD) - Wheelcha	1								1			1	3
Property - Special Handling		2						1		1			4
Property - Special Handling - Damaged It		1											1
Property - Special Handling - Missing Item								- 1		1			1
Property - Special Handling - Missing Iten Request for Assistance	ns - Checke	1						1		1			1
Request for Assistance - Other										1			1
Screening	2	2		1	2	1	1	3	4	4	2		22
Screening - Inconsistency	1										1		2
Screening - Lengthy Lines										1	1		2
Screening - Opposite Gender		1											1
Screening - Procedures/Process		1		1	2	1	1	3	4	3			16
Screening - Retrieving Abandoned/Confis													1
2024	22												22
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity													1
Expedited Passenger Screening Program	14												14
Expedited Passenger Screening Program  Mishandling of Passenger Property	14 1												14
mionarialing of Fassonger Froperty	l .												- 1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	1												1
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Visual Im	1												1
Screening	3												3
Screening - Children	1												1
Screening - Inconsistency	1												1
Screening - Procedures/Process	1												1

				Center (TC	•									
gories	10-Oct	11-Nov '	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
0	795	476	484	335	403	618	685	690	759	644	586	669	7,144	
2022	126	157	131	78	145	319	384	344	419	328	303	371	3,105	
Additional Information Required/Insufficient Info	ormation	1										1	2	
Additional Information Required/Insufficient	t Informatic	1										1	2	
Airline		1				1	2		2	1		3	10	
Airline - Baggage Requirements										1			1	
Airline - Lost Baggage									1			1	2	
Airline - Policy/Regulations/Service		1				1	2		1			2	7	
		ı				- 1			1	1			1	
Animals														
Animals - Carry-On										1			1	
Civil Rights	2	3	4	1	1	2	2	2	2	3	2	3	27	
Civil Rights - Constitutional Rights	1												1	
Civil Rights - Headwear												1	1	
Civil Rights - National Origin			1										1	
Civil Rights - Not Specified							1						1	
Civil Rights - Race					1	2		2	1	2	2	2	12	
Civil Rights - Racial Profiling or Discrimina	ition	3	2	1								_	6	
Civil Rights - Sex/Gender/Gender Identity	1		1				1		1				4	
-	<u> </u>						<u>'</u>		'	1			1	
Civil Rights - Transgender Screening										- 1				
Claims		1											1	
Claims - General		1											1	
Customer Service	3	11	11	8	8	4	8	11	17	10	9	11	111	
Customer Service - TSO	3	11	11	8	8	4	8	11	17	10	9	11	111	
DHS TRIP										1			1	
DHS TRIP - General										1			1	
Expedited Passenger Screening Program	00	104	00	50	120	206	260	204	272		277	220		
1 0 0	98	124	99	56	128	296	360	304	373	290	277	330	2,735	
Expedited Passenger Screening Program -				1	1	2	1		1	1			7	
Expedited Passenger Screening Program	10	13	10	5	6	2	16	9	19	9		12	118	
Expedited Passenger Screening Program	88	110	89	50	121	290	343	295	353	277	270	317	2,603	
Expedited Passenger Screening Program -	- TSA/DHS	1				2				3		1	7	
Identification (ID) Requirements					1	1							2	
Identification (ID) Requirements - Domestic	C				1	1							2	
Locks	•	0	1		- 1	1				2		2		
		2						1					8	
Locks - Missing or Damaged Lock		2	1					1		2		2	8	
Lost and Found		2		1					2				5	
Lost and Found - Airport/TSA		2		1					2				5	
Mishandling of Passenger Property	1	4				1	1	7	2		3	5	24	
Mishandling of Passenger Property - Dama	aged/Missin	g Items Priva	te Screenin	ng Contracto	or			3	2				5	
Mishandling of Passenger Property - Dam	1	1		5							2		4	
Mishandling of Passenger Property - Dama	aned/Missi	2				1	1	4				3	11	
						- 1	'	4			4			
Mishandling of Passenger Property - Disarr	rayed item	1									1	2	4	
No Jurisdiction			3	1		1	1	1	2	1		2	12	
No Jurisdiction - No Referral								1					1	
No Jurisdiction - Refer to CBP			2				1		1	1		2	7	
No Jurisdiction - Refer to Other			1	1		1			1				4	
Patdown	1		3	1		1	1	2	1	1	5	2	18	
Patdown - Children	•		1								1		2	
	- 1			4		4	4	0	4	- 1		0		
Patdown - Flyer	1		2	1		1	1	2	1	1		2	16	
Persons w/ Disabilities (PWD)	2		2		1	1		4	3	3	1	3	20	
Persons w/ Disabilities (PWD) - Autism S	1		1		1							1	4	
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Mental	Disability					1					1	
Persons w/ Disabilities (PWD) - Diapers/G	arments/Dre	essings/Mask	(S						1				1	
Persons w/ Disabilities (PWD) - Internal Me										1			1	
Persons w/ Disabilities (PWD) - Medically			nd Medical	Sunnlies							1	1	2	
		wculcation al	na ivicalcai	Oupplies				1			- '	'	1	
Persons w/ Disabilities (PWD) - Metal Impl		t \\/\baal===	or Con-t-	\				1						
Persons w/ Disabilities (PWD) - Mobility Di		ı vvneeichair	or Scooter	)						1			1	
Persons w/ Disabilities (PWD) - Ostomy/O						1				1			2	
Persons w/ Disabilities (PWD) - Prosthesi								1					2	
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain/	trauma)							1				1	
Persons w/ Disabilities (PWD) - Wheelchai	ir/ Scooter/	Segway	1					1	1			1	4	
Prohibited & Permitted Items			1										1	
Prohibited & Permitted Items - Food/Bever	ages		1										1	
Property - Special Handling	4	1	'	5	1	1	4	1	1	1	2	2	23	
		1			I	1	4		- 1	1				
Property - Special Handling - Damaged Ite	1_			3				1			2	1	8	
Property - Special Handling - Damaged Ite	1						2						3	
Property - Special Handling - Missing Item	1	1		2			2		1			1	8	
Property - Special Handling - Missing Item	1				1	1				1			4	
Screening	14	7	7	5	5	10	5	11	14	14	4	6	102	
Screening - Children	1-7					10			1	1.7	т.		102	
	0	1							1	1		1		
Screening - Inconsistency	2		1			_	1	_	-				7	
Screening - Lengthy Lines		1			1	2		3	6	2	1	2	18	
Screening - Military					1								1	
Screening - Procedures/Process	12	5	5	5	2	8	3	6	6	11	3	3	69	
	ated Items		1		1		1	1					4	
Screening - Retrieving Abandoned/Confisc	atou itoilio							1					1	
Screening - Retrieving Abandoned/Confisc	atou itomo								1				1	
Screening - Retrieving Abandoned/Confisc Screening - Shoe Screening	atod Itomo								- 1					
Screening - Retrieving Abandoned/Confisc Screening - Shoe Screening Screening - Traveling with Cash												A		
Screening - Retrieving Abandoned/Confisc Screening - Shoe Screening Screening - Traveling with Cash TWIC	1											1	2	
Screening - Retrieving Abandoned/Confisc Screening - Shoe Screening Screening - Traveling with Cash TWIC TWIC - General	1											1	2	
Screening - Retrieving Abandoned/Confisc Screening - Shoe Screening Screening - Traveling with Cash TWIC TWIC - General	1	319	353	257	258	299	301	346	340	316	283	1 1 298		
Screening - Retrieving Abandoned/Confisc Screening - Shoe Screening Screening - Traveling with Cash TWIC TWIC - General	1	319	<b>353</b>	257	258	299	301	<b>346</b>	340	316	283	1 1 298	2	
Screening - Retrieving Abandoned/Confisc Screening - Shoe Screening Screening - Traveling with Cash TWIC TWIC - General	1 1 336	319		257	258	299	301		340	316	283	1 1 298	3,706 3	
Screening - Retrieving Abandoned/Confisc Screening - Shoe Screening Screening - Traveling with Cash TWIC TWIC - General 2023 Airline Airline - Policy/Regulations/Service	1 1 336		1 1		258			1					3,706 3 3	
Screening - Retrieving Abandoned/Confisc Screening - Shoe Screening Screening - Traveling with Cash TWIC TWIC - General 2023 Airline Airline - Policy/Regulations/Service Civil Rights	1 1 336	<b>319</b>	1	<b>257</b>	258	<b>299</b>	301	1 1 8	<b>340</b>	<b>316</b>		1 1 298	3,706 3 3 27	
Screening - Retrieving Abandoned/Confisc Screening - Shoe Screening Screening - Traveling with Cash TWIC TWIC - General  2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights	1 1 336	1	1 1		258			1					3,706 3 3 27 1	
Screening - Retrieving Abandoned/Confisc Screening - Shoe Screening Screening - Traveling with Cash TWIC TWIC - General  2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - National Origin	1 1 336		1 1		258			1 1 8		3			2 3,706 3 3 27 1	
Screening - Retrieving Abandoned/Confisc Screening - Shoe Screening Screening - Traveling with Cash TWIC TWIC - General  2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights	1 1 336	1	1 1		258			1 1 8					3,706 3 3 27 1	

Catagories	40.0=4		TSA Contac					OF Mass	00 1	07 1	00 4	00 0	Tatal
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Race			1			1		5	1	1	1		11
Civil Rights - Sex/Gender/Gender Identity	- Not Transo	gender		2				1			1		4
Civil Rights - Transgender Screening				1		1	2	1	1	1			7
Claims			1										1
Claims - Status			1										1
Customer Service	14	8	10	13	10	9	11	14	14	13	11	14	141
Customer Service - Others									2				2
Customer Service - TSO	14	8	10	13	10	9	11	14	12	13	11	14	139
DHS TRIP	1							1					2
DHS TRIP - General	1							1					2
Expedited Passenger Screening Program	297	287	324	221	227	266	261	295	295	269	239	260	3,241
Expedited Passenger Screening Program	2							1		1			4
Expedited Passenger Screening Program	8	6	4	6	8	3	2	5	5	9	5	2	63
Expedited Passenger Screening Program	286	278	319	215	219	262	259	289	290	259	234	257	3,167
Expedited Passenger Screening Program	1	3	1			1						1	7
Locks	1	2		2	2		1			2	1	2	13
Locks - General				1									1
Locks - Missing or Damaged Lock	1	2		1	2		1			2	1	2	12
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	7		2	2	1	4	2	3	3	2	8	1	35
Mishandling of Passenger Property - Dam					- 1	1		3	3		0	'	2
Mishandling of Passenger Property - Dam			1		1	1		1	3	1	4		14
			1	2			- 1	1	3				
Mishandling of Passenger Property - Dam		na Itam= 11				2	1	1		1	4		15
Mishandling of Passenger Property - Dam		ig itemsU	inspecified L	uggage			1						1
Mishandling of Passenger Property - Disa		_						1		_	_	1	3
No Jurisdiction	4	3		2		1	3	3	2	3	3	3	28
No Jurisdiction - No Referral		1		1			1	2		1			6
No Jurisdiction - Refer to CBP	3	2				1	2		1	1	2		13
No Jurisdiction - Refer to Other	1		1	1				1	1	1	1	2	9
Notice of Violation/Civil Penalties										1			1
Notice of Violation/Civil Penalties - Gener	al									1			1
Patdown	1	4	3	1		1	1	2	3	3		3	22
Patdown - Flyer	1	4	2	1		1	1	2	3	3		2	20
Patdown - Flyer as Observer			1									1	2
Persons w/ Disabilities (PWD)	1	5	1	2	2	3	4	3	1	7	1	3	33
Persons w/ Disabilities (PWD) - Autism S	pectrum			1			1			1			3
Persons w/ Disabilities (PWD) - Breast Ca												1	1
Persons w/ Disabilities (PWD) - Cognitive		ental /Ment	al Disability				1						1
Persons w/ Disabilities (PWD) - Diabetes						1				1			2
Persons w/ Disabilities (PWD) - General		1				1							2
Persons w/ Disabilities (PWD) - Hearing I	I mnairment										1		
Persons w/ Disabilities (PWD) - Medical I		tached to th	ne Body				1						1
Persons w/ Disabilities (PWD) - Medically		1	io body	1		1	!		1	2			6
Persons w/ Disabilities (PWD) - Mobility [		nt Whaalch	1			!			'	1		1	3
Persons w/ Disabilities (PWD) - Prosthesi								1		1		'	2
Persons w/ Disabilities (PWD) - Flostiles		anu Casis	1					1		- 1			2
					1			ļ					
Persons w/ Disabilities (PWD) - Visual Im		3			1		1	1		1		1	8
Persons w/ Disabilities (PWD) - Wheelch		3		2	1			4	4	5			
Property - Special Handling	1		2		1	2	3		4		6	1	34
Property - Special Handling - Damaged It						1	3	1		3			8
Property - Special Handling - Damaged It		1	1	1							1		4
Property - Special Handling - Missing Iten					1			2	3	2			13
Property - Special Handling - Missing Iten				1		1		1	1		2		9
Screening	7	6		9	15	11	13	12	15	8	12	8	123
Screening - Crew Member or Airline Emp	loyee		1										1
Screening - Inconsistency	2	1	2	2	1			2	4		1	2	17
Screening - Lengthy Lines										1	4		5
Screening - Procedures/Process	5	5	4	7	13	7	13	10	11	7	7	6	95
Screening - Retrieving Abandoned/Confis	cated Items				1	4							5
SIDA (Security Identification Display Area)												1	1
SIDA (Security Identification Display Area	) - General											1	1
2024	333												333
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	2												2
Civil Rights - Race	2												2
Customer Service	11												11
Customer Service - TSO	11												11
	294												294
Expedited Passenger Screening Program													
Expedited Passenger Screening Program													5
Expedited Passenger Screening Program													288
Expedited Passenger Screening Program													1
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	3												3
Mishandling of Passenger Property - Dam													3
No Jurisdiction	2												2
No Jurisdiction - Refer to CBP	1												1
No Jurisdiction - Refer to Other	1												1
Persons w/ Disabilities (PWD)	3												3
Persons w/ Disabilities (PWD) - Medically													1
Persons w/ Disabilities (PWD) - Prosthesi													2
Property - Special Handling	3												3
Property - Special Handling - Missing Iten													
Property - Special Handling - Missing Item													2
													4

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

		T		t Center (1	CC) Data 1	Tool - FOIA	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
SGF	18	14	9	14	16	14	21	23	9	15	10		18
2022	6	5	4	6	10	7	6	11	4	8	5	11	8
Civil Rights								1					
Civil Rights - Race								1					
Customer Service	1	2			1							2	
Customer Service - TSO	1	2			1							2	
Expedited Passenger Screening Program	3	3	1	3	6	6	4	9	4	6	3	9	5
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ram		1			1				1	
Expedited Passenger Screening Program	3	3	1	3	5	6	4	8	4	6	3	8	5
Hazardous Materials Safety							1						
Hazardous Materials Safety - General							1						
Locks					1								
Locks - Missing or Damaged Lock					1								
Lost and Found			1										
Lost and Found - Airport/TSA			1										
Mishandling of Passenger Property					1						1		
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsCl	necked Bag	gage	1						1		
Patdown			1										
Patdown - Flyer			1										
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Diapers/0	ı Garments/Dr	essings/Ma	sks	1									
Property - Special Handling	1	<u>-</u>		1		1				1			
Property - Special Handling - Damaged It	ı ems - Carrv-	On				1							
Property - Special Handling - Damaged It		OII											
Property - Special Handling - Missing Iten		n								1			
Property - Special Handling - Missing Iten				1						'			
Screening	1	4	1	1	1		1	1		1	1		
Screening - Inconsistency	'		- '	- 1	1		- 1	1		'	1		
Screening - Procedures/Process	1		1	1	- '		1	- 1		1	- 1		
2023	5	9	5	8	6	7		40	5	7	-	7	
	5			8		- 1	15	12	5	- 1	5	- 1	9
Civil Rights		1	1					1					
Civil Rights - Race		1	1										
Civil Rights - Transgender Screening								1					
Customer Service		1					1		1	1	1		
Customer Service - TSO		1					1		1	1	1		
Expedited Passenger Screening Program	4	6	2	7	5	7	8	11	4	6	2	5	6
Expedited Passenger Screening Program						1							
Expedited Passenger Screening Program				1	1		1					1	
Expedited Passenger Screening Program	4	6	2	6	4	6	7	11	4	6	2	4	6
Lost and Found							1						
Lost and Found - Airport/TSA							1						
No Jurisdiction			1										
No Jurisdiction - Refer to Other			1										
Patdown											1		
Patdown - Flyer											1		
Persons w/ Disabilities (PWD)	1						2						
Persons w/ Disabilities (PWD) - Medical [	1												
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medica	al Supplies			1						
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates						1						
Property - Special Handling				1									
Property - Special Handling - Damaged It	ems - Carry-	On		1									
Screening		1	1		1		3				1	2	
Screening - Inconsistency												1	
Screening - Procedures/Process		1	1		1		3				1	1	
2024	7												
Customer Service	1												
Customer Service - TSO	1												
Expedited Passenger Screening Program	4												
Expedited Passenger Screening Program  Expedited Passenger Screening Program													
Mishandling of Passenger Property	1												
Mishandling of Passenger Property  Mishandling of Passenger Property - Disa	1												
Mishandling of Passenger Property	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
SGU	7	5	4	1		3	5	5	5	3		12	5
2022	4	1	2			3	4	3	3	1		6	27
Civil Rights	1								1				- 2
Civil Rights - Race									1				
Civil Rights - Racial Profiling or Discrimina	1												
Customer Service			1				1						
Customer Service - TSO			1				1						
Expedited Passenger Screening Program	3		1			3	1	2	1	1		5	1
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	2		1			3	1	2	1	1		5	1
Locks												1	
Locks - Missing or Damaged Lock												1	
Screening		1					2	1	1				
Screening - Inconsistency		1					1						
Screening - Procedures/Process							1	1	1				
2023		4	2	1			1	2	2	2	1	6	2
Customer Service			1				1			1		1	
Customer Service - TSO			1				1			1		1	
Expedited Passenger Screening Program		3	1	1				1	2	1		4	1
Expedited Passenger Screening Program	- TSA Appli	cation Prog	Jram	1									
Expedited Passenger Screening Program	- TSA PreC	3	1					1	2	1		4	1
Patdown		1									1		
Patdown - Flyer		1									1		
Property - Special Handling								1				1	
Property - Special Handling - Damaged Ite	ems - Check	ed						1				1	
2024	3												
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	1												
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												
Screening	1												
Screening - Procedures/Process	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
n - TSA PreC	Check									1		1
1												1
1												1
n 1												1
	1	n - TSA PreCheck	n - TSA PreCheck 1	n - TSA PreCheck 1 1	n - TSA PreCheck  1 1	n - TSA PreCheck  1 1	n - TSA PreCheck  1 1	n - TSA PreCheck  1 1	n - TSA PreCheck  1 1	n - TSA PreCheck  1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

			ISA Conta	ct Center (	ГСС) Data <sup>-</sup>	1001 - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SHR	3	3		1	2	3	2	1	1		1		1
2022	2	3		1	2	2	1	1	1		1		1
Additional Information Required/Insufficient Inf	formation				1								
Additional Information Required/Insufficier	nt Informatio	n - EMAIL	ONLY		1								
Claims	1												
Claims - General	1												
Customer Service	1							1					
Customer Service - TSO	1							1					
Expedited Passenger Screening Program		1			1	2			1		1		
Expedited Passenger Screening Program	- TSA PreC	1			1	2			1		1		
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	aged/Missi	1											
Patdown		1					1						
Patdown - Flyer							1						
Patdown - General		1											
Screening				1									
Screening - Procedures/Process				1									
2023						1	1						
Customer Service						1							
Customer Service - TSO						1							
Expedited Passenger Screening Program							1						
Expedited Passenger Screening Program	- TSA PreC	heck					1						
2024	1												
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	1												

					CC) Data								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SHV	13	10	8	7	11	11	11	7	11	9	13	8	119
2022	2	3	2	4	4	5	7	3	6	3	7	5	51
Customer Service		2				1					1		4
Customer Service - TSO		2				1					1		4
Expedited Passenger Screening Program	1		1	4	1	2	6	3	5	2	1	5	31
Expedited Passenger Screening Program		ation Prog	ram			1			2			1	4
Expedited Passenger Screening Program	1		1	4	1	1	6	3	3	2	1	4	27
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked	l			1						1
Patdown											2		2
Patdown - Flyer											2		2
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	1											1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Knives/Too	1												1
Property - Special Handling						1					1		2
Property - Special Handling - Damaged Ite	ems - Carry-0	On				1					1		2
Screening			1		3	1			1	1	2		9
Screening - Crew Member or Airline Empl	loyee									1			1
Screening - Inconsistency						1							1
Screening - Procedures/Process					3				1		2		6
Screening - Retrieving Abandoned/Confis	cated Items		1										1
2023	6	7	6	3	7	6	4	4	5	6	6	3	63
Civil Rights						2							2
Civil Rights - Race						2							2
Customer Service		1									2		3
Customer Service - Others											1		1
Customer Service - TSO		1									1		2
Expedited Passenger Screening Program	6	5	6	2	4	3	2	2	5	2	2	2	41
Expedited Passenger Screening Program	6	5	6	2	4	3	2		5	2	2		41
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Dam	naged/Missing	g ItemsCh	necked Bag	gage			1						1
Patdown	l			0 0	1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility I	i Disability (No	t Wheelcha	air or Scoot	er)							1		1
Property - Special Handling	, , , , , , , , , , , , , , , , , , ,			1				1					2
Property - Special Handling - Damaged It	ems - Checke	ed		1				1					2
Screening		1			2	1	1	1		4	1	1	12
Screening - Inconsistency												1	1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process		1			2	1	1	1		3	1		10
2024	5												5
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	3												3
Screening	1												1
Screening - Procedures/Process	1												1

		7	SA Contac	t Center (	TCC) Data	Tool - FOIA							
Categories	10-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	2	2	2			2	1	1	1	2	9	1	2
2022		1	2				1	1	1		6		1:
Customer Service							1	1					
Customer Service - TSO							1	1					
Expedited Passenger Screening Program									1		2		
Expedited Passenger Screening Program	- TSA PreC	heck							1		2		
Persons w/ Disabilities (PWD)			1										
Persons w/ Disabilities (PWD) - Mobility [	Disability (No	ot Wheelch	1										
Property - Special Handling		1											
Property - Special Handling - Missing Iten	ns - Checke	1											
Screening			1								4		
Screening - Inconsistency											3		
Screening - Lengthy Lines											1		
Screening - Procedures/Process			1										
2023		1				2				2	3	1	
Expedited Passenger Screening Program		1				1				2	3		
Expedited Passenger Screening Program	- TSA PreC	1				1				2	3		
Property - Special Handling												1	
Property - Special Handling - Damaged It	ems - Carry	-On										1	
Screening						1							
Screening - Inconsistency						1							
2024	2												
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	1												
Property - Special Handling	1												
Property - Special Handling - Missing Iten	1												

					C) Data Too								
Categories	10-Oct	11-Nov 1:	2-Dec 0	1-Jan (	02-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SJC	150	113	92	68	84	112	113	101	110	99	125	126	1,293
2022	30	51	41	32	42	59	63	47	52	55	69	62	603
Civil Rights	1	3		1			4		3	1	1		14
Civil Rights - Age							-		0		1		1
Civil Rights - National Origin				1							- '		1
Civil Rights - Perceived Religion									4				1
									1				
Civil Rights - Profiling							1						1
Civil Rights - Race							3		2	1			6
Civil Rights - Racial Profiling or Discrimina	1	3											4
Customer Service	5	7	3	6		7	3	1	2	3	4	2	43
Customer Service - TSO	5	7	3	6		7	3	1	2	3	4	2	43
Expedited Passenger Screening Program	22	35	30	19	37	43	49	41	42	46	54	54	472
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program		7	-	1	1	1	2	1	1	2	6	3	32
			5				3			2			
Expedited Passenger Screening Program	21	28	25	18	36	41	46	40	41	44	48	51	439
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domest	ic		1										1
Intranet/Internet Inquiries											1		1
Intranet/Internet Inquiries - General											1		1
Locks			1		1	1			1			1	5
Locks - General			•						•			1	1
			1		1	- 1			4				
Locks - Missing or Damaged Lock			1			1			1		-		4
Mishandling of Passenger Property							4			1			8
Mishandling of Passenger Property - Dam	naged/Missing	g ItemsCarry	/-on Luggaឲ	је			1			1	2	1	5
Mishandling of Passenger Property - Dam	naged/Missing	g ItemsChec	ked Bagga	ge			3						3
No Jurisdiction		2		1								1	4
No Jurisdiction - No Referral		1											1
No Jurisdiction - Refer to CBP		1											1
		I											
No Jurisdiction - Refer to Other				1			_					1	2
Patdown	1	1	2	1		1	2	1		1		1	14
Patdown - Flyer	1	1	1	1			2	1		1	3	1	12
Patdown - Flyer as Observer			1			1							2
Persons w/ Disabilities (PWD)			1	2		1				1	1		6
Persons w/ Disabilities (PWD) - Cancer (c	general) Not E	Breast Cancer	r								1		1
Persons w/ Disabilities (PWD) - Cognitive						1							1
Persons w/ Disabilities (PWD) - General		ntar/montar b	1										
		Andination on	al Maralia										
Persons w/ Disabilities (PWD) - Medically			a Medic	1									
Persons w/ Disabilities (PWD) - Touch Av				1									1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway								1			1
Property - Special Handling		2			2			1	1		1	1	8
Property - Special Handling - Damaged It	ems - Carry-0	On			1			1	1		1	1	5
Property - Special Handling - Missing Iten		2			1								3
Screening	1	1	3	2	2	6	1	3	3	2	2	1	27
Screening - Inconsistency	'	'	3	1		2	1		1	1	1		7
							- 1			- 1	- 1		
Screening - Lengthy Lines									1				1
Screening - Procedures/Process	1	1	3	1	2	3		3	1	1	1	1	18
Screening - Retrieving Abandoned/Confis	cated Items					1							1
2023	69	62	51	36	42	53	50	54	58	44	56	64	639
Airline		1					1						2
Airline - Policy/Regulations/Service		1					1						2
Civil Rights	1	1				2	1		2	2	2	1	12
Civil Rights - Age		1											1
		'							4				
Civil Rights - Not Specified									1				1
Civil Rights - Perceived Religion						1							1
Civil Rights - Race	1					1			1	1	2		6
Civil Rights - Transgender Screening							1			1		1	3
Customer Service	2	2		1	5	5	4	2	2	2	4	3	32
Customer Service - TSO	2	2		1	5	5	4	2	2	2		3	32
DHS TRIP	_			- '			-			1	т.		1
DHS TRIP - General										1			1
Expedited Passenger Screening Program	57	54	45	34	33	38	36	45	44	33	42	56	517
Expedited Passenger Screening Program		1	2	2		2		2	1	1	2	1	16
Expedited Passenger Screening Program	55	53	43	32	32	36	36	43	42	32	40	55	499
Expedited Passenger Screening Program	- TSA/DHS E	Employees - C	Opt In		1				1				2
Locks			1		1				1	1	1		5
Locks - General			1						1		1		1
			- 1										
Locks - Missing or Damaged Lock					1				1	1	1		4
Mishandling of Passenger Property			2			1			2				5
Mishandling of Passenger Property - Dam	naged/Missing	g ItemsC	1						2				3
Mishandling of Passenger Property - Dam	naged/Missing	g ItemsChec	ked Bagga	ge		1							1
Mishandling of Passenger Property - Disa			1										1
No Jurisdiction	1	,				2				1			3
No Jurisdiction - Refer to CBP						2							2
No Jurisdiction - Refer to Other										1			1
Patdown	3		1		1		1	2			2		11
Patdown - Flyer	3		1		1		1	2			2	1	11
Persons w/ Disabilities (PWD)	3	1					2		2		2		10
Persons w/ Disabilities (PWD) - General	_						1				1		2
Persons w/ Disabilities (PWD) - Internal N	1	1									1		2
		I											
Persons w/ Disabilities (PWD) - Medically													1
Persons w/ Disabilities (PWD) - Visual Im									2				2
Persons w/ Disabilities (PWD) - Wheelcha	1						1				1		3
Property - Special Handling	1		1		1	1	1	1	1	1	1	1	10
			1						1		1		4
Property - Special Handling - Damaged Its	ų i												
Property - Special Handling - Damaged It		ed.			4	4	4						2
Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten	ems - Checke				1	1	1	1		1			2

			ISA Conta	ct Center (	CC) Data	Tool - FOIA							
gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Iten	ns - Checked	d										1	
Request for Assistance									1				
Request for Assistance - Other									1				
Screening	2	3	1	1	1	4	4	4	3	3	2	2	
Screening - Crew Member or Airline Empl	loyee	1				1							
Screening - Inconsistency		1				1	1			1			
Screening - Lengthy Lines				1									
Screening - Procedures/Process	2	1	1		1	2	3	4	3	2	2	2	
2024	51												
Customer Service	2												
Customer Service - TSO	2												
Expedited Passenger Screening Program	41												
Expedited Passenger Screening Program	41												
Mishandling of Passenger Property	3												
Mishandling of Passenger Property - Dam	2												
Mishandling of Passenger Property - Dam	1												
Patdown	1												
Patdown - Flyer as Observer	1												
Property - Special Handling	3												
Property - Special Handling - Damaged Ite	1												
Property - Special Handling - Missing Iten	2												
Screening	1												
Screening - Inconsistency	1												

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SJU	101	61	101	75	61	77	82	107	94	73	63		946
2022	20	25	46	32	23	31	38	55	43	32	29		389
Additional Information Required/Insufficient Info						1							1
Additional Information Required/Insufficien	nt Informatio	n - EMAIL (	ONLY			1							1
Airline Peliny/Penyletians/Comise								1					1
Airline - Policy/Regulations/Service Civil Rights		1		1				1	1	1	1		1 5
Civil Rights - Constitutional Rights		ı		I					- 1	1	I		1
Civil Rights - Race											1		1
Civil Rights - Racial Profiling or Discrimina	ı ation			1									1
Civil Rights - Sex/Gender/Gender Identity		1							1				2
Claims									1				1
Claims - General									1				1
Customer Service	4	2	6	1	2	3	6	6	3	2	2		37
Customer Service - Others Customer Service - TSO	4	0	1		0	2	0	0	2	0	0		1
Expedited Passenger Screening Program	11	15	5 31	1 25	21	3 22	6 26	6 36	3 29	23	21	11	36 271
Expedited Passenger Screening Program			31	1	21	22	20	30	29	23	21	- 11	1
Expedited Passenger Screening Program		,,									1		1
Expedited Passenger Screening Program		1		5	2		1	3	2	2	3		20
Expedited Passenger Screening Program	10	14	30	18	18	22	25	32	27	21	17	11	245
Expedited Passenger Screening Program	- TSA/DHS	Employees	1	1	1			1					4
Identification (ID) Requirements		1				2							3
Identification (ID) Requirements - Domest	ic	1				2							3
Lost and Found				1		1	1			1			4
Lost and Found - Airport/TSA				1		1	1	^		1			4
Mishandling of Passenger Property  Mishandling of Passenger Property - Dam		a Items C	arry-on Luc-	nane			1	1	1	1			6
Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam		g nemsC	arry-on Lug	yaye			7	1 1	1	1			3
No Jurisdiction	1							1		ı		1	2
No Jurisdiction - Refer to CBP	1											1	2
Patdown	,		1								1	1	3
Patdown - Flyer			1								1	1	3
Persons w/ Disabilities (PWD)			2			1		1	1				5
Persons w/ Disabilities (PWD) - Breast Ca	ancer							1					1
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Menta	al Disability						1				1
Persons w/ Disabilities (PWD) - Hearing I						1							1
Persons w/ Disabilities (PWD) - Medically		Medicatior	1										1
Persons w/ Disabilities (PWD) - Service A			1										1
Property - Special Handling	2	2	2				1	3	1	2	1	1	15
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite							- 1	1		1		1	2
Property - Special Handling - Missing Item		1 1	1				1		1	- 1	1		3 5
Property - Special Handling - Missing Item		- 1	1					2	- 1	1			5
Screening	1	4	4	4		1	3	6	6	2	3	1	35
Screening - Inconsistency			1					1	2				4
Screening - Lengthy Lines			1	1				1	1				4
Screening - Procedures/Process	1	4	2	3		1	1	4	3	2	3	1	25
Screening - Retrieving Abandoned/Confis	cated Items						2						2
2023	36	36	55	43	38	46	44	52	51	41	34	36	512
Airline							1	1		2			4
Airline - Lost Baggage							1	1					2
Airline - Policy/Regulations/Service	4									2	4		2
Civil Rights  Civil Rights - National Origin	1										1		1
Civil Rights - Race	1										1		1
Claims											1		1
Claims - Status											1		1
Customer Service		6	3	3	1	2	2	3	5	1	1	2	29
Customer Service - TSO		6	3	3	1	2	2	3	5	1	1	2	29
Expedited Passenger Screening Program	30	21	45	35	32	34	33	40	34	27	20	27	378
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program		1	1				1	1		1		2	7
Expedited Passenger Screening Program		20	43	34	32	32	32	39	34	26	20		365
Expedited Passenger Screening Program	1			1		2						1	5
Hazardous Materials Safety						1							1
Hazardous Materials Safety - General						1				4			1
Lost and Found										1 1			1
Lost and Found - Airport/TSA  Mishandling of Passenger Property	2	2	2			3			1	2	2	1	1 15
Mishandling of Passenger Property - Dam		1				1			- 1	1	1	- 1	4
Mishandling of Passenger Property - Dam		1	2			2				1	1	1	10
Mishandling of Passenger Property - Dam				uggage					1				1
No Jurisdiction	J 2	J J	,	33-37			1	2			1	1	5
No Jurisdiction - Refer to CBP							1	1				1	3
No Jurisdiction - Refer to Other								1			1		2
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)		1		1	1		1	1	1	1	1		8
Persons w/ Disabilities (PWD) - Diabetes			1.5.5.22						1				1
Persons w/ Disabilities (PWD) - Medically							-			1			1
Persons w/ Disabilities (PWD) - Mobility E			air or Scoot	1	1		1	1			1		5
Persons w/ Disabilities (PWD) - Wounded	vvarrior	1					_						1
Property - Special Handling Property - Special Handling - Damaged Ite	eme Corri	2 On	1 1	2		2	3	3	2	2	1	1	20
Property - Special Handling - Damaged Ite		On 1	1				1	1 1	1	1		1	4
Troperty - Special Handling - Damaged Ite	oma - Offect	1					1	- 1				I	4

		7	SA Contac	ct Center (1	ΓCC) Data <sup>-</sup>	ΓοοΙ - FOIA	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
Property - Special Handling - Missing Item	1	1		2			1	1	1				7
Property - Special Handling - Missing Item	ns - Checked	d				2	1			1	1		5
Screening	2	4	4	2	4	4	3	2	8	5	5	4	47
Screening - Crew Member or Airline Empl	oyee			1							1		2
Screening - Inconsistency		1	2	1		2			3	2	1		12
Screening - Lengthy Lines							1		2			1	4
Screening - Procedures/Process	2	2	1		3	2	2	2	3	3	3	3	26
Screening - Retrieving Abandoned/Confise	cated Items	1	1		1								3
2024	45												45
Expedited Passenger Screening Program	38												38
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	36												36
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	1												1
Persons w/ Disabilities (PWD)	3												3
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Mobility D	2												2
Screening	1												1
Screening - Procedures/Process	1												1

		TSA	A Contact C	Center (TCC	C) Data Too	ol - FOIA							
Categories	10-Oct	11-Nov 1	12-Dec 0	1-Jan 0	)2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SLC	331	184	209	224	184	258	228	206	192	205	206	248	2,675
2022	91	89	95	83	92	126	124	109	96	88		129	1,219
	31	03	33	03	32	120	124	103	30	00	31	123	
Airline	1					1							2
Airline - Policy/Regulations/Service	1					1							2
Civil Rights		3		1	1	2	1				2		10
Civil Rights - Perceived Religion					1		1						2
Civil Rights - Race						2					2		4
Civil Rights - Racial Profiling or Discrimina	ı ation	1		1									2
Civil Rights - Sex/Gender/Gender Identity		1		- '									1
	- NOL Halls(												
Civil Rights - Transgender Screening		1											1
Customer Service	11	8	6	5	5	10	6	10	5	3		11	82
Customer Service - TSO	11	8	6	5	5	10	6	10	5	3	2	11	82
Expedited Passenger Screening Program	53	64	79	58	74	92	86	76	68	67	71	100	888
Expedited Passenger Screening Program	- Active Duty	Military					2			1			3
Expedited Passenger Screening Program		1				3	2	1	1	1			9
			0		2		2	3			0	_	
Expedited Passenger Screening Program		6	8	6	3	4			8	1	2	5	50
Expedited Passenger Screening Program		56	71	52	71	85	79	72	59	64	69	95	824
Expedited Passenger Screening Program	- TSA/DHS	1					1						2
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domest	ic					1							1
Locks					1	1					3		5
					1	1					3		5
Locks - Missing or Damaged Lock					1						3		
Lost and Found		1				1				1			3
Lost and Found - Airport/TSA		1				1				1			3
Mishandling of Passenger Property		1				3	5	4	2	3	4	5	27
Mishandling of Passenger Property - Dam	naged/Missing	ItemsCarr	v-on Lugga	ae		1	3	2	1	3	2	2	14
Mishandling of Passenger Property - Dam	0 0	1	,5548			2	2		1		2	2	10
Mishandling of Passenger Property - Disa		Carry on c-	Checked					0	1			1	
	ırayeu items- I	-carry-on or	CHECKED				_	2					3
No Jurisdiction	1			1			2			1	1	1	7
No Jurisdiction - No Referral							1			1			2
No Jurisdiction - Refer to CBP							1				1	1	3
No Jurisdiction - Refer to Other	1			1									2
Patdown	2		1	1	3	1	6	3	4	2	1	3	27
Patdown - Children			- '	- '	- 3	- 1	0	1			'	1	
													2
Patdown - Flyer	1		1	1	3		6	2	4	1	1	2	22
Patdown - Flyer as Observer	1					1				1			3
Persons w/ Disabilities (PWD)	3	3	1		1	1	5	3		2	2	1	22
Persons w/ Disabilities (PWD) - Autism S	pectrum							1					1
Persons w/ Disabilities (PWD) - Diabetes		1											2
Persons w/ Disabilities (PWD) - Diapers/0			1										
Persons w/ Disabilities (PWD) - Internal N						1	1						2
Persons w/ Disabilities (PWD) - Medical [	1	1											2
Persons w/ Disabilities (PWD) - Medically	Necessary M	ledication ar	nd Medical S	Supplies			2			1	2		5
Persons w/ Disabilities (PWD) - Metal Imp	olants (ioint)				1								1
Persons w/ Disabilities (PWD) - Mobility [	. ,									1			2
		1											
Persons w/ Disabilities (PWD) - Prosthesi													
Persons w/ Disabilities (PWD) - Touch Av		rauma)					1						1
Persons w/ Disabilities (PWD) - Visual Im	pairment											1	1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway					1	2					3
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Ge	1												1
Property - Special Handling	8	5	7	9	5	9	8	5	5	2	5		68
Property - Special Handling - Damaged It	3	3	3	1	4	4	4	1	3		3		29
Property - Special Handling - Damaged Ite					1	1					1		6
Property - Special Handling - Missing Iten	1	2	2	6		2	2	2	1	1			19
Property - Special Handling - Missing Iten	1		2	2		2	2	2	1	1	1		14
Screening	11	4	1	8	2	4	5	8	12	7	6	8	76
Screening - Children							1						1
	loves						- '			- 4			
Screening - Crew Member or Airline Empl										1			1
Screening - Inconsistency	3					2		2			3	1	11
Screening - Lengthy Lines	1						2	1	3	2		1	10
Screening - Procedures/Process	6	3	1	8	2	2	2	5	8	4	3	6	50
Screening - Retrieving Abandoned/Confis	1								1				2
Screening - Security Breach		1											1
2023	447	95	114	444	02	422	404	07	06	447	400	440	
	117		114	141	92	132	104	97	96	117	109	119	1,333
Additional Information Required/Insufficient In	1	1			2					1	1		6
Additional Information Required/Insufficient	1	1			2					1	1		6
Airline		1								3			4
Airline - Lost Baggage										3			3
Airline - Policy/Regulations/Service		1											1
Civil Rights	2	2		3	1				2	2	1		13
				3	1						- 1		
Civil Rights - Age										1			1
Civil Rights - National Origin									1				1
Civil Rights - Perceived Religion		1											1
Civil Rights - Race	1	1		1	1				1				5
Civil Rights - Sex/Gender/Gender Identity	- Not Transce									1	1		2
Civil Rights - Sexual Orientation - Not Tra				1						- '	ı		1
Civil Rights - Transgender Screening	1			1									2
Claims										1			1
Claims - Status										1			1
Customer Service	1	4	5	9	1	12	3	4	4	15	18	10	86
Customer Service - TSO	1	4	5	9	1	12	3	4	4	15		10	86
Expedited Passenger Screening Program	91	75	88	93	61	95	88	70	66	56	64	84	931
Expedited Passenger Screening Program		Military		1								1	2
Expedited Passenger Screening Program				1		1				1			5
Expedited Passenger Screening Program	2	4		4	2			2	1	2	1	3	21
	•												

ories	10-Oct	11-Nov	SA Contact	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
							•					<u> </u>	
Expedited Passenger Screening Program		71	88	87	59	94	88	68	64	53	63	80	90
Expedited Passenger Screening Program	- 15A/DH5	Employees				4			1		-		
Locks			1			1					1		
Locks - General											1		
Locks - Missing or Damaged Lock			1			1							
Lost and Found									2	1			
Lost and Found - Airport/TSA									2	1			
Mishandling of Passenger Property	3	4	7	6	11	7	4	6	9	8		3	7
Mishandling of Passenger Property - Dam	2	2	5	4	8	6	3	6	4	8	4	3	5
Mishandling of Passenger Property - Dam	1	2	1	2	2	1	1		5				1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	1		1								
No Jurisdiction	1		1		1	1	1		1		1		
No Jurisdiction - No Referral											1		
No Jurisdiction - Refer to CBP	1					1			1				
No Jurisdiction - Refer to Other			1		1		1						
Patdown	2	2	3	8	2	9		1	2	4	5	3	4
Patdown - Children	_										2		
Patdown - Flyer	2	2	3	7	2	8		1	2	4		3	3
•			3	1		1		'				3	
Partdown - Flyer as Observer		A					0	A		4	0	0	
Persons w/ Disabilities (PWD)		1		2		2	2	1		1	2	2	1
Persons w/ Disabilities (PWD) - Autism S		6 2 2	. D. d									1	
Persons w/ Disabilities (PWD) - Medical [											1		
Persons w/ Disabilities (PWD) - Medically		Medication	and Medica	I Supplies			1				1		
Persons w/ Disabilities (PWD) - Metal Imp										1			
Persons w/ Disabilities (PWD) - Mobility [			air or Scoot	1									
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts		1									
Persons w/ Disabilities (PWD) - Respirato	ory and Inhal	er Equipme	ent					1					
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	trauma)				1							
Persons w/ Disabilities (PWD) - Wheelch		1				1	1					1	
Property - Special Handling	5	2	5	15	6	1	1	9	2	4	1	3	5
Property - Special Handling - Damaged It			4	9	3			6	2	2		2	3:
Property - Special Handling - Damaged It		ed		2	1			2				1	
Property - Special Handling - Missing Iten		2	1	3	1			1			1		
Property - Special Handling - Missing Item			- '	1	1	1	1			2			
Screening	11	3	4	5	7	4	5	6	8	21	11	14	9:
Screening - Children	11	3	4	5	- 1	4	5	0	0			14	
		4								2			
Screening - Crew Member or Airline Emp	oyee I	1									1	1	
Screening - Inconsistency				3				1	1	2		2	
Screening - Lengthy Lines	3	1			1				2	2			1
Screening - Procedures/Process	7	1	4	2	5	4	3	4	5	15	8	11	6
Screening - Retrieving Abandoned/Confis	1				1		2	1					
024	123												12
Additional Information Required/Insufficient In	1												
Additional Information Required/Insufficie	1												
Civil Rights	1												
Civil Rights - Transgender Screening	1												
Customer Service	6												
Customer Service - TSO	6												
Expedited Passenger Screening Program	90												9
Expedited Passenger Screening Program	2												0
Expedited Passenger Screening Program													8
Mishandling of Passenger Property	3												
Mishandling of Passenger Property - Dam													
Mishandling of Passenger Property - Disa	1												
Patdown	3												
Patdown - Flyer	3												
Property - Special Handling	5												
Property - Special Handling - Damaged It	3												
Property - Special Handling - Damaged It													
Property - Special Handling - Missing Iten													
Screening	14												1
Screening - Gate Pass	14												11
Screening - Gate Fass Screening - Inconsistency	2												
Screening - micorisistency	2												
	_												
Screening - Lengthy Lines Screening - Procedures/Process	9												:

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

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

Catagorias		40.0-4		SA Contact		-		04.4	05.14	00 1	07 11	00.4	00.0	T-4-1
Categories			11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SMF		248	134	131	93	112	146	137	150	147	148	126		1,713
2022	_	44	63	55	31	47	63	73	73	80	76	77	75	757
Civil Rights		1				1		3	1	1				7
	Rights - Profiling							1						1
	Rights - Race	1						1						1
	Rights - Racial Profiling or Discrimin Rights - Sex/Gender/Gender Identity		ndor					4		4				1
	Rights - Sex/Gender/Gender Identity	- Not Transge	nuei			1		1	1	1				2
Customer	• • • • • • • • • • • • • • • • • • • •	4	4	7	2			2		7				2
	mer Service - Others	4	1	7	3	5	6	3	4	7	6	2	5	53
	mer Service - TSO	4	1	7	2			2	4	6				2
	Passenger Screening Program	4			3	5	5	3	4		6	2		51
	ited Passenger Screening Program	29	46	38	23	27	43	54	56	62	58	63	61	560
	ited Passenger Screening Program		wiiitary	1			1		1				1	1
	ited Passenger Screening Program		10	4		3	1		3	4	4	2		40
	ited Passenger Screening Program		36	33	23	24	41	54	52	57	54	61	56	515
	ited Passenger Screening Program				23	24	41	54	52	1	54	01	50	1
	on (ID) Requirements	I TOA/DITO L	.iiipioyees	- Орг пт										
	ication (ID) Requirements - Domest	ic	1											
Locks	ication (ID) Requirements - Domest		1											
	- Missing or Damaged Lock		1											
Lost and F			- 1			1	1							2
	nd Found - Airport/TSA					1	1							2
	ng of Passenger Property		3	1	1	1	2	1	4			2	4	19
	ndling of Passenger Property - Dam	 				- 1		1	2				2	4
	ndling of Passenger Property - Dam		3	11 y-011 Eugg	age	1	1	1	2			1		12
	ndling of Passenger Property - Disa			or Chacker	1	- '	1	'				1		3
No Jurisdic		linayed items-	-Carry-Orr	or Criecket	<u>'</u>		'					2		2
	risdiction - No Referral											2		2
	/iolation/Civil Penalties				1									1
	of Violation/Civil Penalties - Gener	-al			1									1
Patdown	of violation/Civil i enalties - Gener	2	1		1	3		2		1	1	2		13
	wn - Children		- 1		- 1	1				- 1				13
	wn - Flyer	2			1	2		2		1	1	2		11
	wn - General		1		- 1					- 1				1
	/ Disabilities (PWD)		1				3		2	1	3	1		11
	ns w/ Disabilities (PWD) - Breast Ca	ancer	1				3			- 1				1
	ns w/ Disabilities (PWD) - General		- 1				2							2
	ns w/ Disabilities (PWD) - Medically	/ Necessary N	Adjustion :	and Madical	Supplies		1		2	1				4
	ns w/ Disabilities (PWD) - Mobility [						- '			- 1	1	1		2
	ns w/ Disabilities (PWD) - Ostomy/0		VVIICEICIIA	ii di Scoole	1)						1			1
	ns w/ Disabilities (PWD) - Touch Av		rauma)								1			1
	& Permitted Items	Tersion (pani)	1	1										2
	oited & Permitted Items - Food/Beve	ranes	1	· ·										
	ited & Permitted Items - Knives/Too		arn Ohiec	1										1
	Special Handling	5	5	4	1	5	5	2	2	2	3	3	3	40
	rty - Special Handling - Damaged It		2	2	'	1	<u> </u>					1		6
	rty - Special Handling - Damaged It		1	1		2	1	1	1	1	1	2	1	13
	rty - Special Handling - Missing Iten			1			1	1						3
	rty - Special Handling - Missing Iten		2		1	2	3		1	1	2		2	18
Screening	rty openial harland whooling term	3	3	4	1	4	3	8	4	6	5	2	2	45
	ning - Children							1						1
	ning - Inconsistency		1	1		1			1		1		1	6
	ning - Lengthy Lines											1		1
	ning - Procedures/Process	3	2	3	1	3	3	7	3	6				
	ning - Retrieving Abandoned/Confis								O.			1	1	36
2023	0								3	0	1	1	1	<u>36</u>
Additional		1	71	76	62	65	83	64			1			1
Additio	Information Required/Insufficient In	99	71	76	62	<b>65</b>	83	64	77	67				1 <b>851</b>
Civil Rights	•	99 1 1	71	76	62	<b>65</b> 2 2	83	64			1			1
Civil R	onal Information Required/Insufficie	99 1 1	<b>71</b>	<b>76</b>	62	2	<b>83</b>	64			1			8 <b>51</b>
01:41.0	onal Information Required/Insufficie	99 1 1			62	2 2		64		67	1 72		66	3 3
CIVII R	onal Information Required/Insufficie s	99 1 1			62	2 2		64		67	1 <b>72</b> 4		66	1 851 3 3 12
	onal Information Required/Insufficie s tights - Age	99 1 1 1 1	1	2	62	2 2 1		64		<b>67</b>	1 72 4 1		66	1 851 3 3 12 1
Civil R	onal Information Required/Insufficie s tights - Age tights - Race	99 1 1 1 1	1 1 monial Item	2	62	2 2 1		64		<b>67</b>	1 72 4 1		66	1 851 3 3 12 1 8
Civil R Civil R	onal Information Required/Insufficie s tights - Age tights - Race tights - Screening of Religious Cultu	99 1 1 1 1	1 1 monial Item	2	62	2 2 1		64		<b>67</b>	1 72 4 1 1		66	1 851 3 3 12 1 8
Civil R Civil R	onal Information Required/Insufficies stights - Age tights - Race tights - Screening of Religious Cultu tights - Sex/Gender/Gender Identity tights - Transgender Screening	99 1 1 1 1	1 1 monial Item	2	62	2 2 1	1	64		<b>67</b>	1 72 4 1 1	49	2 2	1 851 3 3 12 1 8 1
Civil R Civil R Civil R Customer 9	onal Information Required/Insufficies stights - Age tights - Race tights - Screening of Religious Cultu tights - Sex/Gender/Gender Identity tights - Transgender Screening	99 1 1 1 1 ural and Cerer - Not Transge	1 1 monial Item	2 2	62	2 2 1	1		77	1	1 72 4 1 1 1	49	2	1 851 3 3 12 1 8 1 1
Civil R Civil R Civil R Customer S Custor	onal Information Required/Insufficies s tights - Age tights - Race tights - Screening of Religious Cultu tights - Sex/Gender/Gender Identity tights - Transgender Screening Service	99 1 1 1 1 ural and Cerer - Not Transge	1 1 monial Item	2 2	62	2 2 1	1	3	77	1	1 72 4 1 1 1	49	2 2	1 851 3 3 12 1 8 1 1 1 1 51
Civil R Civil R Civil R Customer S Custor Custor Expedited	onal Information Required/Insufficies stights - Age tights - Race tights - Servening of Religious Cultuity stights - Sex/Gender/Gender Identity tights - Transgender Screening Service mer Service - CSM mer Service - TSO Passenger Screening Program	99 1 1 1 1 ural and Cerer - Not Transge 3 3	1 1 monial Item ender 5	2 2 ss	<b>62</b>	2 2 1 1	1 1 3	3 1	77	1 1 3	1 72 4 1 1 1 1 1 6	49	2 2	1 851 3 3 12 1 8 1 1 1 51
Civil R Civil R Civil R Customer S Custor Custor Expedited	onal Information Required/Insufficies stights - Age tights - Race tights - Screening of Religious Cultu tights - Sex/Gender/Gender Identity tights - Transgender Screening Service mer Service - CSM mer Service - TSO	99 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 monial Item onder 5 5 5 5 5 1	2 2 1s 5		2 2 1 1 1 10	1 3 3	3 1 2	<b>77</b>	1 1 3 3	1 72 4 1 1 1 1 1 6 6 6	2 2	2 2 3 3	1 851 3 3 12 1 8 1 1 1 51 1
Civil R Civil R Civil R Civil R Customer S Custor Custor Expedited Expedi	onal Information Required/Insufficies stights - Age tights - Race tights - Servening of Religious Cultuity stights - Sex/Gender/Gender Identity tights - Transgender Screening Service mer Service - CSM mer Service - TSO Passenger Screening Program	yearl and Cerer - Not Transge	1 1 monial Item ander 5 5 5 5 5 5 5	2 2 1s 5		2 2 1 1 1 10	1 3 3 69	3 1 2	<b>77</b>	1 1 3 3	1 72 4 1 1 1 1 1 6 6 50	2 2	2 2 3 3	1 851 3 3 12 1 1 8 1 1 1 1 1 1 1 1 1 5 1 1 5 0 656
Civil R Civil R Civil R Customer S Custor Custor Expedited Exped Exped Exped	onal Information Required/Insufficies stights - Age tights - Race tights - Screening of Religious Cultu tights - Sex/Gender/Gender Identity tights - Transgender Screening Service mer Service - CSM mer Service - TSO Passenger Screening Program tited Passenger Screening Program ited Passenger Screening Program ited Passenger Screening Program ited Passenger Screening Program ited Passenger Screening Program	99 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 monial Item nder 5 5 5 5 5 1 1 3 5 1 5 1	2 2 2 5 5 60 1 59	56	2 2 1 1 10 10 43	1 1 3 3 69 1	3 1 2 53	8 8 58	3 3 49 1 47	1 72 4 1 1 1 1 1 6 6 50	2 2 31	2 2 2 3 3 53 53	1 851 3 3 12 1 1 8 1 1 1 1 1 5 1 1 5 1 1 5 1 6 5 6 6 4 2 6 6 2 5
Civil R Civil R Civil R Customer S Custor Custor Expedited Exped Exped Exped	onal Information Required/Insufficies stights - Age tights - Race tights - Screening of Religious Cultu tights - Sex/Gender/Gender Identity tights - Transgender Screening Service mer Service - CSM mer Service - TSO Passenger Screening Program ited Passenger Screening Program ited Passenger Screening Program	99 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 monial Item nder 5 5 5 5 5 1 1 3 5 1 5 1	2 2 2 5 5 60 1 59	56	2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3 69 1 2	3 1 2 53	8 8 58	1 1 3 3 49	1 72 4 4 1 1 1 1 1 1 6 6 50 0 1	2 2 31	2 2 2 3 3 53 53	1 851 3 3 12 11 8 8 1 1 1 1 51 1 1 50 656 4 26 625 1
Civil R Civil R Civil R Customer S Custor Custor Expedited Expedi Expedi Expedi Expedi Expedi Expedi Expedi	onal Information Required/Insufficies stights - Age tights - Race tights - Screening of Religious Cultu tights - Sex/Gender/Gender Identity tights - Sex/Gender/Gender Identity tights - Transgender Screening Service mer Service - CSM mer Service - TSO Passenger Screening Program ited Passenger Screening Program	99 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 monial Item nder 5 5 5 5 5 1 1 3 5 1 5 1	2 2 2 5 5 60 1 59	56	2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3 69 1 2	3 1 2 53	8 8 58	3 3 49 1 47	1 72 4 4 1 1 1 1 1 1 6 6 50 0 1	2 2 31 1 30	2 2 2 3 3 53 53	1 851 3 3 12 1 1 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil R Civil R Civil R Civil R Customer S Custor Custor Expedited Exped Exped Exped Exped Locks Locks	onal Information Required/Insufficies stights - Age tights - Race tights - Screening of Religious Cultu- tights - Sex/Gender/Gender Identity tights - Transgender Screening Service mer Service - CSM mer Service - TSO Passenger Screening Program ited Passenger Screening Program	99 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 monial Item nder 5 5 5 5 5 1 1 3 5 1 5 1	2 2 2 5 5 60 1 59	56	2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3 69 1 2	3 1 2 53	8 8 58	3 3 49 1 47	1 72 4 4 1 1 1 1 1 1 6 6 50 0 1	2 2 31 1 30	2 2 2 3 3 53 53	1 851 3 3 12 1 1 8 8 1 1 1 1 1 1 5 1 1 5 0 6 5 6 4 2 6 6 2 5 1 1 2 1 1
Civil R Civil R Civil R Customer S Custor Custor Expedited Exped Exped Exped Exped Locks Locks	onal Information Required/Insufficies stights - Age tights - Race tights - Screening of Religious Cultu tights - Sex/Gender/Gender Identity tights - Transgender Screening Service mer Service - CSM mer Service - TSO Passenger Screening Program ited Passenger Screening Program	99 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 monial Item nder 5 5 55 1 3 51 cmployees	2 2 2 5 5 60 1 59	56	2 2 1 1 10 10 43 4 39	1 1 3 3 69 1 2 66	3 1 2 53 1 52	8 8 58 3 55	3 3 49 1 47	1 72 4 1 1 1 1 1 1 1 6 6 50 1 1 49	2 2 31 1 30	2 2 2 3 3 53 53 1 52	1 851 3 3 12 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil R Civil R Civil R Civil R Customer S Custor Custor Expedited Expedi Expedi Expedi Expedi Expedi Locks Locks Mishandlin	onal Information Required/Insufficies stights - Age tights - Race tights - Screening of Religious Cultu tights - Screening of Religious Cultu tights - Screening Screening Service mer Service - CSM mer Service - TSO Passenger Screening Program ited Passenger Screening Program - General - Missing or Damaged Lock og of Passenger Property	99 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 monial Item nder 5 5 5 5 1 3 5 1 5 mployees	2 2 2 5 5 60 1 59	56	2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3 69 1 2	3 1 2 53 1 52	8 8 8 58 3 55	1 1 3 3 49 1 47 1	1 72 4 4 1 1 1 1 1 1 1 6 6 50 1 1 49 6 6	2 2 31 1 30 1 1	2 2 2 3 3 53 53 1 52 2	1 851 3 3 12 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil R Civil R Civil R Civil R Customer S Custor Expedited Expedi Expedi Expedi Expedi Locks Locks Locks Mishandlin Mishar	onal Information Required/Insufficies stights - Age tights - Race tights - Screening of Religious Cultu tights - Screening of Religious Cultu tights - Screening Service mer Service - CSM mer Service - TSO Passenger Screening Program ited Passenger Screening Program of General Missing or Damaged Lock ig of Passenger Property Indiing of Passenger Property	99 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 monial Item nder 5 5 55 1 3 51 cmployees	2 2 2 5 5 60 1 59	56	2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3 69 1 2 66	3 1 2 53 1 52	8 8 8 58 3 55	3 3 3 49 1 47 1	1 72 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 31 1 30 1 1 4 3	3 3 3 53 1 52	1 851 3 3 12 1 1 8 1 1 1 1 1 5 1 1 1 1 5 1 1 1 1 1 1
Civil R Civil R Civil R Customer S Custor Custor Expedited Expedi Expedi Expedi Expedi Locks Locks Mishandlin Mishar	onal Information Required/Insufficies stights - Age lights - Race lights - Screening of Religious Cultu lights - Sex/Gender/Gender Identity lights - Transgender Screening Service mer Service - CSM mer Service - TSO Passenger Screening Program ited Passenger Property General Missing or Damaged Lock ig of Passenger Property Indling of Passenger Property - Dam	99 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 7 7 1 1 - TSA/DHS E 1 1 1 3 1 1 2	1 1 1 monial Item nder 5 5 5 5 5 1 3 3 5 1 Employees 1 1 1	2 2 sis 5 60 1 59 - Opt In	56	2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3 69 1 2 66	3 1 2 53 1 52	8 8 8 58 3 55	3 3 49 1 47 1	1 72 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 4 9 4 9 4	2 2 31 1 30 1 1 4 3	2 2 2 3 3 53 53 1 52 2	1 851 3 3 12 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil R Civil R Civil R Customer S Custor Custor Expedited Expedi Expedi Expedi Expedi Expedi Expedi Expedi Expedi Mishardlin Mishar Mishar	onal Information Required/Insufficies stights - Age lights - Race lights - Screening of Religious Cultus lights - Screening of Religious Cultus lights - Scx/Gender/Gender Identity lights - Transgender Screening Service mer Service - CSM mer Service - TSO Passenger Screening Program ited Passenger Property - General - Missing or Damaged Lock g of Passenger Property Indling of Passenger Property - Dam Indling of Passenger Property - Disa	99 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 7 7 1 1 - TSA/DHS E 1 1 1 3 1 1 2	1 1 1 monial Item nder 5 5 5 5 5 1 3 3 5 1 Employees 1 1 1	2 2 2 1s 5 60 1 59 - Opt In	56	2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3 69 1 2 66	3 1 2 53 1 52	8 8 8 58 3 55	3 3 3 49 1 47 1	1 72 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 4 9 4 9 6 6 3 3	2 2 31 1 30 1 1 4 3	3 3 3 53 1 52	1 851 3 3 12 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil R Civil R Civil R Civil R Customer S Custor Custor Expedited Expedi Expedi Expedi Expedi Locks Locks Mishandlin Mishar Mishar	onal Information Required/Insufficies stights - Age tights - Race tights - Screening of Religious Cultu tights - Sex/Gender/Gender Identity tights - Sex/Gender/Gender Identity tights - Transgender Screening Service mer Service - CSM mer Service - TSO Passenger Screening Program ited Passenger Propertang Topical Program of General Missing or Damaged Lock of of Passenger Property - Dam indling of Passenger Property - Disaction	99 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 7 7 1 1 - TSA/DHS E 1 1 1 3 1 1 2	1 1 1 monial Item nder 5 5 5 5 5 1 3 3 5 1 Employees 1 1 1	2 2 ss 5 60 1 59 - Opt In	56	2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3 69 1 2 66	3 1 2 53 1 52	8 8 8 58 3 55	3 3 49 1 47 1	1 72 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 4 9 4 9 4	2 2 31 1 30 1 1 4 3	3 3 3 53 1 52	1 851 3 3 3 12 1 1 1 1 1 51 1 1 1 1 2 1 1 1 32 1 1 1 5 3 3 2 2
Civil R Civil R Civil R Civil R Customer S Custor Custor Expedited Expedi Expedi Expedi Locks Locks Locks Mishandlin Mishar Mishar No Jurisdic	onal Information Required/Insufficies stights - Age lights - Race lights - Screening of Religious Cultus lights - Screening of Religious Cultus lights - Scx/Gender/Gender Identity lights - Transgender Screening Service mer Service - CSM mer Service - TSO Passenger Screening Program ited Passenger Property - General - Missing or Damaged Lock g of Passenger Property Indling of Passenger Property - Dam Indling of Passenger Property - Disa	99 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 7 7 1 1 - TSA/DHS E 1 1 1 3 1 1 2	1 1 monial Item nder 5 5 55 1 3 51 51 cmployees	2 2 2 1s 5 60 1 59 - Opt In	56 2 54	2 2 1 1 10 10 43 4 39	1 1 3 3 69 1 2 66	3 1 2 53 1 52	8 8 58 3 55	3 3 49 1 47 1	1 72 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 31 1 30 1 1 4 3 1	3 3 3 53 1 52	1 851 3 3 3 12 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil R Civil R Civil R Civil R Customer S Custor Custor Expedited Expedi Expedi Expedi Expedi Expedi Expedi Expedi Mishandlin Mishar Mishar Mishar No Jurisdic No Jur	onal Information Required/Insufficies stights - Age tights - Race tights - Screening of Religious Cultu tights - Screening of Religious Cultu tights - Screening Screening Service mer Service - CSM mer Service - TSO Passenger Screening Program ited Passenger Property General Missing or Damaged Lock of of Passenger Property Indling of Passenger Property - Dam Indling of Passenger Property - Dam Indling of Passenger Property - Dam Indling of Passenger Property - Disa Stion Indication - Refer to Other	99 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 7 7 1 1 - TSA/DHS E 1 1 1 3 1 1 2	1 1 monial Item nder 5 5 55 1 3 51 51 5mployees 1 1 1 1 -Carry-on o	2 2 ss 5 60 1 59 - Opt In	56 2 54	2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3 69 1 2 66	3 1 2 53 1 52	8 8 8 58 3 55	3 3 49 1 47 1	1 72 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 31 1 30 1 1 4 3 1	3 3 53 1 52	1 851 3 3 12 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil R Civil R Civil R Civil R Customer S Custor Expedited Expedi Expedi Expedi Expedi Locks Locks Locks Mishandlin Mishar Mishar Mishar No Jurisdic No Jur Patdown	onal Information Required/Insufficies stights - Age tights - Race tights - Screening of Religious Cultu tights - Sex/Gender/Gender Identity tights - Sex/Gender/Gender Identity tights - Transgender Screening Service mer Service - CSM mer Service - TSO Passenger Screening Program ited Passenger Property Idling of Passenger Property Indling of Passenger Property - Dam Indling of Passenger Property - Dam Indling of Passenger Property - Dam Indling of Passenger Property - Disaction Indication - Refer to Other Indication - Refer to Other Indication - Refer to Other Indication - Indicati	99 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 7 7 1 1 - TSA/DHS E 1 1 1 3 1 1 2	1 1 monial Item nder 5 5 55 1 3 51 51 cmployees	2 2 ss 5 60 1 59 - Opt In	56 2 54	2 2 1 1 10 10 43 4 39	1 1 3 3 69 1 2 66	3 1 2 53 1 52	8 8 8 58 3 55	3 3 49 1 47 1	1 72 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 31 1 30 1 1 4 3 1	3 3 3 53 1 52 2 2	1 851 3 3 12 1 1 1 1 1 51 1 50 656 4 26 625 1 1 2 1 1 1 32 14 15 3 2 2 9 7
Civil R Civil R Civil R Civil R Customer S Custor Custor Expedited Expedi Expedi Expedi Locks Locks Locks Mishandlin Mishar Mishar No Jurisdic No Jur Patdown Patdov	onal Information Required/Insufficies stights - Age tights - Race tights - Screening of Religious Cultu tights - Screening of Religious Cultu tights - Screening Screening Service mer Service - CSM mer Service - TSO Passenger Screening Program ited Passenger Property General Missing or Damaged Lock of of Passenger Property Indling of Passenger Property - Dam Indling of Passenger Property - Dam Indling of Passenger Property - Dam Indling of Passenger Property - Disa Stion Indication - Refer to Other	99 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 7 7 1 1 - TSA/DHS E 1 1 1 3 1 1 2	1 1 monial Item nder 5 5 55 1 3 51 51 5mployees 1 1 1 1 -Carry-on o	2 2 ss 5 60 1 59 - Opt In	56 2 54	2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3 69 1 2 66	3 1 2 53 1 52	8 8 58 3 55	3 3 3 49 1 47 1	1 72 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 31 1 30 1 1 4 3 1	3 3 3 53 1 52	1 851 3 3 12 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

				ct Center (									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Cancer (g	, ,										1		1
Persons w/ Disabilities (PWD) - Cognitive	/Developm	ental /Menta	al Disability	/					1				1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	1	1					1		1		4
Persons w/ Disabilities (PWD) - Mobility [	2						1		1				4
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	3	1	2	3	1	1	1	2	1	2	2	22
Property - Special Handling - Damaged It	1	1			3		1	1	1	1		1	10
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Iten	ns - Carry-O	n	1						1			1	3
Property - Special Handling - Missing Iten	1	2		2		1					2		8
Screening	7	4	6	2	1	7	2	6	3	2	6	3	49
Screening - Crew Member or Airline Emp	oyee	1						1					2
Screening - Inconsistency	1		2			2		1	1		1	1	ç
Screening - Lengthy Lines		2						1					3
Screening - Procedures/Process	6	1	4	2	1	4	2	3	2	2	5	2	34
Screening - Retrieving Abandoned/Confis	cated Items					1							1
2024	105												105
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service	5												5
Customer Service - TSO	5												5
Expedited Passenger Screening Program	85												85
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	82												82
Locks	2												2
Locks - Missing or Damaged Lock	2												2
Patdown	3												3
Patdown - Flyer	3												3
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Cancer (	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Iten	1												1
Screening	7												7
Screening - Procedures/Process	6												6
Screening - Security Breach	1												1

			I SA CUIILA	ct Center (	icc, Data	1001 - 1 014							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SMX	1		1	1		1			1			1	6
2022	1			1		1							3
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	checked Bag	ggage		1							1
Patdown				1									1
Patdown - Flyer				1									1
Screening	1												1
Screening - Procedures/Process	1												1
2023			1						1			1	3
Expedited Passenger Screening Program			1									1	2
Expedited Passenger Screening Program	- TSA PreC	heck	1									1	2
Patdown									1				1
Patdown - Flyer									1				1

Categories SNA						) Data Too								
CNIA									05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
		206	116	95	97	96	131	152	153	142	141	156	151	1,636
2022		32	47	28	31	32	75	70	78	75	70	88	74	700
Civ	vil Rights	1	1		2	1		1	2	1	1	1		11
	Civil Rights - Age		1											1
	Civil Rights - Not Specified								1					1
	Civil Rights - Race							1	1	1		1		4
	Civil Rights - Racial Profiling or Discrimina	1			1									2
	Civil Rights - Sex/Gender/Gender Identity-		nder		1						1			2
	Civil Rights - Transgender Screening	ı				1								1
Cla	aims											1		1
Oit	Claims - Status											1		1
C	stomer Service	4	0	2	0	4	2	4	2	0	0		5	
Cu		1	2	3	2	11	3	1	3	8	2	8		39
DI	Customer Service - TSO	1	2	3	2	1	3	1	3	8	2	8	5	39
DF	IS TRIP									1				1
	DHS TRIP - General									1				1
Ex	pedited Passenger Screening Program	18	36	23	22	26	64	63	60	58	56	65	57	548
	Expedited Passenger Screening Program	- Active Duty	Military						1					1
	<b>Expedited Passenger Screening Program</b>	- DoD					1	1						2
	Expedited Passenger Screening Program	2	7	1	3	3	3		1	1	2	2	4	29
	Expedited Passenger Screening Program	16	29	22	19	23	60	61	58	57	54	63	53	515
	Expedited Passenger Screening Program							1						1
Ide	entification (ID) Requirements	1	mpioyeee c	pr III										1
ide	Identification (ID) Requirements - Domest													1
1		'					- 4							1
Lo							1							1
	Locks - General						1							1
Mis	shandling of Passenger Property	1		1	2				4	2		1	1	12
	Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	1	2				2	1			1	7
	Mishandling of Passenger Property - Dam	1							2	1				4
	Mishandling of Passenger Property - Disa		Carry-on or	Checked								1		1
No	Jurisdiction		y			1								1
140	No Jurisdiction - No Referral					1								1
Do		4	2		0	ı	4	0	4	0	2		4	
Ра	tdown	1	3		2		1	2	4	2	3	5	4	27
	Patdown - Children							1						1
	Patdown - Flyer	1	3		2		1	1	3	2	3	5	4	25
	Patdown - Flyer as Observer								1					1
Pe	rsons w/ Disabilities (PWD)	3					2			1	2		1	9
	Persons w/ Disabilities (PWD) - Diapers/0	1												1
	Persons w/ Disabilities (PWD) - General						1							1
	Persons w/ Disabilities (PWD) - Medical [	1												1
											1			- 1
	Persons w/ Disabilities (PWD) - Medically	Necessary M	edication an	d Medical S	Supplies									
	Persons w/ Disabilities (PWD) - Medically		edication an	d Medical S	Supplies									2
	Persons w/ Disabilities (PWD) - Metal Imp	1		d Medical S	Supplies					1	1			2
	Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesi	1 s/Amputees a	nd Casts	d Medical S	Supplies					1				1
	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato	1 s/Amputees a ory and Inhaler	nd Casts Equipment	d Medical S	Supplies					1			1	1 1
	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Wheelcha	1 s/Amputees a ory and Inhaler air/ Scooter/ S	nd Casts Equipment egway		Supplies		1			1	1			1 1 1
Pro	Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Wheelcha operty - Special Handling	1 s/Amputees a bry and Inhaler air/ Scooter/ S 2	nd Casts Equipment egway	d Medical S	Supplies	3	1	1	2	1	1	4	1	1 1 1 19
Pro	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Wheelcha	1 s/Amputees a bry and Inhaler air/ Scooter/ S 2	nd Casts Equipment egway		Supplies	3 1	1	1	2	1	1	4 2		1 1 1
Pro	Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Wheelcha operty - Special Handling	1 s/Amputees a bry and Inhaler air/ Scooter/ S 2 ems - Carry-O	nd Casts Equipment egway		Supplies		1	1		1	1		1	1 1 1 19
Pro	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Wheelchoperty - Special Handling - Property - Special Handling - Damaged Its Property - Special Handling - Damaged Its Property - Special Handling - Damaged Its	s/Amputees a bry and Inhaler air/ Scooter/ S 2 ems - Carry-O	nd Casts Equipment egway	1	Supplies	1	1	1		1	1	2	1	1 1 1 19 7
Pro	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelchaperty - Special Handling - Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item	1 s/Amputees a bry and Inhaler air/ Scooter/ S 2 ems - Carry-O 1 1	nd Casts Equipment egway	1	Supplies	1	1			1	4 2	2	1	1 1 1 19 7
	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelche perty - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Item	1 s/Amputees a bry and Inhaler air/ Scooter/ S 2 ems - Carry-O 1 1 ns - Checke	nd Casts Equipment egway 1	1		1	•	1	1		4 2	2 1 1	1	1 1 1 19 7 4 4
	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelche perty - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missin	s/Amputees a bry and Inhaler air/ Scooter/ S 2 ems - Carry-O 1 1 ns - Checke 4	nd Casts Equipment egway 1	1	Supplies 1	1	1		1	1	1 4 2	2	1	1 1 1 19 7 4 4 4 30
	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelche perty - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Recenting - Children	1 s/Amputees a bry and Inhaler air/ Scooter/ S 2 ems - Carry-O 1 1 ns - Checke	nd Casts Equipment egway 1 n 1 4	1		1	•	1	1 3		4 2	2 1 1	1 1 5	1 1 1 19 7 4 4 4 30
	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Wheelchaperty - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Recentling - Children Screening - Children Screening - Inconsistency	s/Amputees a bry and Inhaler air/ Scooter/ S 2 ems - Carry-O 1 1 ns - Checke 4	nd Casts Equipment egway 1	1		1	•	1	1 3	2	4 2	2 1 1	1	1 1 1 19 7 4 4 4 30 1
	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Wheelchoperty - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing	s/Amputees a arry and Inhaler air/ Scooter/ S 2 ems - Carry-O 1 1 1 s - Checke 4 1	nd Casts Equipment egway 1 n 1 2	1	1	1	4	1 2	1 3 1 1 1	2	1 4 2 1 1 1 2	1 1 3	5	1 1 1 19 7 4 4 4 30 1 6
	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelchoperty - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Item Screening - Children Screening - Lengthy Lines Screening - Procedures/Process	s/Amputees a rry and Inhaler air/ Scooter/ S 2 ems - Carry-O 1 1 s - Checke 4 1	nd Casts Equipment egway 1 n 1 4	1		1	4	1	1 3	2	4 2	1 1 3	1 1 5	1 1 1 19 7 4 4 4 30 1 6 2
Sc	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Wheelchoperty - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing	s/Amputees a sry and Inhaler air/ Scooter/ S 2 ems - Carry-O 1 1 ns - Checke 4 1	nd Casts Equipment egway 1 n 1 2	1	1	1 1	3	1 2 1	1 3 1 1 1	2	1 1 1 2 2	3	5 2	1 1 1 19 7 4 4 4 4 30 1 6 6 2
	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelchoperty - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Item Screening - Children Screening - Lengthy Lines Screening - Procedures/Process	s/Amputees a rry and Inhaler air/ Scooter/ S 2 ems - Carry-O 1 1 s - Checke 4 1	nd Casts Equipment egway 1 n 1 2	1	1	1	4	1 2	1 3 1 1 1	2	1 4 2 1 1 1 2	1 1 3	5	1 1 1 19 7 4 4 4 30 1 6 2
Sc 2023	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelchoperty - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Item Screening - Children Screening - Lengthy Lines Screening - Procedures/Process	s/Amputees a sry and Inhaler air/ Scooter/ S 2 ems - Carry-O 1 1 ns - Checke 4 1	nd Casts Equipment egway 1 n 1 2	1	1	1 1	3	1 2 1	1 3 1 1 1	2	1 1 1 2 2	3	5 2	1 1 1 19 7 4 4 4 4 30 1 6 6 2
Sc 2023	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelche Persons w/ Disabilities (PWD) - Wheelche Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Item Property - Special Handling - Missi	s/Amputees a sry and Inhaler air/ Scooter/ S 2 ems - Carry-O 1 1 ns - Checke 4 1	nd Casts - Equipment egway 1 1 1 2 2 69	1 1	1 1 66	1 1	4 3 1 56	1 2 1	1 3 1 1 1	1 1	1 4 2 1 1 1 2 2 2 2 71	3	5 2	1 1 1 19 7 4 4 4 30 1 6 2 19 2 8 8 4
Sc 2023	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Wheelchaperty - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Retrieving Abandoned/Confisivil Rights  Civil Rights - Age	s/Amputees a sry and Inhaler air/ Scooter/ S 2 ems - Carry-O 1 1 ns - Checke 4 1	nd Casts - Equipment egway 1 1 1 2 2 69	1 1	1 1 66	1 1	4 3 1 56	1 2 1	1 3 1 1 1	1 1	1 4 2 1 1 1 2 2 2 71 3	3	5 2	1 1 1 19 7 4 4 4 4 30 1 1 6 2 19 2 8 8 4 10 10 10 10 10 10 10 10 10 10 10 10 10
Sc 2023	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelchator Property - Special Handling - Damaged Itter Property - Special Handling - Damaged Itter Property - Special Handling - Missing Item Property - Special Handlin	s/Amputees a sry and Inhaler air/ Scooter/ S 2 ems - Carry-O 1 1 ns - Checke 4 1	nd Casts Equipment egway 1 n 1 2 2 69 2	1 1	1 1 66	1 1	3 1 56	1 2 1	1 3 1 1 1	1 1	1 4 2 1 1 1 2 2 2 71 3 1 1	3	5 2	1 1 1 19 7 4 4 4 3 3 0 1 1 6 2 2 19 2 2 <b>854</b>
Sc 2023	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelchat Persons w/ Disabilities (PWD) - Wheelchat Property - Special Handling - Damaged Itter Property - Special Handling - Damaged Itter Property - Special Handling - Missing Item Property - Special Handling -	s/Amputees a rry and Inhaler air/ Scooter/ S 2 ems - Carry-O 1 1 s - Checke 4 1 2 1 92	nd Casts Equipment egway  1 n  1 4 2 2 69 2	1 1 67	1 66 1	1 1	4 3 1 56	1 2 1	1 3 1 1 1	1 1 67	1 4 2 1 1 1 2 2 2 71 3 1 1	3	5 2	1 1 1 19 7 4 4 4 30 1 1 6 2 19 2 <b>854</b> 10 1 1
Sc 2023	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelchat Persons w/ Disabilities (PWD) - Wheelchat Property - Special Handling - Damaged Itter Property - Special Handling - Damaged Itter Property - Special Handling - Missing Item Property - Special Handling - Property - Special Handling - Property - S	s/Amputees a sry and Inhaler air/ Scooter/ S 2 ems - Carry-O 1 1 1s - Checke 4 1 92	nd Casts Equipment egway 1 n 1 2 2 69 2	1 1	1 1 66	1 1	3 1 56	1 2 1	1 3 1 1 1	1 1	1 4 2 1 1 1 2 2 71 3 1 1 1	3	5 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Sc 2023	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelchat Persons w/ Disabilities (PWD) - Wheelchat Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iter Property - Special Handling - Paragety - Property - Special Handling - Par	s/Amputees a sry and Inhaler air/ Scooter/ S 2 ems - Carry-O 1 1 1s - Checke 4 1 92	nd Casts Equipment egway  1 n  1 4 2 2 69 2	1 1 67	1 66 1	1 1	3 1 56	1 2 1	1 1 3 1 1 1 1 75 1	1 1 67	1 4 2 1 1 1 2 2 2 71 3 1 1	3	5 2	1 1 1 19 7 4 4 4 4 30 1 1 6 2 19 2 2 <b>854</b> 10 1 1
2023 Civ	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Iter Property - Special Handling - Missing Item Property - Special Handling - Missing I	s/Amputees a sry and Inhaler air/ Scooter/ S 2 ems - Carry-O 1 1 1s - Checke 4 1 92 - Not Trans ensgender	nd Casts Equipment egway  1 n  1 4 2 2 69 2	1 1 67	1 66 1	1 1	3 1 56	1 2 1	1 3 1 1 1	1 1 67	1 4 2 1 1 1 2 2 71 3 1 1 1	3	5 2	1 1 1 1 19 7 4 4 4 4 30 1 1 6 2 2 854 10 1 1 1 1 2 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1
2023 Civ	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Wheelchaperty - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Property - Special Handling - Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Property - Special Handling - Property - Special Handling - Missing Item Prope	s/Amputees a arry and Inhaler sir/ Scooter/ S 2 ems - Carry-O 1 1 s - Checke 4 1 92 ensore sir/ S 2 ensore sir	nd Casts Equipment egway  1 n  1 4 2 2 69 2	1 1 67	1 66 1	1 1	3 1 56	1 2 1	1 1 3 1 1 1 1 75 1	1 1 67	1 4 2 1 1 1 2 2 71 3 1 1 1	3	5 2	1 1 1 19 7 4 4 4 4 30 1 1 6 2 2 19 2 2 <b>854</b> 10 1 1 1 1 2 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1
2023 Civ	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Iter Property - Special Handling - Missing Item Property - Special Handling - Missing I	s/Amputees a sry and Inhaler air/ Scooter/ S 2 ems - Carry-O 1 1 1s - Checke 4 1 92 - Not Trans ensgender	nd Casts Equipment egway  1 n  1 4 2 2 69 2	1 1 67	1 66 1	1 1	3 1 56	1 2 1	1 1 3 1 1 1 1 75 1	1 1 67	1 4 2 1 1 1 2 2 71 3 1 1 1	3	5 2	1 1 1 1 19 7 4 4 4 4 30 1 1 6 2 2 854 10 1 1 1 1 2 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1
2023 Civ	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Wheelchaperty - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Property - Special Handling - Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Property - Special Handling - Property - Special Handling - Missing Item Prope	s/Amputees a arry and Inhaler sir/ Scooter/ S 2 ems - Carry-O 1 1 s - Checke 4 1 92 ensore sir/ S 2 ensore sir	nd Casts Equipment egway  1 n  1 4 2 2 69 2	1 1 67	1 66 1	1 1	3 1 56	1 2 1	1 1 1 1 1 75 1	1 1 67	1 4 2 1 1 1 2 2 71 3 1 1 1	3	5 2	1 1 1 19 7 4 4 4 4 30 1 1 6 2 2 19 2 2 <b>854</b> 10 1 1 1 1 2 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1
2023 Civ	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Wheelchaperty - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Pamaged Item Property - Special Handling - Property - Spe	s/Amputees a arry and Inhaler air/ Scooter/ S 2 2 ems - Carry-O 1 1 1 s - Checke 4 1 92 1 92 - Not Transquageder 1 1 1	nd Casts Equipment egway 1 n  1 4 2 2 69 2 11	67 1	1 1 66 1	1 1 1	3 1 56 1	1 1 1 82	1 1 3 1 1 1 75 1	2 1 1 67 1	1 4 2 2 1 1 1 2 2 2 7 1 3 3 1 1 1 1 1	3	1 1 5 2 3 77	1 1 1 19 7 4 4 4 4 30 1 1 6 2 19 2 854 10 1 1 1 2 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1
2023 Cin	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iter Property - Special Handling - Pamaged	s/Amputees a arry and Inhaler air/ Scooter/ S 2 ems - Carry-O 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	nd Casts Equipment egway  1 n  1 4 2 2 69 2 11 1	67 1	1	1 1 1	3 1 56 1	1 1 1 82	1 1 3 1 1 1 75 1	2 1 1 67 1	1 4 2 2 1 1 1 2 2 2 7 1 3 1 1 1 1 1 1 3 3 3	2 1 1 1 3 3 68	1 1 5 2 3 77	1 1 1 19 4 4 4 4 30 1 1 6 6 2 2 19 2 854 10 1 1 1 1 2 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1
2023 Cin	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelchat Persons w/ Disabilities (PWD) - Wheelchat Property - Special Handling - Damaged Itter Property - Special Handling - Damaged Itter Property - Special Handling - Missing Item Property - Special Handling - Paragety - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Paragety - Missing Item Property - Special Handling - Paragety - Missing Item Property - Special Handling - Paragety - Paragety - Missing Item Property - Special Handling - Paragety - Paragety - Missing Item Property - Special Handling - Paragety - Paragety - Paragety - Paragety - Paraget	s/Amputees a arry and Inhaler air/ Scooter/ S 2 ems - Carry-O 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	nd Casts Equipment egway  1 n  1 4 2 2 69 2 11 1	67 1	1	1 1 1	3 1 56 1	1 1 1 82	1 1 3 1 1 1 75 1	2 1 1 67 1	1 4 2 2 1 1 1 2 2 2 7 1 3 1 1 1 1 1 1 3 3 3	2 1 1 1 3 3 68	1 1 5 2 3 77	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
2023 Civ	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelchest Property - Special Handling - Damaged Itter Property - Special Handling - Missing Item Property - Special Handling - Paragety - Missing Item Property - Special Handling - Paragety - Missing Item Property - Special Handling - Paragety - Missing	s/Amputees a sry and Inhaler air/ Scooter/ S 2 ems - Carry-O 1 1 1s - Checke 4 1 92 - Not Trans ensgender 1 4 4 4	nd Casts Equipment egway 1 1 1 4 2 2 69 2 1 1 1	1 1 67 1	1	1 1 1	4 3 1 56 1	1 1 82 2 2 2	1 1 3 1 1 1 75 1	2 1 1 67 1	1 4 2 2 1 1 1 2 2 2 71 3 1 1 1 1 3 3 3 3 3	2 1 1 3 68	1 1 5 2 3 77	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
2023 Civ	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Wheelchaperty - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Panaged I	s/Amputees a arry and Inhaler air/ Scooter/ S 2 ems - Carry-O 1 1 s - Checke 4 1 92 ems - Mot Transç nsgender 1 4 4 4 73	nd Casts Equipment egway  1 n  1 4 2 2 69 2 11 1	1 1 67 1 1	1	1 1 1	3 1 56 1	1 1 1 82	1 1 3 1 1 1 75 1	2 1 1 67 1	1 4 2 2 1 1 1 2 2 2 7 1 3 1 1 1 1 1 1 3 3 3	2 1 1 1 3 3 68	1 1 5 2 3 77	1 1 1 1 1 1 1 9 7 4 4 4 4 4 30 1 1 6 2 2 854 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
2023 Civ	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Wheelchaperty - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Pamaged Item Property - Special Handling - Pamaged Item Property - Special Handling - Pamaged Item Property - Special Handling - Property - Special Handling - Pamaged Item Property	1 s/Amputees a arry and Inhaler air/ Scooter/ S 2 2 ems - Carry-O 1 1 1 s - Checke 4 1 1 92 - Not Trans( nsgender 1 4 4 4 4 - 73 - DoD	nd Casts Equipment egway 1 n  1 4 2 2 69 2 11 1 6 6 6	1 1 1 67 1 1 7 7	1 1 66 1 1 5 5 5 5 5 1	64 4 4	4 3 1 56 1	1 1 1 82 2 2 2 70	1 1 3 1 1 1 75 1	2 1 1 67 1 1 4 4 4 1 1 51	1 4 2 2 1 1 1 2 2 2 7 1 1 1 1 1 1 3 3 3 3 5 9	2 1 1 3 3 68	1 1 5 2 3 77	1 1 1 1 19 4 4 4 4 30 1 1 6 6 2 2 19 2 854 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
2023 Civ	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelche persons w/ Disabilities (PWD) - Wheelch persons w/ Disabilities (PWD) - Wheel	1 s/Amputees a arry and Inhaler air/ Scooter/ S 2 ems - Carry-O 1 1 1 s - Checke 4 1 1 92 en s - Checke 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	nd Casts Equipment egway  1 n  1 4 2 2 69 2  11 1 6 6 6	1 1 1 67 1 1 7 7	1 1 66 1 1 5 5 5 5 5 1 3	1 1 1 64 4 4 47	4 3 1 56 1 1	1 2 1 1 82 2 2 2	1 1 3 1 1 1 75 1	2 1 1 67 1 1 4 4 4 1 1 51	1 4 2 2 1 1 1 2 2 2 7 1 3 1 1 1 1 1 3 3 3 3 5 5 9 1 1	2 1 1 3 3 68	1 1 1 5 2 3 77 4 4 4	1 1 1 1 1 1 1 9 7 7 4 4 4 4 30 1 1 6 2 2 19 2 854 4 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
2023 Civ	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelche persons w/ Disabilities (PWD) - Wheelch persons w/ Disabilities (PWD) - Wheel	1 s/Amputees a rry and Inhaler air/ Scooter/ S 2 2 ems - Carry-O 1 1 1 s - Checke 4 1 1 92 - Not Transq nsgender 1 1 4 4 4 4 - 73 - DoD 2 71	nd Casts	1 1 1 7 7 7 50 1 1 48	1 1 66 1 1 5 5 5 5 5 1	64 4 4	4 3 1 56 1	1 1 1 82 82 2 2 2 70 5 64	1 1 3 1 1 1 75 1	2 1 1 67 1 1 4 4 4 1 1 51	1 4 2 2 1 1 1 2 2 2 7 1 1 1 1 1 1 3 3 3 3 5 9	2 1 1 3 3 68	1 1 5 2 3 77	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
2023 Civ	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelche persons w/ Disabilities (PWD) - Wheelch persons w/ Disabilities (PWD) - Wheel	1 s/Amputees a rry and Inhaler air/ Scooter/ S 2 2 ems - Carry-O 1 1 1 s - Checke 4 1 1 92 - Not Transq nsgender 1 1 4 4 4 4 - 73 - DoD 2 71	nd Casts	1 1 1 7 7 7 50 1 1 48	1 1 66 1 1 5 5 5 5 5 1 3	1 1 1 64 4 4 47	4 3 1 56 1 1	1 2 1 1 82 2 2 2	1 1 3 1 1 1 75 1	2 1 1 67 1 1 4 4 4 1 1 51	1 4 2 2 1 1 1 2 2 2 7 1 3 1 1 1 1 1 3 3 3 3 5 5 9 1 1	2 1 1 3 3 68	1 1 1 5 2 3 77 4 4 4	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
2023 Civ	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelche persons w/ Disabilities (PWD) - Wheelch persons w/ Disabilities (PWD) - Wheel	1 s/Amputees a rry and Inhaler air/ Scooter/ S 2 2 ems - Carry-O 1 1 1 s - Checke 4 1 1 92 - Not Transq nsgender 1 1 4 4 4 4 - 73 - DoD 2 71	nd Casts	1 1 1 7 7 7 50 1 1 48	1 1 66 1 1 5 5 5 5 5 1 3	1 1 1 64 4 4 47	4 3 1 56 1 1	1 1 1 82 82 2 2 2 70 5 64	1 1 3 1 1 1 75 1	2 1 1 67 1 1 4 4 4 1 1 51	1 4 2 2 1 1 1 2 2 2 7 1 3 1 1 1 1 1 3 3 3 3 5 5 9 1 1	2 1 1 3 3 68	1 1 1 5 2 3 77 4 4 4	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
2023 Civ	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Wheelchaperty - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing It	1 s/Amputees a rry and Inhaler air/ Scooter/ S 2 2 ems - Carry-O 1 1 1 s - Checke 4 1 1 92 - Not Transq nsgender 1 1 4 4 4 4 - 73 - DoD 2 71	nd Casts	1 1 1 7 7 7 50 1 1 48	1 1 66 1 1 5 5 5 1 3 48	1 1 1 64 4 4 47	4 3 1 56 1 1	1 1 1 82 82 2 2 2 70 5 64	1 3 1 1 1 75 1	2 1 1 67 1 1 4 4 4 1 1 51	1 4 2 2 1 1 1 2 2 2 7 1 3 1 1 1 1 1 3 3 3 3 5 5 9 1 1	2 1 1 3 3 68	1 1 1 5 2 3 77 4 4 4	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
2023 Civ Cla Cu DH Ex	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Wheelchaperty - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Program Expedited Passenger Screening Program	1 s/Amputees a arry and Inhaler air/ Scooter/ S 2 2 ems - Carry-O 1 1 1 s - Checke 4 1 1 92 1 92 - Not Trans( nsgender 1 4 4 4 4 - 73 - DoD 2 71 - TSA/DHS E	nd Casts	1 1 1 7 7 7 50 1 1 48	1 1 66 1 1 5 5 5 1 3 48 1 1	1 1 1 64 4 4 47	4 3 1 56 1 1	1 1 1 82 2 2 2 70 5 64 1	1 1 3 1 1 1 75 1 1 2 2 65	1 67 1 1 4 4 4 1 1 51	1 4 2 2 1 1 1 2 2 2 7 1 3 1 1 1 1 1 3 3 3 3 5 5 9 1 1	2 1 1 3 3 68 2 2 2 3 59	1 1 5 2 3 77 4 4 4 4 64 2 62	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
2023 Civ Cla Cu DH Ex	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Wheelchaperty - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing or Damaged Lock Schandling of Passenger Property	s/Amputees a arry and Inhaler air/ Scooter/ S 2 2 ems - Carry-O 1 1 1 s - Checke 4 1 1 92 1 92 - Not Trans( nsgender 1 4 4 4 4 4 1 - TSA/DHS E 2 2 2 2 2 2 2 2 2 2 2 2 3 3 3 3 3 3 3	nd Casts Equipment egway 1 n  1 4 2 2 69 2 11 1 6 6 6 55 1 54 mployees - C	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 66 1 1 5 5 5 5 1 3 48 1 1 1	1 1 1 64 4 4 47	4 3 1 56 1 1	1 1 1 82 2 2 2 70 5 64 1	1 1 3 3 1 1 1 1 1 1 7 7 5 1 1 1 2 2 2 6 6 5 6 5 6 5 1 1	2 1 1 67 1 1 4 4 4 1 1 51 3 48	1 4 2 2 1 1 1 2 2 2 7 1 3 1 1 1 1 1 3 3 3 3 5 5 9 1 1	2 1 1 3 3 68	1 1 1 5 2 3 77 4 4 4	1 1 1 1 1 1 1 9 4 4 4 4 3 3 0 1 1 6 6 2 2 8 5 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
2023 Civ Cla Cu DH Ex	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelche persons w/ Disabilities (PWD) - Wheelch persons w/ Disabilities (PWD) - Wheelch w/ Disabilities (PWD) - Wheelch w/ Disabilities (PWD) - Whishalding of Passenger Property (PWD) - Wheelch w/ Disabilities (PWD) - Whishalding of Passenge	s/Amputees a ary and Inhaler air/ Scooter/ S 2 ems - Carry-O 1 1 1 s - Checke 4 1 2 1 92 - Not Trans 1 1 4 4 73 - DoD 2 71 - TSA/DHS E 2 aaged/Missing	nd Casts Equipment egway 1 n  1 4 2 2 69 2 11 1 6 6 6 55 1 54 mployees - C	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 66 1 1 5 5 5 5 1 3 48 1 1 1	1 1 1 64 4 4 47	4 3 1 56 1 1	1 1 1 82 2 2 2 70 5 64 1	1 1 3 1 1 1 75 1 1 2 2 65 65	2 1 1 67 1 1 4 4 1 1 1 51 3 48	1 4 2 2 1 1 1 2 2 2 7 1 3 1 1 1 1 1 3 3 3 3 5 5 9 1 1	2 1 1 3 3 68 2 2 2 2 1	1 1 5 2 3 77 4 4 4 4 64 2 62	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
2023 Civ Cla Cu DH Ex	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelche persons w/ Disabilities (PWD) - Wheelch w/ Disabilities (PWD) -	1 s/Amputees a rry and Inhaler air/ Scooter/ S 2 2 ems - Carry-O 1 1 1 1 s - Checke 4 1 1 92	nd Casts Equipment egway 1 n 1 4 2 2 69 2 69 1 1 1 1 6 6 6 55 1 54 mployees - Carry 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 66 1 1 5 5 5 1 3 48 1 1 1 ge	1 1 1 64 4 4 47	4 3 1 56 1 1	1 1 1 82 2 2 2 70 5 64 1	1 1 3 1 1 1 75 1 1 2 2 65	2 1 1 67 1 1 4 4 4 1 1 51 3 48	1 4 2 2 1 1 1 2 2 2 7 1 3 1 1 1 1 1 3 3 3 3 5 5 9 1 1	2 1 1 3 3 68 2 2 2 3 59	1 1 1 5 2 3 77 4 4 4 4 64 2 62	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
2023 Civ Cla Cu DH Ex	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelchat Persons w/ Disabilities (PWD) - Wheelchat Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Item Property - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Profiling Civil Rights - Age Civil Rights - Age Civil Rights - Profiling Civil Rights - Sex/Gender/Gender Identity-Civil Rights - Sex/Gender/Gender Identity-Civil Rights - Sexual Orientation - Not Tracivil Rights - Sexual Orientation - Not Tracivil Rights - Transgender Screening Sims Claims - Status Stomer Service - TSO IS TRIP DHS TRIP - General Pedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam	s/Amputees a rry and Inhaler air/ Scooter/ S 2 2 ems - Carry-O 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	nd Casts - Equipment egway 1 n 1 4 2 2 69 2 11 1 1 6 6 6 55 1 54 mployees - Carry 1 ItemsCarry 1 ItemsUnsp	1 1 1 67 1 1 7 7 50 1 1 48 Opt In	1 1 66 1 1 5 5 5 1 3 48 1 1 1 ge	1 1 1 64 4 4 47	4 3 1 56 1 1	1 1 1 82 2 2 2 70 5 64 1	1 1 3 1 1 1 75 1 1 2 2 65 65	2 1 1 67 1 1 4 4 1 1 1 51 3 48	1 4 2 2 1 1 1 2 2 2 7 1 3 1 1 1 1 1 3 3 3 3 5 5 9 1 1	2 1 1 3 3 68 2 2 2 2 1	1 1 1 5 2 3 77 4 4 4 4 64 2 62	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Z023 Civ  Cla  Cu  DH  Ex	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Wheelchaperty - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Dam Mishandling of Passenger Property - Dam	s/Amputees a rry and Inhaler air/ Scooter/ S 2 2 ems - Carry-O 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	nd Casts - Equipment egway 1 n 1 4 2 2 69 2 11 1 1 6 6 6 55 1 54 mployees - Carry 1 ItemsCarry 1 ItemsUnsp	1 1 1 67 1 1 7 7 50 1 1 48 Opt In	1 1 66 1 1 5 5 5 1 3 48 1 1 1 ge gage	1 1 1 1 64 4 4 47 1 46	4 3 1 56 1 1	1 1 1 82 2 2 2 70 5 64 1	1 1 3 1 1 1 1 75 1 1 2 2 65 65 1 1 1 1	2 1 1 67 1 1 4 4 1 1 1 51 3 48	1 4 2 2 1 1 1 2 2 2 7 1 3 1 1 1 1 1 3 3 3 3 5 5 9 1 1	2 1 1 3 3 68 2 2 2 2 1	1 1 1 5 2 3 77 4 4 4 4 64 2 62	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Z023 Civ  Cla  Cu  DH  Ex	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelchator Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iter Property - Dam Mishandling of Passenger Property - Disattown	s/Amputees a rry and Inhaler air/ Scooter/ S 2 2 ems - Carry-O 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	nd Casts - Equipment egway 1 n 1 4 2 2 69 2 11 1 1 6 6 6 55 1 54 mployees - Carry 1 ItemsCarry 1 ItemsUnsp	1 1 1 67 1 1 7 7 50 1 1 48 Opt In	1 1 66 1 1 5 5 5 1 3 48 1 1 1 ge	1 1 1 64 4 4 47	4 3 1 56 1 1	1 1 1 82 2 2 2 70 5 64 1	1 1 3 1 1 1 75 1 1 2 2 65 65	2 1 1 67 1 1 4 4 1 1 1 51 3 48	1 4 2 2 1 1 1 2 2 2 7 1 3 1 1 1 1 1 3 3 3 3 5 5 9 1 1	2 1 1 3 3 68 2 2 2 2 1	1 1 1 5 2 3 77 4 4 4 4 64 2 62	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Z023 Civ  Cla  Cu  DH  Ex	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Wheelchaperty - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Dam Mishandling of Passenger Property - Dam	s/Amputees a arry and Inhaler air/s/Scooter/s 2 ems - Carry-O 1 1 1 1 s - Checke 4 1 1 92	nd Casts P Equipment egway 1 n 1 1 4 2 2 69 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 7 7 50 1 48 Opt In	1 1 66 1 1 5 5 5 1 3 48 1 1 1 ge gage	1 1 1 1 64 4 4 47 1 46	4 3 1 56 1 1 3 3 49	1 1 1 82 2 2 2 2 70 5 64 1	1 1 3 1 1 1 1 75 1 1 2 2 65 65 1 1 1 1	2 1 1 67 1 1 4 4 4 1 1 51 3 48	1 4 2 2 1 1 1 2 2 2 71 3 1 1 1 1 3 3 3 3 5 9 1 5 8	2 1 1 3 3 68 2 2 2 2 1	1 1 1 5 2 3 77 4 4 4 4 64 2 62	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Z023 Civ  Cla  Cu  DH  Ex	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelchator Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iter Property - Dam Mishandling of Passenger Property - Disattown	s/Amputees a arry and Inhaler air/s/Scooter/s 2 ems - Carry-O 1 1 1 1 s - Checke 4 1 1 92	nd Casts P Equipment egway 1 n 1 1 4 2 2 69 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 7 7 50 1 1 48 Opt In 7 -on Luggacecified Luggacecified Luggacechecked 4	1 1 66 1 1 5 5 5 1 3 48 1 1 1 ge gage	1 1 1 1 64 4 4 47 1 46	4 3 1 56 1 1 3 3 49	1 1 1 82 2 2 2 2 70 5 64 1	1 1 3 1 1 1 1 75 1 1 2 2 65 65 1 1 1 1	1 67 1 1 1 3 48 2 1 1	1 4 2 2 1 1 1 2 2 2 71 3 1 1 1 1 3 3 3 3 5 9 1 5 8	2 1 1 3 3 68 2 2 2 2 1	1 1 1 5 2 3 77 4 4 4 4 64 2 62	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
2023 Civ Cla Cu Dh Ex	Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Wheelchaperty - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Dam Mishandling of Passenger Property - Da	s/Amputees a arry and Inhaler air/ Scooter/ S 2 2 ems - Carry-O 1 1 1 1 s - Checke 4 1 1 92 1 92 - Not Trans( nsgender 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	nd Casts Equipment egway 1 n  1 4 2 2 69 2 11 1 1 6 6 6 55 1 1 Standard Amployees - Carry-on or Garry-on or Garry-	1 1 1 1 1 1 1 7 7 50 1 1 48 Opt In 7 -on Luggaç ecified Lug	1  1  66  1  1  5  5  51  3  48  1  1  1  ge gage 3	1 1 1 64 4 4 47 1 46	4 3 1 56 1 1 3 3 49	1 1 1 1 82 2 2 2 70 5 64 1	1 1 3 1 1 1 1 75 1 1 2 2 65 65 1 1 1	1 67 1 1 4 4 4 1 1 51 3 48	1 4 2 2 1 1 1 2 2 2 7 1 3 3 1 1 1 1 3 3 3 3 5 9 1 5 8 5 8	2 1 1 3 3 68 2 2 2 2 1	1 1 1 5 2 3 77 4 4 4 4 4 64 2 62 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

aorios	40 O-t		12-Dec	ct Center (1 01-Jan				05 Mar.	OC Ive	07 1	00 4	00 0	T-4-
gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
Persons w/ Disabilities (PWD) - Breast Ca			1										
Persons w/ Disabilities (PWD) - Diapers/0			asks		1								
Persons w/ Disabilities (PWD) - Internal N								1					
Persons w/ Disabilities (PWD) - Medical [					1								
Persons w/ Disabilities (PWD) - Medically		Medication	n and Medic	al Supplies						1		1	
Persons w/ Disabilities (PWD) - Prosthesi								1		1		1	
Persons w/ Disabilities (PWD) - Wheelcha		Segway		2	1								
Property - Special Handling	2		1	2	2	1	2			2		2	
Property - Special Handling - Damaged It			1	1	1					2			
Property - Special Handling - Damaged It					1		1						
Property - Special Handling - Missing Iten				1		1						2	
Property - Special Handling - Missing Iten	ns - Checke	d					1						
Screening	7	1	2	1	6	1	4	1	4	1	2		
Screening - Children					1								
Screening - Crew Member or Airline Empl	oyee							1					
Screening - Inconsistency	1					1	1			1	1		
Screening - Procedures/Process	6	1	2	1	4		3		4		1		
Screening - Retrieving Abandoned/Confis	cated Items				1								
2024	82												
Additional Information Required/Insufficient In	1												
Additional Information Required/Insufficient	1												
Civil Rights	2												
Civil Rights - Sex/Gender/Gender Identity	1												
Civil Rights - Sexual Orientation - Not Tra	1												
Customer Service	3												
Customer Service - TSO	3												
Expedited Passenger Screening Program	69												
Expedited Passenger Screening Program	69												
Mishandling of Passenger Property	2												
Mishandling of Passenger Property - Dam	2												
Patdown	3												
Patdown - Flyer	3												
Persons w/ Disabilities (PWD)	2												
Persons w/ Disabilities (PWD) - Hearing I	1												
Persons w/ Disabilities (PWD) - Internal N	1												

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

			I SA CUIILA	) rominous	oo, bata	1001 - 1 015	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SPI	5	1	1	4	3	1	1	1	3		3	1	24
2022			1	4	1		1		1		1		9
Customer Service				1							1		2
Customer Service - TSO				1							1		2
Expedited Passenger Screening Program			1	3	1		1						6
Expedited Passenger Screening Program	- TSA PreC	heck	1	3	1		1						6
Patdown									1				1
Patdown - Flyer									1				1
2023	4	1			2	1		1	2		2	1	14
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program	4				2	1			2			1	10
Expedited Passenger Screening Program	- TSA Appli	cation Pro	gram						1				1
Expedited Passenger Screening Program	4				2	1			1			1	9
Patdown								1					1
Patdown - Flyer								1					1
Screening		1									1		2
Screening - Crew Member or Airline Empl	oyee										1		1
Screening - Procedures/Process		1											1
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

			SA COMICA	t center (	TCC) Data	1001 - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SPS		1	2				2	3	2		1		11
2022		1	2				1	1	2				7
Customer Service								1	1				2
Customer Service - TSO								1	1				2
Expedited Passenger Screening Program			1				1		1				3
Expedited Passenger Screening Program	i - TSA PreC	Check	1				1		1				3
Screening		1	1										2
Screening - Inconsistency		1											1
Screening - Procedures/Process			1										1
2023							1	2			1		4
Civil Rights								1					1
Civil Rights - Race								1					1
Expedited Passenger Screening Program							1				1		2
Expedited Passenger Screening Program	i - TSA PreC	Check					1				1		2
Screening								1					1
Screening - Procedures/Process								1					1

gories	10-Oct 1			1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Q	57	67	59	41	48	86	80	49	34	34	30	33	6
2022	15	27	27	9	22	45	40	32	13	15	20	17	2
Additional Information Required/Insufficient Inf											1		
Additional Information Required/Insufficier	nt Information -	EMAIL ON	LY								1		
Civil Rights	1		1									1	
Civil Rights - Race												1	
Civil Rights - Racial Profiling or Discrimina	1												
Civil Rights - Sex/Gender/Gender Identity-	Not Transgen	der	1										
Claims							1						
Claims - Status							1						
Customer Service			1			1		3	1		2		
Customer Service - TSO			1			1		3	1		2		
Expedited Passenger Screening Program	10	27	24	8	17	42	33	27	12	14	13	16	2
Expedited Passenger Screening Program			4		1		1	1				1	
Expedited Passenger Screening Program		26	20	8	16	42	32	26	12	14	13	15	2
Expedited Passenger Screening Program		1											
Mishandling of Passenger Property	. 0, 0,0110					1	2	1			1		
Mishandling of Passenger Property - Dam	aned/Missing I	emsCarr	v-on Luggae	10		'	1	1					
						1	1	1			1		
Mishandling of Passenger Property - Dam	aged/iviissirig i	emsche	keu bayya	ye		1	1	4					
Patdown Flyer								1					
Patdown - Flyer							1	1					
Persons w/ Disabilities (PWD)	/D	1.0.4	1		3		1				1		
Persons w/ Disabilities (PWD) - Cognitive		al /Mental L	Disability								1		
Persons w/ Disabilities (PWD) - Metal Imp			1		1								
Persons w/ Disabilities (PWD) - Mobility D			or Scooter)		1								
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	gway			1		1						
Property - Special Handling	1				1		1				1		
Property - Special Handling - Missing Item	1												
Property - Special Handling - Missing Item	s - Checked				1		1				1		
Screening	3			1	1	1	1			1	1		
Screening - Crew Member or Airline Empl	1												
Screening - Inconsistency	1												
Screening - International Screening							1						
Screening - Procedures/Process	1			1	1	1	'			1	1		
2023	23	40	32	32	26	41	40	17	21	19	10	16	3
Civil Rights		1	1				-10			1			
Civil Rights - Race		1	1							'			
Civil Rights - Sex/Gender/Gender Identity-	Not Transgen									1			
Customer Service	1	3	1	3			2	1		2		1	
Customer Service - Others	1	1	- '	3				- '				1	
Customer Service - Others  Customer Service - TSO	4		4	2			0	4		0		1	
	1	2	1	3	00	00	2	1	47	2		40	
Expedited Passenger Screening Program	19	31	27	24	23	36	35	12	17	15	8	13	2
Expedited Passenger Screening Program			1										
Expedited Passenger Screening Program			2		1					1			
Expedited Passenger Screening Program		30	24	24	22	36	35	12	17	14	8	13	2
Expedited Passenger Screening Program	- TSA/DHS	1											
Lost and Found				1	1								
Lost and Found - Airport/TSA				1	1								
Mishandling of Passenger Property	1			1					2	1			
Mishandling of Passenger Property - Dam	aged/Missing I	emsCarr	v-on Luggac	ie					1				
Mishandling of Passenger Property - Dam			, 00 0	1					1	1			
Patdown			1		1	4	1	1	1				
Patdown - Flyer			1		1	4	1	1	1				
Persons w/ Disabilities (PWD)		1	-	1	'	1	· ·	<u> </u>			1		
Persons w/ Disabilities (PWD) - Cognitive	/Dovolonment	ı al /Montal [	)icobility	- 1		1					- 1		
reisons w/ Disabilities (FWD) - Cognitive		ai /ivieritai t	Disability			ı							
Dereses w/ Disabilities (DMD) Internal M	ledical Dev	1	N I										
Persons w/ Disabilities (PWD) - Internal M	\	ied to the E		1									
Persons w/ Disabilities (PWD) - Medical D		10 00	id Medical S								1		
Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically											1	1	
Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Property - Special Handling	Necessary Me	3	2	2									
Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite	Necessary Me ems - Carry-On	3		1									
Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	Necessary Me ems - Carry-On ems - Checked	3											
Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite	Necessary Me ems - Carry-On ems - Checked	3	2								1		
Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	Necessary Me ems - Carry-On ems - Checked as - Carry-C	3	2	1							1	1	
Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	Necessary Me ems - Carry-On ems - Checked as - Carry-C	1	2	1	1		2	3	1		1	1	
Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	Necessary Me ems - Carry-On ems - Checked is - Carry-O is - Checke	1 2	2	1	1		2	3	1 1		1		
Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency	Necessary Me ems - Carry-On ems - Checked is - Carry-O is - Checke	1 2	2	1	1		2				1		
Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process	Necessary Medems - Carry-Onems - Checked as - Carry-Ones - Checked 2	1 2 1	2	1				1			1	1	
Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency	Necessary Me ems - Carry-On ems - Checked as - Carry-C as - Checke 2	1 2 1	2	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	Total
			3	2	1							6
			1	1	1							3
			1	1								2
- TSA Appl	ication Pro	gram	1									1
- TSA PreC	Check			1								1
					1							1
					1							1
			2	1								3
			2									2
- TSA PreC	Check		2									2
				1								1
				1								1
	- TSA Appl - TSA PreC		10-Oct 11-Nov 12-Dec  - TSA Application Program  - TSA PreCheck	10-Oct   11-Nov   12-Dec   01-Jan   3   1   1   1   1   1   1   1   1   1	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   3   2   1   1   1   1   1   1   1   1   1	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar     3   2   1   1   1   1   1   1   1   1   1	3 2 1 1 1 1 - TSA Application Program 1 - TSA PreCheck 1 - 1 - 1 - 2 1	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May   06-Jun     3	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May   06-Jun   07-Jul	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May   06-Jun   07-Jul   08-Aug     3	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May   06-Jun   07-Jul   08-Aug   09-Sep

Categories	10-Oct	11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STL	216	132	127	134	95	140	125	161	149	141	148	151	1,719
2022	38	57	59	43	36	60	54	79	68	65		74	713
Additional Information Required/Insufficient Inf		ENANH C	DNII V		1						1		2
Additional Information Required/Insufficier Airline	n iniormation	- EMAIL C	JNLY		1	1					1		2
Airline - Lost Baggage						1							<u>_</u>
Civil Rights	3	1	2					3				1	10
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin	1												1
Civil Rights - Race Civil Rights - Racial Profiling or Discrimina	1	1	1					2				1	3
Civil Rights - Sex/Gender/Gender Identity			1										1
Civil Rights - Transgender Screening	- tot manoge							1					1
Customer Service	6	5	3	2	4	4	3	7	9	7	7	9	66
Customer Service - TSO	6	5	3	2	4	4	3	7	9	7		9	66
Expedited Passenger Screening Program	21	37	43	37	26	46	42	51	44	50	58	55	510
Expedited Passenger Screening Program Expedited Passenger Screening Program	- DOD 2	3	2		1	2	2	<u> </u>	3	3	1	3	23
Expedited Passenger Screening Program	19	34	41	37	24	44	40	49	41	46		51	482
Expedited Passenger Screening Program				01			-10	-10		-10	1	01	1
Locks								3		1			4
Locks - Missing or Damaged Lock								3		1			4
Mishandling of Passenger Property	1	1	1	2		1	1	5	1	2			20
Mishandling of Passenger Property - Dam	-	1		1		1		1		1	4		9
Mishandling of Passenger Property - Dam		ItemsC	1	1			1	3	1	1	1		9
Mishandling of Passenger Property - Disa No Jurisdiction	1	1				1		1			1		3
No Jurisdiction - Refer to CBP		1				ı					1		1
No Jurisdiction - Refer to Other		1				1							2
Ombudsman												1	1
Ombudsman - General												1	1
Patdown	3	2				1		2	1	1	1	2	13
Patdown - Children						1				1			2
Patdown - Flyer Patdown - General	2	2						2	1		1	2	10
Persons w/ Disabilities (PWD)	1	1	4		1	1	3	2	1		1	1	1 16
Persons w/ Disabilities (PWD) - Autism S		1	-		'	'	J				1	-	2
Persons w/ Disabilities (PWD) - Diabetes							1	1					2
Persons w/ Disabilities (PWD) - General							2						2
Persons w/ Disabilities (PWD) - Hearing I			1										1
Persons w/ Disabilities (PWD) - Internal M		es	1										1
Persons w/ Disabilities (PWD) - Medically		Mhaalaha	ir or Coostor	-1	1	1		1	1				4
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av			1	)	- 1								1
Persons w/ Disabilities (PWD) - Visual Im		raama)										1	1
Persons w/ Disabilities (PWD) - Wheelcha		Segway	1										1
Property - Special Handling	1	6	2		1	3	1	3	4		2	2	25
Property - Special Handling - Damaged Ite		4	1		1	2		1	1				11
Property - Special Handling - Damaged Ite						1	1		0		1		2
Property - Special Handling - Missing Item Property - Special Handling - Missing Item		1	1					2	2		1	2	4
Screening	2	3	4	2	3	2	4	3	8	3	4	3	41
Screening - Inconsistency			2			1			2		1	1	7
Screening - Lengthy Lines								1	1				2
Screening - Procedures/Process	2	3	1	2	3	1	4	2	5	3	3	2	31
Screening - Retrieving Abandoned/Confis	cated Items		1										1
TWIC										1			1
TWIC - General	00	75		04		00	74	00	0.4	1		77	1
2023 Airline	90	75	68 1	91	59	80	71	82	<b>81</b>	76	68	77	918
Airline - Baggage Requirements			1										1
Airline - Policy/Regulations/Service									1				1
Civil Rights	2	1						1	1	2	1		8
Civil Rights - National Origin										1			1
Civil Rights - Race	2												2
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	1						1	1		1		4
Civil Rights - Transgender Screening									1	1			1
Claims Claims - Status									1				1 1
Customer Service	9	7	3	7	6	9	2	5	3	7	6	5	69
Customer Service - TSO	9	7	3	7	6	9	2	5	3	7		5	69
Expedited Passenger Screening Program	69	59	51	75	43	61	55	62	62	52	48	65	702
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program		1	2										3
Expedited Passenger Screening Program		7 51	1 48	2	2	2	FF	2	04	F0	1	1	21
Expedited Passenger Screening Program Expedited Passenger Screening Program				72 1	41	59	55	60	61	52	47	64	676
Locks	IONIDIO	-mpioyees	Opt III	ı		1			3			1	5
Locks - Missing or Damaged Lock						1			3			1	5
Lost and Found											3		3
Lost and Found - Airport/TSA											3		3
Mishandling of Passenger Property	2	2	2	2		2	4	1	2	2		1	23
Mishandling of Passenger Property - Dam		2	1	1		1	1	1		1			9
Mishandling of Passenger Property - Dam		Comi	4	1		4	3		2		2	1	11
Mishandling of Passenger Property - Disa No Jurisdiction	пауед items-	-carry-on	1			<u> </u>	1			1			3
INO JULISUICIIOII			I I			1	1						3

Cata mania a	1000		TSA Contac						•••		•••		
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction - Refer to CBP			1										
No Jurisdiction - Refer to Other						1							
Notice of Violation/Civil Penalties						1							
Notice of Violation/Civil Penalties - Gene	eral					1							
Patdown	2				1	1				4	1		1
Patdown - Flyer	2				1	1	3	4	3	3	1		1
Patdown - Flyer as Observer										1			
Persons w/ Disabilities (PWD)	1		3		1		1		1	1	2	1	1
Persons w/ Disabilities (PWD) - Autism S	Spectrum				1								
Persons w/ Disabilities (PWD) - Diabetes	S									1			
Persons w/ Disabilities (PWD) - Medical	Devices - At	tached to th	2										
Persons w/ Disabilities (PWD) - Medicall	ly Necessary	Medication	1 1						1				
Persons w/ Disabilities (PWD) - Mobility	Disability (N	ot Wheelch	air or Scoot	er)							1		
Persons w/ Disabilities (PWD) - Prosthes	si 1												
Persons w/ Disabilities (PWD) - Respirat	tory and Inha	ler Equipm	ent									1	
Persons w/ Disabilities (PWD) - Touch A	version (pair	n/trauma)					1						
Persons w/ Disabilities (PWD) - Visual Ir											1		
Property - Special Handling	İ 1	1	2	4	. 3	1	3	3	2	5	1	1	2
Property - Special Handling - Damaged I	tems - Carry			1			1		1	1			
Property - Special Handling - Damaged I					2	1	1					1	
Property - Special Handling - Missing Ite			2		1		1		1	1	1		1
Property - Special Handling - Missing Ite				3			•	1	•	3			
Screening	4		5	3		3	2		2	3	3	3	4
Screening - Crew Member or Airline Emp			1					•					
Screening - Inconsistency	1	1						2					
Screening - Lengthy Lines	· '	1										1	
Screening - Procedures/Process	2			3	5	3	2	4	2	3	3	2	3
Screening - Procedures/Process  Screening - Retrieving Abandoned/Confi		J				J				3	J		
2024	88												8
Additional Information Required/Insufficient In													
•													
Additional Information Required/Insufficie	_												
Civil Rights	1												
Civil Rights - Race	1												
Customer Service	7												
Customer Service - TCC	1												
Customer Service - TSO	6												
Expedited Passenger Screening Program	62												6
Expedited Passenger Screening Program													
Expedited Passenger Screening Program													6
Mishandling of Passenger Property	2												
Mishandling of Passenger Property - Dar													
Mishandling of Passenger Property - Dar													
Patdown	2												
Patdown - Flyer	2												
Persons w/ Disabilities (PWD)	4												
Persons w/ Disabilities (PWD) - Internal	N 2												
Persons w/ Disabilities (PWD) - Prosthes													
Screening	9												
Screening - Inconsistency	3												

			rsa Conta	ct Center (1	「CC) Data T	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STS	6	3	2	3	3	2	9	10	6	9	8	4	6
2022	3	1	1	1	1	1	2	4	4	3	8	2	3
Civil Rights									1				
Civil Rights - Race									1				
Customer Service		1						1	1	1	1		
Customer Service - TSO		1						1	1	1	1		5
Expedited Passenger Screening Program	3				1	1	2	2	1	2	4		16
Expedited Passenger Screening Program	3				1	1	2	2	1	2	4		1
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dam	aged/Missir	ng Items Pr	ivate Scree	ning Contra	ctor						1		
Patdown								1					
Patdown - Flyer as Observer								1					
Property - Special Handling											1		
Property - Special Handling - Damaged Ite	ems - Check	red									1		
Screening			1	1					1		1	2	6
Screening - Procedures/Process			1	1					1		1	2	(
2023	3	2	1	2	2	1	7	6	2	6		2	34
Customer Service	1		1	1				2					5
Customer Service - TSO	1		1	1				2					Ę
Expedited Passenger Screening Program	2	2		1	2	1	6	2	2	3		2	23
Expedited Passenger Screening Program	2	2		1	2	1	6	2	2	3		2	2
Persons w/ Disabilities (PWD)								1					
Persons w/ Disabilities (PWD) - Respirato	ry and Inha	ler Equipme	ent					1					
Property - Special Handling										2			
Property - Special Handling - Missing Iten	ns - Carry-O	n								2			
Screening							1	1		1			
Screening - Inconsistency								1					
Screening - Lengthy Lines							1						1
Screening - Procedures/Process										1			1

			SA Contact										
ategories	10-Oct	11-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STT	10	11	20	12	16	14	22	13	13	20		7	16
2022	3	6	5	6	9	6	11	9	7	11	6	5	8
Customer Service	1	1	1						1	2	1		
Customer Service - TSO	1	1	1						1	2	1		
DHS TRIP											1		
DHS TRIP - General											1		
Expedited Passenger Screening Program	2	5	4	4	9	5	8	8	4	6	2	2	5
Expedited Passenger Screening Program	- DoD						1	1					
Expedited Passenger Screening Program	- TSA Appl	1								1			
Expedited Passenger Screening Program	2	4	4	4	9	5	7	7	4	5	2	2	5
Mishandling of Passenger Property									1		1		
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCh	ecked Bagg	age					1		1		
No Jurisdiction							1	1				1	
No Jurisdiction - Refer to CBP							1	1				1	
Patdown									1				
Patdown - Flyer									1				
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Internal M	l Iedical Devic	es								1			
Property - Special Handling	4.54. 50710					1				'			
Property - Special Handling - Missing Item	s - Checked					1							
Screening	is - Checkeu			2		'	2			2	1	2	
<u> </u>											1		
Screening - Inconsistency				1							ļ		
Screening - International Screening				ı			4						
Screening - Lengthy Lines				4			1			0		0	
Screening - Procedures/Process			4-	1					•	2		2	
2023	3	5	15	6	7	8	11	4	6	9	4	2	8
Civil Rights			1			1				1			
Civil Rights - Age			1										
Civil Rights - Constitutional Rights						1							
Civil Rights - Race										1			
Customer Service			1	1			1		1		1		
Customer Service - TSO			1	1			1		1		1		
Expedited Passenger Screening Program	3	5	11	5	6	4	6	3	3	5	3	1	5
Expedited Passenger Screening Program	- TSA Appl	1											
Expedited Passenger Screening Program	3	4	11	5	6	4	6	3	3	5	3	1	5
Mishandling of Passenger Property							1					1	
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsCa	ırry-on Lugga	age								1	
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsCh	ecked Bagg	age			1						
No Jurisdiction										1			
No Jurisdiction - Refer to CBP										1			
Patdown			1						1				
Patdown - Children			1										
Patdown - Flyer									1				
Persons w/ Disabilities (PWD)						1			1				
Persons w/ Disabilities (PWD) - Medically	Necessary I	/ledication	and Medical	Supplies		1			1				
Property - Special Handling	,		1	- ' '			1						
Property - Special Handling - Missing Item	ns - Checked		1				1						
Screening					1	2	2	1		2			
Screening - Procedures/Process					1	1	2	1		2			
Screening - Retrieving Abandoned/Confis	cated Items					1							
2024	4					'							
Customer Service	1												
Customer Service - TSO	1												
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	1												
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Touch Av	1												
Screening	1												
Screening - Procedures/Process	1												

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

			ISA Contac	t Center (	(CC) Data	001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SUN	4	4	3	2	2	4		4	4	3	5	2	37
2022		3	1			3		1	2	2	2	2	16
Expedited Passenger Screening Program		3	1			2		1	1	2	2	2	14
Expedited Passenger Screening Program	- TSA Appli	cation Prog	Jram							1	1		2
Expedited Passenger Screening Program	- TSA PreC	3	1			2		1	1	1	1	2	12
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling									1				1
Property - Special Handling - Damaged It	ems - Check	ed							1				1
2023	2	1	2	2	2	1		3	2	1	3		19
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program	2	1	2	2	1			3	1	1	3		16
Expedited Passenger Screening Program	1										1		2
Expedited Passenger Screening Program	1	1	2	2	1			3	1	1	2		14
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Prosthes	s/Amputees	and Casts			1								1
Screening						1							1
Screening - Procedures/Process						1							1
2024	2												2
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	2												2

			15A Contac	it Genter (1	CC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SUX	3		3	1		3	3			2	2	2	19
2022			1	1		1	2					2	7
Customer Service				1									1
Customer Service - Others				1									1
Expedited Passenger Screening Program							1					2	3
Expedited Passenger Screening Program	- TSA PreC	Check					1					2	3
Mishandling of Passenger Property			1				1						2
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	gage			1						1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsL	J 1										1
Property - Special Handling						1							1
Property - Special Handling - Missing Iten	ns - Checke	d				1							1
2023	2		2			2	1			2	2		11
Customer Service						1					1		2
Customer Service - TSO						1					1		2
Expedited Passenger Screening Program	1		2			1	1			1			6
Expedited Passenger Screening Program	1		2			1	1			1			6
Screening	1									1	1		3
Screening - Procedures/Process	1									1	1		3
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

		1	ΓSA Conta	ct Center (	TCC) Data 1	ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SWF	2	4	1	4	5	4	5	3	3	8	2	1	42
2022		2	1	2		1	2	1	2	6			17
Civil Rights				1		1				1			3
Civil Rights - Age						1							1
Civil Rights - Race										1			1
Civil Rights - Racial Profiling or Discrimina	ation			1									1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program		2	1	1			1		1	4			10
Expedited Passenger Screening Program	- TSA Appl	ication Prog	ıram							1			
Expedited Passenger Screening Program	- TSA PreC	2	1	1			1		1	3			9
Screening							1	1		1			3
Screening - Procedures/Process							1	1					
Screening - Retrieving Abandoned/Confis	cated Items									1			
2023	1	2		2	5	3	3	2	1	2	2	1	24
Civil Rights		1						1					2
Civil Rights - Race		1											
Civil Rights - Sex/Gender/Gender Identity	Not Transo	gender						1					
Customer Service							1			1			
Customer Service - TSO							1			1			2
Expedited Passenger Screening Program	1			1	5	2	2			1			12
Expedited Passenger Screening Program	1			1	5	2	2			1			12
No Jurisdiction									1				
No Jurisdiction - Refer to Other									1				
Persons w/ Disabilities (PWD)											1	1	
Persons w/ Disabilities (PWD) - Medical I	Devices - At	tached to th	e Body								1		
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	cal Supplies								1	
Property - Special Handling		1											
Property - Special Handling - Damaged Ite	ems - Carry	1											1
Screening				1		1		1			1		
Screening - Procedures/Process				1		1		1			1		
2024	1												1
No Jurisdiction	1												1
No Jurisdiction - No Referral	1												1

			15A Contac	t Center (	icc) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SWO	2		1	2		2	1	1		2	2	1	14
2022				1								1	2
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	- TSA PreCh	neck										1	
Property - Special Handling				1									
Property - Special Handling - Damaged Ite	ems - Checke	ed		1									
2023			1	1		2	1	1		2	2		10
Airline				1									
Airline - Policy/Regulations/Service				1									
Expedited Passenger Screening Program			1			2	1	1		2	1		3
Expedited Passenger Screening Program	- TSA PreCh	neck	1			2	1	1		2	1		3
Screening											1		1
Screening - Procedures/Process											1		1
2024	2												2
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	2												2

Catagorias	40.0-4		SA Contact		-		04.4	05.14	00 1	07 11	00 4	00.0	T-1-1
Categories		11-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SYR	67	35	33	37	45	39	55	39	30	36	41	45	502
2022	10	13	11	14	22	14	25	20	19	22	18	24	212
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Business, Suggestions, and Ideas												1	1
Business, Suggestions, and Ideas - Gene	eral											1	1
Civil Rights	1				1	1			1	1			5
Civil Rights - Constitutional Rights										1			1
Civil Rights - Perceived Religion					1								1
Civil Rights - Race									1				1
Civil Rights - Transgender Screening	1					1							2
Customer Service			1	1	1			2	1	1		1	8
Customer Service - TSO			1	1	1			2	1	1		1	8
Expedited Passenger Screening Program	6	12	8	11	15	11	19	16	13	17	16	21	165
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program		1	2	1						'	1	3	9
Expedited Passenger Screening Program		11	6	10	15	11	19	16	13	16	15		155
Locks	1 3	- 11	0	10	10	11	19	10	13	10	10	10	100
										1			
Locks - Missing or Damaged Lock					0								1
Mishandling of Passenger Property	10.4				2					1			3
Mishandling of Passenger Property - Dan				age						1			1
Mishandling of Passenger Property - Disa	arrayed Items-	Carry-on	or Checked		2								2
No Subject						1							1
No Subject - General						1							1
Patdown			1				1		2			1	5
Patdown - Children									1				1
Patdown - Flyer							1		1			1	3
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	1					1	1						3
Persons w/ Disabilities (PWD) - Diapers/	Garments/Dre	essings/Mas	sks				1						1
Persons w/ Disabilities (PWD) - Medical													1
Persons w/ Disabilities (PWD) - Prosthes		and Casts				1							1
Property - Special Handling				2	2		1		1				6
Property - Special Handling - Damaged It	I tems - Carry-C	)n		1									1
Property - Special Handling - Damaged II				'			1						<u>-</u>
Property - Special Handling - Missing Iter				1	2		<u> </u>		1				4
Screening	1	1	1	'	1		3	2	1	1	2		
	1				ı		3		1	ı			13
Screening - Inconsistency		1	1					2		4	I		5
Screening - Lengthy Lines										1			1
Screening - Military							1						1
Screening - Procedures/Process	1				1		1		1		1		5
Screening - Retrieving Abandoned/Confis							1						1
2023	21	22	22	23	23	25	30	19	11	14	23	21	254
Airling						- 1							
Airline						1							1
Airline - Policy/Regulations/Service						1							1
										1		1	1 1 2
Airline - Policy/Regulations/Service										1		1	
Airline - Policy/Regulations/Service Civil Rights										1			2
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race				2							3	1	2
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Transgender Screening				2		1					3	1	2 1 1
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Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities	naged/Missing naged/Missing naged/Missing land 1 la	1 18 g ItemsCa g ItemsCh 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 2 1 1 rrry-on Luggarecked Bag 1 1 1 sir or Scooter 1 3	1 1 18 18 18 18 19 19 19 19 19 19 19 19 19 19 19 19 19	1 1	1 1 1 1 1 1 1 1 2 2	21 1 1 1 1 3 2 1 1 1 3	15 4 1	10	13	3 15 15 1 1 1 1 1 2	16 16 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 6 2 201 1 4 196 2 1 1 4 4 4 7 7 1 2 1 3 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 1 2 1 1 1 2 1
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities	naged/Missing naged/Missing naged/Missing  1 1 1 plants (joint) Disability (Not lair/ Scooter) 1 loloyee 1 scated Items 36 1 1 2	1 18 g ItemsCa g ItemsCh 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 2 1 1 rrry-on Luggarecked Bag 1 1 1 sir or Scooter 1 3	1 1 18 18 18 18 19 19 19 19 19 19 19 19 19 19 19 19 19	1 1	1 1 1 1 1 1 1 1 2 2	21 1 1 1 1 3 2 1 1 1 3	15 4 1	10	13	3 15 15 1 1 1 1 1 2	16 16 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 6 1 5 201 1 4 196 2 1 1 1 4 4 7 1 2 1 2 1 2 1 3 6 12 1 3 6 12 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling Screening - Crew Member or Airline Emp Screening - Crew Member or Airline Emp Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2024 Civil Rights Civil Rights - Race Customer Service - TSO	naged/Missing naged/Missing naged/Missing 1 1 1 plants (joint) Disability (Not air/ Scooter) 1 loyee 1 scated Items 36 1 1 2 2	1 18 g ItemsCa g ItemsCh 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 2 1 1 rrry-on Luggarecked Bag 1 1 1 sir or Scooter 1 3	1 1 18 18 18 18 19 19 19 19 19 19 19 19 19 19 19 19 19	1 1	1 1 1 1 1 1 1 1 2 2	21 1 1 1 1 3 2 1 1 1 3	15 4 1	10	13	3 15 15 1 1 1 1 1 2	16 16 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 6 1 5 201 1 4 196 2 1 1 1 3 4 4 7 1 2 1 1 2 1 1 2 1 1 2 1 1 2 2 1 2 6 12 1 1 1 2 2 2
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling Property - Special Handling Screening Screening - Crew Member or Airline Emp Screening - Crew Member or Airline Emp Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2024 Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program	naged/Missing naged/Missing naged/Missing 1 1 1 plants (joint) Disability (Not air/ Scooter) 1 lloyee 1 scated Items 36 1 1 2 2 28	1 18 g ItemsCa g ItemsCh 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 2 1 1 rrry-on Luggarecked Bag 1 1 1 sir or Scooter 1 3	1 1 18 18 18 18 19 19 19 19 19 19 19 19 19 19 19 19 19	1 1	1 1 1 1 1 1 1 1 2 2	21 1 1 1 1 3 2 1 1 1 3	15 4 1	10	13	3 15 15 1 1 1 1 1 2	16 16 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 6 1 5 201 1 4 196 2 1 1 1 3 4 4 4 4 7 1 2 1 3 1 1 22 1 3 6 12 1 36 1 1 1 2 2 2 8
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling Screening - Crew Member or Airline Emp Screening - Crew Member or Airline Emp Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2024 Civil Rights Civil Rights - Race Customer Service - TSO	naged/Missing naged/Missing naged/Missing 1 1 1 plants (joint) Disability (Not air/ Scooter) 1 lloyee 1 scated Items 36 1 1 2 2 28 28	1 18 g ItemsCa g ItemsCh 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 2 1 1 rrry-on Luggarecked Bag 1 1 1 sir or Scooter 1 3	1 1 18 18 18 18 19 19 19 19 19 19 19 19 19 19 19 19 19	1 1	1 1 1 1 1 1 1 1 2 2	21 1 1 1 1 3 2 1 1 1 3	15 4 1	10	13	3 15 15 1 1 1 1 1 2	16 16 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 6 1 5 201 1 4 196 2 1 1 1 4 1 3 4 4 7 1 2 1 1 2 1 1 3 1 1 2 2 1 1 2 6 12 1 1 2 2 2

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening	4												4
Screening - Lengthy Lines	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
TBN	1								1			1	3
2022												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreC	Check										1	1
2023									1				1
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram						1				1
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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

tegories	10-Oct	11-Nov	12-Dec	ct Center (T 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
T.H	26	11	9		10	4	15			14			15
2022	5	5	4		6	1				11	10		7
Customer Service	1	1	2		1	-		-	1	1			
Customer Service - TSO	1	1	2		1				1	1			-
Expedited Passenger Screening Program	4	4	2		1		6	6	10	8	6	4	5
Expedited Passenger Screening Program									1	1			
Expedited Passenger Screening Program	4	4	2	2	1		6	6	9	7	6	4	5
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - Medical D	Devices - Atta	ached to the	e Body		1								
Property - Special Handling											1		
Property - Special Handling - Missing Item	ns - Carry-Or	1									1		
Screening	,				3	1	3	1	1	2	2	1	1
Screening - Inconsistency							1			1		1	
Screening - Lengthy Lines					2						1		
Screening - Procedures/Process					1	1	2	1	1	1	1		
SIDA (Security Identification Display Area)											1		
SIDA (Security Identification Display Area	) - General										1		
2023	9	6	5	6	4	3	6	11		3	4	7	6
Airline	_					1							
Airline - Policy/Regulations/Service						1							
Civil Rights	1												
Civil Rights - Race	1												
Customer Service		1						1				1	
Customer Service - Others												1	
Customer Service - TSO		1						1					
Expedited Passenger Screening Program	6	5	3	5	2	2	6	8		3	4	6	50
Expedited Passenger Screening Program	- TSA Appli	cation Progr	ram								1		
Expedited Passenger Screening Program	6	5	3	5	2	2	6	8		3	3	6	49
Patdown	1		1					1					
Patdown - Flyer	1		1					1					
Persons w/ Disabilities (PWD)			1					1					
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)							1					
Persons w/ Disabilities (PWD) - Mobility D		t Wheelch	1										
Property - Special Handling	,				1								
Property - Special Handling - Damaged Ite	ems - Check	ed			1								
Screening	1			1	1								
Screening - Lengthy Lines	1												
Screening - Procedures/Process				1	1								
2024	12												1:
Expedited Passenger Screening Program	7												
Expedited Passenger Screening Program	7												
Mishandling of Passenger Property	2												
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Disa	1												
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Diabetes	1												
Screening	2												
Screening - Procedures/Process	2												

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TOL		1	2	1	5	1		1	1			1	13
2022		1	1		1			1	1			1	6
Expedited Passenger Screening Program			1		1			1				1	4
Expedited Passenger Screening Program	- TSA PreC	Check	1		1			1				1	4
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disa	rrayed Item	1											1
Screening									1				1
Screening - Procedures/Process									1				1
2023			1	1	4	1							7
Expedited Passenger Screening Program			1	1	4	1							7
Expedited Passenger Screening Program	- TSA PreC	Check	1	1	4	1							7

egories	10-Oct		12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PA	398	268	269	273	276	353	321	355	301	267	277	280	3,638
2022	77	111	115	101	121	200	154	170	141	125	147	146	1,608
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Fl	/er					1							1
Airline		1					1	2			1		5
Airline - Lost Baggage Airline - Policy/Regulations/Service		1					1	1 1			1		4
Civil Rights	2	3	2	3	1	1	2	6		3			25
Civil Rights - Age					· ·	· ·		1					1
Civil Rights - Constitutional Rights										1			1
Civil Rights - National Origin							1						1
Civil Rights - Profiling								1					1
Civil Rights - Race						1		2		2	2		7
Civil Rights - Racial Profiling or Discrimir		2	2		1								6
Civil Rights - Sex/Gender/Gender Identity	y 1	1		1				2					5
Civil Rights - Transgender Screening Customer Service	4			2			1			7			3
Customer Service - TSO	4	10 10	16 16	10	7	11	10 10	5	8	7	6	11	105 105
Expedited Passenger Screening Program	56	83	86	75	86	162	122	133	110	96	114	121	1,244
Expedited Passenger Screening Program						1	2						3
Expedited Passenger Screening Program		· · · · · · · · · · · · · · · · · · ·				1					1	1	3
Expedited Passenger Screening Program		8	8	1	4	4	3	5	2	5		9	59
Expedited Passenger Screening Program		75	78	74	82	155	117	127	107	91	106	111	1,174
Expedited Passenger Screening Program		mployees -	Opt In			1		1	1		2		5
Locks	1				1	3		2				1	8
Locks - General	1												1
Locks - Missing or Damaged Lock					1	3		2				1	7
Lost and Found		1			1								2
Lost and Found - Airport/TSA		1			1								2
Mishandling of Passenger Property	2			3	6	4		2	2	1		2	26
Mishandling of Passenger Property - Dar		ItemsCarr	y-on Lugga	-				2	1		2	1	6
Mishandling of Passenger Property - Dar		December 11		1	5	3				1	2	1	15
Mishandling of Passenger Property - Dar					1								1
Mishandling of Passenger Property - Disa No Jurisdiction	arrayed items	Carry-on or	Спеске	2	1	1		1	1		1	1	4
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP	<del>                                     </del>				1	1		1					3
No Jurisdiction - Refer to Other					<u>'</u>						1	1	2
Patdown	2	2	2	2		4	3	1	1	3		4	27
Patdown - Children						1							1
Patdown - Flyer	2	2	2	2		3	3	1	1	3	3	4	26
Persons w/ Disabilities (PWD)	2		1	1	4	3	3	2	1	2			21
Persons w/ Disabilities (PWD) - Autism S	pectrum		1										1
Persons w/ Disabilities (PWD) - Diapers/	Garments/Dres	ssings/Mask	s			1							1
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Hearing					2								2
Persons w/ Disabilities (PWD) - Internal		es						1					1
Persons w/ Disabilities (PWD) - Medical					1					1			3
Persons w/ Disabilities (PWD) - Medicall							2						2
Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Prosthes		vvneeicnair	or Scooter)	<u> </u>		1					- 1		1
Persons w/ Disabilities (PWD) - Prostries		r Equipment				1					- 1		
Persons w/ Disabilities (PWD) - Touch A							1						1
Persons w/ Disabilities (PWD) - Wheelch	- 4			1			<u> </u>	1	1	1	1		5
Prohibited & Permitted Items	1	2							· ·				2
Prohibited & Permitted Items - Lighters/M	latches	1											1
Prohibited & Permitted Items - Liquids/Go		1											1
Property - Special Handling	3	3	3	2	2	5	3	6	6	7	3	1	44
Property - Special Handling - Damaged I	te 2	1	1				1	2	2	3	2		14
Property - Special Handling - Damaged I		1		1		3	1	3	2	1	1		14
Property - Special Handling - Missing Iter				1	2		1	1	1	2		1	9
Property - Special Handling - Missing Itel	ns - Checke	1	2			2			1	1			7
Request for Assistance					1								1
Request for Assistance - Other	<u> </u>				1								1
Screening	4	6	5	5	11	5	10	10	12	6	10	5	89
Screening - Children	leves						1						1
Screening - Crew Member or Airline Emp	loyee								1				1
Screening - Inconsistency		2	2	1			3 1	2 1			1	2	13
Screening - Lengthy Lines Screening - Procedures/Process	4	4	3	3	10	4	3	7	11	6	8	2	65
Screening - Procedures/Process  Screening - Retrieving Abandoned/Confis				1	10	1	2			0	1		6
TWIC	,catou nomo				· ·				1		1		2
TWIC - General											1		1
TWIC - Status									1		· ·		1
2023	132	157	154	172	155	153	167	185	160	142	130	134	1,841
Additional Information Required/Insufficient Ir	ıformation									1		1	2
Additional Information Required/Insufficient	nt Information	- EMAIL ON	1LY							1		1	2
Airline			1	1				1			1		4
Airline - Policy/Regulations/Service			1	1				1			1		4
Civil Rights		5	1	2	1	2	1	2	3	2		2	24
Civil Rights - National Origin											1		1
Civil Rights - Profiling									1				1
Civil Rights - Race	1	3 2	1	2	1		1	1	2	2			11
				.,		1		1				2	8
Civil Rights - Sex/Gender/Gender Identity													1
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening						1					2		

Customer Service - Others	10 10 10 10 10 10 10 10 10 10 10 10 10 1	9 124 3 121  3 3 1 1 1 2 2 4 3 1	97-Jul 12 1 11 11 1 99 2 97 4 1 3 2 2 4 1 5 1	5 5 103 103 1 1 3 99 1 1 1 1 1 1 1 1 1 2 2	5 5 110 3 3 3 5 5 5 5	1,,	
Customer Service - Others   1	10 10  34 149  1 5 1 29 147  2 1 2 1 3 2 1 1 1  1 1 2 2 1 2 1 2 3	9 124 3 121  3 3 1 1 1 2 2 4 3 1	1 11 1 1 99 2 97 4 1 3 2 2 7 2 4 1 1 5	103 1 3 99 1 1 1 1 1	110 2 108 3 3	1,	
Customer Service - TSO	34 149  1 1 5 1 29 147  2 1 3 2 1 1 1 1 2 2 1 1 2 1 2 3	124 3 121 3 3 1 1 2 2	11 1 1 99 2 97 4 1 3 2 2	103 1 3 99 1 1 1 1	110 2 108 3 3	1,	
DHS TRIP   DHS TRIP   General   Expedited Passenger Screening Program   108   128   121   124   126   122   13   Expedited Passenger Screening Program   Active Du   1   Expedited Passenger Screening Program   Active Du   1   Expedited Passenger Screening Program   Active Du   1   Expedited Passenger Screening Program   102   12   118   121   122   120   12   122   120   12   12	34 149  1 1 5 1 29 147  2 1 3 2 1 1 1 1 2 2 1 1 2 1 2 3	124 3 121 3 3 1 1 2 2	1 1 99 2 97 4 1 3 2 2 7 2 4 1 5	103 1 3 99 1 1 1 1	110 2 108 3 3	1,	
Expedited Passenger Screening Program	1 5 1 1 29 147  2 1 2 1 3 2 1 1 1 1 1 2 2 2 1 1 2 1 1 2 3	3 121 3 3 1 1 2 2	1 99 2 97 4 1 3 2 2 7 2 4 1 5	1 3 99	2 108 3 3		
Expedited Passenger Screening Program	1 5 1 1 29 147  2 1 2 1 3 2 1 1 1 1 1 2 2 2 1 1 2 1 1 2 3	3 121 3 3 1 1 2 2	99 2 97 4 1 3 2 2 2 7 2 4 1 5	1 3 99	2 108 3 3		
Expedited Passenger Screening Program	1 5 1 1 29 147  2 1 2 1 3 2 1 1 1 1 1 2 2 2 1 1 2 1 1 2 3	3 121 3 3 1 1 2 2	2 97 4 1 3 2 2 7 2 4 1 5	1 3 99	2 108 3 3		
Expedited Passenger Screening Program - Active Du	1 5 1 1 29 147  2 1 2 1 3 2 1 1 1 1 1 2 2 2 1 1 2 1 1 2 3	3 121 3 3 1 1 2 2	2 97 4 1 3 2 2 7 2 4 1 5	1 3 99	2 108 3 3		
Expedited Passenger Screening Program 6 4 1 2 1	5 1 29 147 2 1 3 2 1 1 1 1 1 2 2 1 2 1 2 3	3 121 3 3 3 1 1 2 2	97 4 1 3 2 2 7 2 4 1 5	3 99 1 1 1 1	3 3	1,	
Expedited Passenger Screening Program   6	5 1 29 147 2 1 3 2 1 1 1 1 1 2 2 1 2 1 2 3	3 121 3 3 3 1 1 2 2	97 4 1 3 2 2 7 2 4 1 5	3 99 1 1 1 1	3 3	1,	
Expedited Passenger Screening Program   102   122   118   121   122   120   12   12   120   12   12	2 1 2 1 3 2 1 1 1 1 2 2 1 1 2 3	3 3 1 1 2 2	97 4 1 3 2 2 7 2 4 1 5	1 1 1 1 1 1	3 3	1,	
Hazardous Materials Safety	2 1 2 1 3 2 1 2 1 1 1 2 2 2 1 2 1 2 3	3 3 1 1 2 2	4 1 3 2 2 2 7 2 4 1 5	1 1 1 1 1 1	3 3	1,	
Hazardous Materials Safety - General	2 1 3 2 1 2 1 1 1 2 1 2 2 1 2 1 2 3	3 1 1 2 2 4 3 1	1 3 2 2 2 7 2 4 1 5	1 1 1 1	3		
Human Capital	2 1 3 2 1 2 1 1 1 2 1 2 2 1 2 1 2 3	3 1 1 2 2 4 3 1	1 3 2 2 2 7 2 4 1 5	1 1 1 1	3		
Human Capital - Prospective Employment with TSA	2 1 3 2 1 2 1 1 1 2 1 2 2 1 2 1 2 3	3 1 1 2 2 4 3 1	1 3 2 2 2 7 2 4 1 5	1 1 1 1	3		
Locks	2 1 3 2 1 2 1 1 1 2 1 2 2 1 2 1 2 3	3 1 1 2 2 4 3 1	1 3 2 2 2 7 2 4 1 5	1 1 1 1	3		
Locks - Missing or Damaged Lock	2 1 3 2 1 2 1 1 1 2 1 2 2 1 2 1 2 3	3 1 1 2 2 4 3 1	1 3 2 2 2 7 2 4 1 5	1 1 1 1	3		
Locks - Missing or Damaged Lock	2 1 3 2 1 2 1 1 1 2 1 2 2 1 2 1 2 3	3 1 1 2 2 4 3 1	1 3 2 2 2 7 2 4 1 5	1 1 1 1	3		
Mishandling of Passenger Property - Dam         4         1         5         2         1           Mishandling of Passenger Property - Dam         2         1         3         2         1           Mishandling of Passenger Property - Disarrayed Items—Carry-on or Checker         1         1         1         1         2         1           No Jurisdiction - No Referral         1         1         1         1         2         1         2         2         3         3         3         3         3         3         3         3         3         3         3         3 <td>3 2 1 1 1 1 1 2 2 2 1 1 2 3</td> <td>1 2 2 4 4 3 1</td> <td>1 3 2 2 2 7 2 4 1 5</td> <td>1 1 1 1</td> <td>3</td> <td></td>	3 2 1 1 1 1 1 2 2 2 1 1 2 3	1 2 2 4 4 3 1	1 3 2 2 2 7 2 4 1 5	1 1 1 1	3		
Mishandling of Passenger Property - Dam	1 1 1 1 2 2 2 1 1 2 1 2 3	1 2 2 4 3 1	1 3 2 2 2 7 2 4 1 5	1 1 1 1	3		
Mishandling of Passenger Property - Dam   2	2 1 1 1 2 2 2 1 2 1 2 3	1 2 2 4 3 1	7 2 4 1 5	1 1 1 1	5		
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checket  No Jurisdiction  No Jurisdiction - No Referral  No Jurisdiction - Refer to CBP  No Jurisdiction - Refer to Other  No Jurisdiction - Refer to Other  Notice of Violation/Civil Penalties  Notice of Violation/Civil Penalties - General  Patdown  Patdown - Children  Patdown - Flyer  Patdown - Flyer  Patdown - Flyer  Patdown - Flyer of a 1 6 4 2 3 3	1 1 2 2 1 2 1 2 3	2 2 4 4 3 1	2 2 7 2 4 1 5	1 1 1 1	5		
No Jurisdiction	1 1 2 2 1 2 1 2 3	4 3 1	7 2 4 1 5	1 1 1 1			
No Jurisdiction - No Referral   No Jurisdiction - Refer to CBP   1	1 2 2 1 2 1 2 3	4 3 1	7 2 4 1 5	1 1 1 1			
No Jurisdiction - Refer to Other	1 2 2 1 2 1 2 3	4 3 1	7 2 4 1 5	1 1 1			
No Jurisdiction - Refer to Other   1	1 2 2 1 2 1 2 3	4 3 1	7 2 4 1 5	1 1 1			
Notice of Violation/Civil Penalties	1 2 2 1 2 1 2 3	3	2 4 1 5	1 1			
Notice of Violation/Civil Penalties	1 2 2 1 2 1 2 3	3	2 4 1 5	1 1			
Notice of Violation/Civil Penalties - General	1 2 2 1 2 1 2 3	3	2 4 1 5	1 1			
Patdown - Children   Patdown - Flyer   Patdown - Flyer   Some of the patdown - Flyer   Some of the patdown - Flyer as Observer   Some of the patdown - Flyer   Some of the patdown - Flyer as Observer   Some of the patdown - Flyer   Some of the patdown - Fly	2 2 1 2 1 2 3	3	2 4 1 5	1			
Patdown - Children	1 2 1 2 3	3	2 4 1 5	1			
Patdown - Flyer as Observer	2 1	3 1	4 1 5		5		
Patdown - Flyer as Observer	2 3	1	1 5		5		
Patdown - Flyer as Observer	2 3	1	5	2			
Persons w/ Disabilities (PWD)         3         4         6         4         4           Persons w/ Disabilities (PWD) - Breast Cancer         Persons w/ Disabilities (PWD) - Cognitive / Developmental / Mental Disability         1         2           Persons w/ Disabilities (PWD) - Medical Devices - At         1         2         2           Persons w/ Disabilities (PWD) - Medical Devices - At         1         2 <td ro<="" td=""><td></td><td></td><td></td><td>2</td><td></td><td></td></td>	<td></td> <td></td> <td></td> <td>2</td> <td></td> <td></td>				2		
Persons w/ Disabilities (PWD) - Breast Cancer  Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability 1  Persons w/ Disabilities (PWD) - Diabetes 1 1 1  Persons w/ Disabilities (PWD) - Internal Medical Devices  Persons w/ Disabilities (PWD) - Medical Devices - At 1 2  Persons w/ Disabilities (PWD) - Medicall Devices - At 1 2  Persons w/ Disabilities (PWD) - Medicall Necessary Medication and Medical Supplies 2  Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies 2  Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch 2 1 1 1 1  Persons w/ Disabilities (PWD) - Ostomy/Ostomates 1 1 1  Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts  Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1  Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 3 2  Property - Special Handling 1 3 2 1 7 3 3  Property - Special Handling - Damaged Items - Checked 2 1 1  Property - Special Handling - Damaged Items - Checked 2 1 1  Property - Special Handling - Missing Items - Carry-C 1 1 1 2  Property - Special Handling - Missing Items - Carry-C 1 1 1 2  Property - Special Handling - Missing Items - Carry-C 1 1 1 2  Property - Special Handling - Missing Item 1 1 3  Screening - Crew Member or Airline Employee 1 1  Screening - Crew Member or Airline Employee 1 1  Screening - Inconsistency 1 1 1 4 3							
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability 1 Persons w/ Disabilities (PWD) - Diabetes 1 1 1 Persons w/ Disabilities (PWD) - Internal Medical Devices Persons w/ Disabilities (PWD) - Medical Devices - At 1 2 Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies 2 Persons w/ Disabilities (PWD) - Metal Implants (joint) Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch 2 1 1 1 1 Persons w/ Disabilities (PWD) - Ostomy/Ostomates 1 1 1 Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 3 2 Property - Special Handling 3 2 1 7 3 3 Property - Special Handling - Damaged It 2 1 1 1 Property - Special Handling - Damaged Items - Checked 2 1 Property - Special Handling - Missing Items - Carry-C 1 1 1 2 Property - Special Handling - Missing Items - Carry-C 1 1 1 2 Property - Special Handling - Missing Item 1 1 3 Screening - Crew Member or Airline Employee 1 1 Screening - Crew Member or Airline Employee 1 1 3	1						
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal Medical Devices Persons w/ Disabilities (PWD) - Medical Devices - At 1 2 Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies 2 Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies 2 Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch 2 1 1 1 1 Persons w/ Disabilities (PWD) - Ostomy/Ostomates 1 1 1 Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 3 2 Property - Special Handling 3 2 1 7 3 Property - Special Handling Damaged It 2 1 1 Property - Special Handling - Damaged Items - Checked 2 1 Property - Special Handling - Missing Items - Carry-C 1 1 1 2 Property - Special Handling - Missing Items - Carry-C 1 1 3 Screening - Crew Member or Airline Employee 1 Screening - Crew Member or Airline Employee 1 Screening - Inconsistency 1 1 4 3	1						
Persons w/ Disabilities (PWD) - Internal Medical Devices - At 1 2 Persons w/ Disabilities (PWD) - Medical Devices - At 1 2 Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies 2 Persons w/ Disabilities (PWD) - Metal Implants (joint) Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch 2 1 1 1 Persons w/ Disabilities (PWD) - Ostomy/Ostomates 1 1 Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 3 2 Property - Special Handling 3 2 1 7 3 Property - Special Handling - Damaged It 2 1 1 Property - Special Handling - Damaged Items - Checked 2 1 Property - Special Handling - Missing Items - Carry-C 1 1 1 2 Property - Special Handling - Missing Item 1 1 3 Screening - Crew Member or Airline Employee 1 Screening - Crew Member or Airline Employee 1 Screening - Inconsistency 1 1 4 3	1						
Persons w/ Disabilities (PWD) - Medical Devices - At 1 2				1			
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies 2 Persons w/ Disabilities (PWD) - Metal Implants (joint) Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch 2 1 1 1 1 Persons w/ Disabilities (PWD) - Ostomy/Ostomates 1 1 Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 3 2 Property - Special Handling 3 2 1 7 3 3 Property - Special Handling - Damaged It 2 1 1 1 Property - Special Handling - Damaged Items - Checked 2 1 1 Property - Special Handling - Missing Items - Carry-C 1 1 2 Property - Special Handling - Missing Item 1 1 3 Screening - Cree Member or Airline Employee 1 Screening - Crew Member or Airline Employee 1 Screening - Inconsistency 1 1 4 3			1				
Persons w/ Disabilities (PWD) - Metal Implants (joint)         2         1         1         1           Persons w/ Disabilities (PWD) - Ostomy/Ostomates         1         1         1           Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts         1         1           Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)         1         1           Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway         3         2           Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway         3         2           Property - Special Handling         3         2         1         7         3           Property - Special Handling - Damaged Item         2         1         1         1         2           Property - Special Handling - Damaged Items - Checked         2         1         1         2         1           Property - Special Handling - Missing Item         1         1         3         2         1         2         1         2         1         2         1         1         3         2         1         3         2         1         1         3         2         1         1         2         1         1         3         3         2         1         1         3							
Persons w/ Disabilities (PWD) - Metal Implants (joint)         2         1         1         1           Persons w/ Disabilities (PWD) - Ostomy/Ostomates         1         1         1           Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts         1         1           Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)         1         1           Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway         3         2           Property - Special Handling         3         2         1         7         3           Property - Special Handling - Damaged Ite         2         1         1         1         2           Property - Special Handling - Damaged Items - Checked         2         1         1         2         1           Property - Special Handling - Missing Items - Carry-C         1         1         2         2         1           Property - Special Handling - Missing Item         1         1         3         3         2         1         2         1         3         3         2         1         1         3         2         1         3         3         2         1         3         3         2         1         3         3         2         1         3	1 2	1	2				
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch 2 1 1 1 1   Persons w/ Disabilities (PWD) - Ostomy/Ostomates 1		1					
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1					
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts           Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)         1           Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway         3         2           Property - Special Handling         3         2         1         7         3           Property - Special Handling - Damaged Ite         2         1         1         2         1           Property - Special Handling - Missing Items - Carry-C         1         1         2         2         1           Property - Special Handling - Missing Item         1         1         3         3         2         1         2         1         2         1         2         1         1         2         1         2         1         2         1         2         1         2         1         2         1         2         1         2         1         2         1         2         1         3         2         1         3         2         1         1         3         2         1         1         3         2         1         3         2         1         3         2         1         3         2         1         3         2		- '					
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)         1           Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway         3         2           Property - Special Handling         3         2         1         7         3           Property - Special Handling - Damaged Items - Checked         2         1         1         2         1           Property - Special Handling - Missing Items - Carry-C         1         1         2         2         1           Property - Special Handling - Missing Item         1         1         3         3         2         1         2         1         4         5         10         9         7         6         6         5         5         10         9         7         6         6         5         5         10         9         7         6         6         6         6         6         6         6         6         6         6         6         6         6         6         6         6         7         6         6         6         7         6         6         6         7         6         6         6         7         6         6         7         6         6         6         7 </td <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>							
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway         3         2           Property - Special Handling         3         2         1         7         3           Property - Special Handling - Damaged Items - Checked         2         1         1         2         1           Property - Special Handling - Missing Items - Carry-C         1         1         2         2         1           Property - Special Handling - Missing Item         1         1         3         3         2         2         1         2         1         2         1         2         1         2         1         2         1         2         2         1         3         2         1         2         1         2         1         3         2         1         2         1         3         2         1         1         3         2         1         1         3         2         1         1         3         2         1         1         3         2         1         3         2         1         1         3         3         2         1         3         3         2         1         3         3         3         2         1         3			1				
Property - Special Handling         3         2         1         7         3           Property - Special Handling - Damaged Items - Checked         2         1           Property - Special Handling - Missing Items - Carry-C         1         1         2           Property - Special Handling - Missing Item         1         1         3           Screening         4         5         10         9         7         6           Screening - Children         1         1         1         1         1         1         1         1         1         1         2         1         1         1         1         1         1         2         1         1         1         2         1         1         3         1         1         2         1         1         2         1         1         2         1         2         1         2         1         3         1         2         1         2         1         3         3         2         1         1         3         3         1         3         3         1         3         3         3         1         3         3         3         1         3         3				1			
Property - Special Handling - Damaged Ite         2         1         1           Property - Special Handling - Damaged Items - Checked         2         1           Property - Special Handling - Missing Item         1         1         2           Property - Special Handling - Missing Item         1         1         3           Screening         4         5         10         9         7         6           Screening - Children         1         1         1         1         1         1         1         1         1         2         1         1         1         1         1         4         3         1         1         4         3         3         1         1         4         3         3         1         3         1         4         3         4         5         10         9         7         6         6         6         6         9         7         6         6         9         7         6         6         9         7         6         9         7         6         9         7         6         9         7         6         9         7         6         9         7         6         9	1						
Property - Special Handling - Damaged Ite         2         1         1           Property - Special Handling - Damaged Items - Checked         2         1           Property - Special Handling - Missing Items - Carry-C         1         1         2           Property - Special Handling - Missing Item         1         1         3           Screening         4         5         10         9         7         6           Screening - Children         1         1         1         1         1         1         1         1         4         3         1         1         4         3         3         1         4         3         3         1         4         3         3         1         4         3         4         5         10         9         7         6         6         6         6         6         6         6         6         6         6         6         6         6         7         6         6         6         7         6         6         7         6         6         7         6         7         6         7         6         7         6         7         6         7         6         7         6 <td>4 4</td> <td>2</td> <td></td> <td>5</td> <td>1</td> <td></td>	4 4	2		5	1		
Property - Special Handling - Damaged Items - Checked         2         1           Property - Special Handling - Missing Items - Carry-C         1         1         2           Property - Special Handling - Missing Item         1         1         3           Screening - Children         4         5         10         9         7         6           Screening - Children         1         1         1         1         1         1         1         1         1         1         1         4         3         1         3         1         4         3         3         1         3         1         4         3         3         1         4         3         3         1         4         3         3         4	1 1			1			
Property - Special Handling - Missing Items - Carry-C         1         1         2           Property - Special Handling - Missing Item         1         1         3           Screening         4         5         10         9         7         6           Screening - Children         1         1         1         1         1         1         1         1         1         2         1         1         2         1         1         2         1         2         1         1         2         1         1         2         1         2         1         2         1         2         1         2         1         2         1         2         1         2         2         2         2         2         2         2         2         2         2         2         2         2         2         3         2         2         3         2         3         2         3<	1 2			2			
Property - Special Handling - Missing Item         1         1         3           Screening         4         5         10         9         7         6           Screening - Children         1         1         1         1         1         1         1         1         1         2         1         1         1         4         3         4         3         3         3         3         3         4         3         3         3         4         3         3         4         3         3         4         3         4         3         4         3         4         3         4         3         4         3         4         3         4         3         4         3         4         3         4         3         4         3         4         3         4         3         4         3         4         3         4         3         <	1	1			1		
Screening         4         5         10         9         7         6           Screening - Children         1         1         1           Screening - Crew Member or Airline Employee         1         1         4         3           Screening - Inconsistency         1         1         4         3					- 1		
Screening - Children         1         1           Screening - Crew Member or Airline Employee         1           Screening - Inconsistency         1         1         4         3	1 1			2			
Screening - Crew Member or Airline Employee         1           Screening - Inconsistency         1         1         4         3	9 10	9	9	8	7		
Screening - Inconsistency 1 1 4 3							
Screening - Inconsistency 1 1 4 3				2	1		
o ,	1 3	2	1	1	1		
Screening - Lengthy Lines 2			1	1	•		
0 ,							
· · · · · · · · · · · · · · · · · · ·	8 7	7	7	4	5		
Screening - Retrieving Abandoned/Confiscated Items 1 1 1							
2024 189							
Civil Rights 3							
Civil Rights - Race 3							
Customer Service 9							
Customer Service - TSO 9							
·							
Expedited Passenger Screening Program 159							
Expedited Passenger Screening Program 4							
Expedited Passenger Screening Program 155							
Mishandling of Passenger Property 1							
Mishandling of Passenger Property - Dam 1							
No Jurisdiction 1							
No Jurisdiction - Refer to CBP 1							
Patdown 2							
Patdown - Flyer 2							
Persons w/ Disabilities (PWD) 3							
Persons w/ Disabilities (PWD) - Medically 1							
· · · · · · · · · · · · · · · · · · ·							
Persons w/ Disabilities (PWD) - Mobility [ 1							
Persons w/ Disabilities (PWD) - Respirate 1							
Property - Special Handling 3							
Property - Special Handling - Damaged It 1							
Property - Special Handling - Missing Item 2							
Screening 8							
Screening - Crew Member or Airline Empl 2							
Screening - Inconsistency 1							

egories	10-Oct	11-Nov	12-Dec	01-Jan	TCC) Data <sup>*</sup> 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RI	6			2 7		7	•	7 7		9		6	i Otai
2022	1	1		. ,		5	2	4	3	4		4	
-	1	1		•		4	2					4	
Expedited Passenger Screening Program	TCA Anni	1		1	1	4	2	3	2	2		4	
Expedited Passenger Screening Program													
Expedited Passenger Screening Program	- TSA Prec	песк		1	1	4	2	3	2	2		4	
Mishandling of Passenger Property	1										1		
Mishandling of Passenger Property - Dam	1										1		
Property - Special Handling						1		1		1			
Property - Special Handling - Damaged Ite										1			
Property - Special Handling - Missing Item								1					
Property - Special Handling - Missing Item	is - Checke	d				1							
Screening									1	1			
Screening - Procedures/Process									1	1			
2023	4	3		6	3	2	3	3	4	5	1	2	
Additional Information Required/Insufficient Inf									1				
Additional Information Required/Insufficier	nt Information	on - EMAIL	ONLY						1				
Customer Service							1	1				1	
Customer Service - Others								1					
Customer Service - TSO							1					1	
DHS TRIP		1											
DHS TRIP - General		1											
Expedited Passenger Screening Program	2	1		5	3	2	2	2	1	4		1	
Expedited Passenger Screening Program	- TSA Appl	ication Prog	gram	1									
Expedited Passenger Screening Program	2	1		4	3	2	2	2	1	4		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 Other										1			
Property - Special Handling	1								1				
Property - Special Handling - Damaged Ite	ems - Carry	-On							1				
Property - Special Handling - Damaged Ite	1	OII							'				
Screening	1			1					1				
Screening - Inconsistency				1 1									
Screening - Procedures/Process				I					1				
2024	1								- 1				
Customer Service	1												
Custoffier Service	1												

		T		t Center (T									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TTN	18	14	13	15	12	12	22	19	10	6	10	4	155
2022	1	9	6	4	3	6	16	10	7	2	4	4	72
Airline								1					1
Airline - Lost Baggage								1					1
Customer Service	1	1	1		1							1	5
Customer Service - TSO	1	1	1		1							1	5
Expedited Passenger Screening Program		8	5	4	2	6	15	7	7	2	4	2	62
Expedited Passenger Screening Program		1						1					2
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ram			1		1			1		3
Expedited Passenger Screening Program	- TSA PreC	7	5	4	2	5	15	5	7	2	3	2	57
No Jurisdiction								1					1
No Jurisdiction - Refer to Other								1					1
Property - Special Handling												1	1
Property - Special Handling - Missing Iten	ns - Checked	i										1	1
Screening							1	1					2
Screening - Children							1						1
Screening - Procedures/Process								1					1
2023	7	5	7	11	9	6	6	9	3	4	6		73
Customer Service	2		2	2			1			1	1		9
Customer Service - TSO	2		2	2			1			1	1		9
Expedited Passenger Screening Program	4	5	5	9	9	5	3	7	2	2	5		56
Expedited Passenger Screening Program	- TSA Appl	1											1
Expedited Passenger Screening Program		4	5	9	9	5	3	7	2	2	5		55
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dam	i aged/Missin	g ItemsCa	arry-on Lug	gage						1			1
Patdown			, ,	0 0			1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)							1	1					2
Persons w/ Disabilities (PWD) - Medical [	Devices - Att	ached to the	e Body				1						1
Persons w/ Disabilities (PWD) - Prosthesi								1					1
Property - Special Handling	·								1				1
Property - Special Handling - Damaged It	ems - Carry-	On							1				1
Screening	1					1		1					3
Screening - Lengthy Lines	1					1							2
Screening - Procedures/Process								1					1
2024	10												10
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	7												7
Expedited Passenger Screening Program	7												7
Property - Special Handling	2												2
Property - Special Handling - Damaged It													1
Property - Special Handling - Missing Iten													1

			A Contact C										
egories								5-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JL	59	29	35	44	31	38	25	33	37	46	34	45	456
2022	11	10	13	22	11	16	13	14	11	23	13	20	177
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights		2				1		1		1	1	1	7
Civil Rights - National Origin												1	1
Civil Rights - Perceived Religion		1						1					2
Civil Rights - Race										1	1		2
Civil Rights - Racial Profiling or Discrim		. 1											1
Civil Rights - Sex/Gender/Gender Ident	tity- Not Transgen					1							1
Customer Service	1	1	2	4	1	1		1	1	3		2	17
Customer Service - TSO	1	1 7	2	4	1	1	4.4	1	1	3	44	2	17
Expedited Passenger Screening Program Expedited Passenger Screening Program	8	7	11	15	4	10	11	9	10	16	11	15	127
Expedited Passenger Screening Progra  Expedited Passenger Screening Progra		2	4.4	4.5	4	40	44	0	3	40	1	4.5	404
	am 8	5	11	15	4	10	11	9	7	16	10	15	121
Identification (ID) Requirements  Identification (ID) Requirements - Domo	antin				1 1								1
Lost and Found	1				I								1
													- 1
Lost and Found - Airport/TSA	1											4	1
Mishandling of Passenger Property		C										1	1
Mishandling of Passenger Property - D	amaged/iviissing	itemsCar	ry-on Luggag	ge				4				1	1
Patdown								1_				1	2
Patdown - Flyer					4			1				1	2
Persons w/ Disabilities (PWD)	aller Nia construction 2.1	- at a - 41	and Marie 11 of the	Name III -	1								1
Persons w/ Disabilities (PWD) - Medica	ally Necessary Me	edication a	nd Medical S		1								1
Property - Special Handling				2	1	2	2	1		1			9
Property - Special Handling - Damaged		1					1	1					2
Property - Special Handling - Missing It				1	1	2	1						5
Property - Special Handling - Missing It	tems - Checked			1						1			2
Screening	1			1	3	1		1		2	1		10
Screening - Inconsistency					1	1				1			3
Screening - Procedures/Process	1			1	2			1		1	1		7
2023	24	19	22	22	20	22	12	19	26	23	21	25	255
Civil Rights	1	1	1				1		1				5
Civil Rights - Race	1	1	1				1						4
Civil Rights - Sex/Gender/Gender Ident	tity- Not Transgen	der							1				1
Claims									1				1
Claims - General									1				1
Customer Service	2		1			2	2		1		1		9
Customer Service - TSO	2		1			2	2		1		1		9
Expedited Passenger Screening Program	16	17	16	12	17	18	7	15	18	18	13	18	185
Expedited Passenger Screening Progra	am 1							3					4
Expedited Passenger Screening Progra		17	16	12	17	18	7	12	18	18	13	18	181
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property	1		1	2			1		1	1	1	1	9
Mishandling of Passenger Property - D	amaged/Missing	temsC	1				1		1	1			4
Mishandling of Passenger Property - D				2									3
Mishandling of Passenger Property - D		Carry-on o	r Checked								1	1	2
Patdown	2	Jan y-on o	Officered	3				2		2	'	1	10
Patdown - Flyer	2			2				2		2		1	9
Patdown - General				1								- '	1
	4			ļ					4	4	4		
Persons w/ Disabilities (PWD)	1	1							1	1	1		5
Persons w/ Disabilities (PWD) - Genera	ai									1			1
Porcone w/ Disobilition (DMD) Modice	ally Magaggary	- 4											
Persons w/ Disabilities (PWD) - Medica		1							4				
Persons w/ Disabilities (PWD) - Ostom	y/Ostomates		+						1				1
Persons w/ Disabilities (PWD) - Ostom Persons w/ Disabilities (PWD) - Respir	y/Ostomates atory and Inhaler		t						1		1		1
Persons w/ Disabilities (PWD) - Ostom Persons w/ Disabilities (PWD) - Respir Persons w/ Disabilities (PWD) - Wheel	y/Ostomates atory and Inhaler		t								1		1
Persons w/ Disabilities (PWD) - Ostom Persons w/ Disabilities (PWD) - Respir Persons w/ Disabilities (PWD) - Wheel Property - Special Handling	y/Ostomates ratory and Inhaler cha 1		t						1		1		1 1 1
Persons w/ Disabilities (PWD) - Ostom Persons w/ Disabilities (PWD) - Respir Persons w/ Disabilities (PWD) - Wheel Property - Special Handling Property - Special Handling - Missing It	y/Ostomates ratory and Inhaler cha 1								1				1 1 1 1
Persons w/ Disabilities (PWD) - Ostom Persons w/ Disabilities (PWD) - Respir Persons w/ Disabilities (PWD) - Wheel Property - Special Handling Property - Special Handling - Missing It Screening	y/Ostomates ratory and Inhaler cha 1 tems - Carry-On		3	5	3	2	1	2	1	1	5	4	1 1 1 1 29
Persons w/ Disabilities (PWD) - Ostom Persons w/ Disabilities (PWD) - Respir Persons w/ Disabilities (PWD) - Wheel Property - Special Handling Property - Special Handling - Missing It Screening Screening - Crew Member or Airline Er	y/Ostomates ratory and Inhaler cha 1 tems - Carry-On			5 1		2	1	2	1 1 2	1	5		1 1 1 1 29 2
Persons w/ Disabilities (PWD) - Ostom Persons w/ Disabilities (PWD) - Respir Persons w/ Disabilities (PWD) - Wheel Property - Special Handling Property - Special Handling - Missing It Screening Screening - Crew Member or Airline Er Screening - Inconsistency	y/Ostomates ratory and Inhaler cha 1 tems - Carry-On		3		3	2	1	2	1	1		1	1 1 1 1 29 2
Persons w/ Disabilities (PWD) - Ostom Persons w/ Disabilities (PWD) - Respir Persons w/ Disabilities (PWD) - Wheel Property - Special Handling Property - Special Handling - Missing It Screening Screening - Crew Member or Airline Er Screening - Inconsistency Screening - Lengthy Lines	y/Ostomates atory and Inhaler cha 1 teems - Carry-On nployee		3 1	1	1				1 1 2		5	1	1 1 1 1 29 2 4
Persons w/ Disabilities (PWD) - Ostom Persons w/ Disabilities (PWD) - Respir Persons w/ Disabilities (PWD) - Wheel Property - Special Handling Property - Special Handling - Missing It Screening Screening - Crew Member or Airline Er Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	y/Ostomates atory and Inhaler cha 1 tems - Carry-On nployee 1		3	2		2	1	2	1 1 2	1	5	1	1 1 1 1 29 2 4 1
Persons w/ Disabilities (PWD) - Ostom Persons w/ Disabilities (PWD) - Respir Persons w/ Disabilities (PWD) - Wheel Property - Special Handling Property - Special Handling - Missing It Screening Screening - Crew Member or Airline Er Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Con	y/Ostomates atory and Inhaler cha 1 tems - Carry-On nployee Infiscated Items		3 1	1	1				1 1 2		5	1	1 1 1 1 29 2 4 1 20
Persons w/ Disabilities (PWD) - Ostom Persons w/ Disabilities (PWD) - Respir Persons w/ Disabilities (PWD) - Wheel Property - Special Handling Property - Special Handling - Missing It Screening Screening - Crew Member or Airline Er Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Con 2024	y/Ostomates atory and Inhaler cha 1 tems - Carry-On nployee fiscated Items 24		3 1	2	1				1 1 2		5	1	1 1 1 1 29 2 4 1 20 2
Persons w/ Disabilities (PWD) - Ostom Persons w/ Disabilities (PWD) - Respir Persons w/ Disabilities (PWD) - Wheel Property - Special Handling Property - Special Handling - Missing It Screening Screening - Crew Member or Airline Er Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Con	y/Ostomates atory and Inhaler cha 1 tems - Carry-On nployee Infiscated Items		3 1	2	1				1 1 2		5	1	1 1 1 1 29 2 4 1 20
Persons w/ Disabilities (PWD) - Ostom Persons w/ Disabilities (PWD) - Respir Persons w/ Disabilities (PWD) - Wheel Property - Special Handling Property - Special Handling - Missing It Screening Screening - Crew Member or Airline Er Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Con 2024	y/Ostomates atory and Inhaler cha 1 tems - Carry-On nployee fiscated Items 24		3 1	2	1				1 1 2		5	1	1 1 1 1 29 2 4 1 20 2
Persons w/ Disabilities (PWD) - Ostom Persons w/ Disabilities (PWD) - Respir Persons w/ Disabilities (PWD) - Wheel Property - Special Handling Property - Special Handling - Missing It Screening Screening - Crew Member or Airline Er Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Con  2024 Customer Service	y/Ostomates atory and Inhaler cha 1 tems - Carry-On 1 mployee 1 fiscated Items 24 7		3 1	2	1				1 1 2		5	1	1 1 1 1 29 2 4 1 20 2 2 24
Persons w/ Disabilities (PWD) - Ostom Persons w/ Disabilities (PWD) - Respir Persons w/ Disabilities (PWD) - Wheel Property - Special Handling Property - Special Handling - Missing It Screening Screening - Crew Member or Airline Er Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Con  2024 Customer Service Customer Service - TSO	y/Ostomates atory and Inhaler cha 1 tems - Carry-On 1 mployee 1 fiscated Items 24 7 7 12		3 1	2	1				1 1 2		5	1	1 1 1 1 1 1 29 2 2 4 4 1 1 20 2 2 2 2 4 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7
Persons w/ Disabilities (PWD) - Ostom Persons w/ Disabilities (PWD) - Respir Persons w/ Disabilities (PWD) - Wheel Property - Special Handling Property - Special Handling - Missing It Screening Screening - Crew Member or Airline Er Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Con 2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program	y/Ostomates atory and Inhaler cha 1 tems - Carry-On 1 mployee 1 fiscated Items 24 7 7 12		3 1	2	1				1 1 2		5	1	1 1 1 1 1 29 2 4 4 1 20 20 24 7 7
Persons w/ Disabilities (PWD) - Ostom Persons w/ Disabilities (PWD) - Respir Persons w/ Disabilities (PWD) - Wheel Property - Special Handling Property - Special Handling - Missing It Screening Screening - Crew Member or Airline En Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Con  2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	y/Ostomates atory and Inhaler cha 1  Items - Carry-On Inployee  Infiscated Items  24  7  12  11  12		3 1	2	1				1 1 2		5	1	1 1 1 1 1 29 2 4 4 1 1 20 2 2 2 4 7 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Ostom Persons w/ Disabilities (PWD) - Respir Persons w/ Disabilities (PWD) - Wheel Property - Special Handling Property - Special Handling - Missing It Screening Screening - Crew Member or Airline Er Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Con 2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - D	y/Ostomates atory and Inhaler cha 1 tems - Carry-On 1 mployee  1 fifiscated Items 24 7 7 7 12 am 12 am 12 am 1		3 1	2	1				1 1 2		5	1	1 1 1 1 1 29 2 4 4 1 1 20 2 2 2 4 7 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Ostom Persons w/ Disabilities (PWD) - Respir Persons w/ Disabilities (PWD) - Wheel Property - Special Handling Property - Special Handling - Missing It Screening Screening - Crew Member or Airline En Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Con  2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - D Screening	y/Ostomates   atory and Inhaler   cha		3 1	2	1				1 1 2		5	1	1 1 1 1 1 29 2 4 4 1 1 20 2 2 2 2 4 7 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Ostom Persons w/ Disabilities (PWD) - Respir Persons w/ Disabilities (PWD) - Wheel Property - Special Handling Property - Special Handling - Missing It Screening Screening - Crew Member or Airline En Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Con  2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - D Screening Screening - Inconsistency	y/Ostomates atory and Inhaler cha 1  Items - Carry-On 1  Imployee 1  Infiscated Items 24  7  7  12  am 12  am 1  4  1		3 1	2	1				1 1 2		5	1	1 1 1 1 1 29 2 4 4 1 1 20 2 2 24 7 7 7 12 12 12 14 14 14 14 14 15 16 16 16 16 17 16 17 16 17 16 17 16 17 16 17 16 17 16 17 16 17 16 17 16 17 16 17 16 17 16 17 16 17 16 17 16 17 16 17 16 17 17 17 17 17 17 17 17 17 17 17 17 17
Persons w/ Disabilities (PWD) - Ostom Persons w/ Disabilities (PWD) - Respir Persons w/ Disabilities (PWD) - Wheel Property - Special Handling Property - Special Handling - Missing It Screening Screening - Crew Member or Airline Er Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Con  2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - D Screening	y/Ostomates   atory and Inhaler   cha		3 1	2	1				1 1 2		5	1	1 1 1 1 1 29 2 4 4 1 1 20 2 2 2 2 4 7 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

Categories	10-Oct				02-Feb	ool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TUS	10-Oct	36	12-Dec 0 31	1-Jan 33	02-Feb 32	03-Mar 63	04-Apr 61	05-May	38	07-Jul 37	08-Aug 38	09-Sep 36	1 Otal
2022	9	13	12	33 12	16	32	34	21	20	18	19	17	223
Civil Rights	3	13	12	1	10	32	2	21	20	10	13	17	223
Civil Rights - National Origin							1						-
Civil Rights - Racial Profiling or Discrimin	l ation			1			'						
Civil Rights - Sex/Gender/Gender Identity		nder					1						
Customer Service	1	2	1	1	3	5	1	1		4			19
Customer Service - TSO	1	2	1	1	3	5	1	1		4			19
Expedited Passenger Screening Program	6	9	10	10	12	22	27	14	17	12	14	14	16
Expedited Passenger Screening Program		2	10	10	12	2				12			10
Expedited Passenger Screening Program			1			2	1		2	1		1	
Expedited Passenger Screening Program		7	9	9	12	18	26	14	15	11	14	13	15
Expedited Passenger Screening Program				1	12	10	20		10			10	10
Identification (ID) Requirements					1								
Identification (ID) Requirements - Domest	tic				1								
Mishandling of Passenger Property	Ï		1					4	1		2	2	1
Mishandling of Passenger Property - Dam	l naged/Missing	ItemsCar	rv-on Luggag	ne.				1	1		1		'
Mishandling of Passenger Property - Dam								3			1	1	
Mishandling of Passenger Property - Disa			1	90								1	
No Jurisdiction		1	•										
No Jurisdiction - Refer to Other		1											
Patdown		1					2	1		2	2		
Patdown - Children		'						1					
Patdown - Flyer		1					2			2	2		
Persons w/ Disabilities (PWD)							1					1	
Persons w/ Disabilities (PWD) - Autism S	.l nectrum						1						
Persons w/ Disabilities (PWD) - Mobility [		Wheelchair	or Scooter)									1	
Property - Special Handling		TTTIOOTOTICII	or cocotor)			3			1				
Property - Special Handling - Damaged It	l ems - Carry-C	)n							1				
Property - Special Handling - Missing Iten		/11				1			'				
Property - Special Handling - Missing Item						2							
Screening	2					2	1	1	1		1		
Screening - Lengthy Lines						1							
Screening - Procedures/Process	2					1	1	1	1		1		
2023	26	23	19	21	16	31	27	23	18	19	19	19	26
Additional Information Required/Insufficient In												1	
Additional Information Required/Insufficie		- EMAIL ON	NLY									1	
Civil Rights		1				2		2					
Civil Rights - Constitutional Rights						1							
Civil Rights - Race		1						1					
Civil Rights - Sex/Gender/Gender Identity	। /- Not Transवर					1							
Civil Rights - Transgender Screening													
								1					
Customer Service			2	2	2	1	2	1		3			
Customer Service - TSO			2	2	2	1	2	1		3			1
Customer Service - TSO	22		2	2	2	1	2		13	3	18	15	1
Customer Service - TSO Expedited Passenger Screening Program	22 - Active Duty	19						20	13		18	15	1 1 20
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	- Active Duty	19	2	2	2	1 23	2		13	3			1 1 20
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- Active Duty	19 Military	2 16	2 18	11	1 23	20	20		3 13	1	1	1 1 20
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program	- Active Duty	19	2	2	2	1 23	20 20		13	3			1 1 20 20
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property	- Active Duty 2 20 1	19 Military	2 16	2 18	11	1 23	20	20		3 13	1	1	1 1 20 20
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	- Active Duty 2 20 1 anaged/Missing	19 Military	2 16	2 18	11	1 23	20 20	20	13	3 13	1	1	1 1 20 20
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam	- Active Duty 2 20 1 naged/Missing	19 Military 19 ItemsCar	2 16 16 ry-on Luggag	2 18	11	1 23	2 20 20 1	20	13	3 13	1	1	1 1 20 20
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Darr  Mishandling of Passenger Property - Darr  Mishandling of Passenger Property - Darr	- Active Duty 2 20 1 naged/Missing	19 Military 19 ItemsCar	2 16 16 ry-on Luggag	2 18	11	1 23	20 20 1	20	13	3 13	1	1	1: 20:
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Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Disa  No Jurisdiction  No Jurisdiction - Refer to Other	- Active Duty 2 20 1 naged/Missing 1 arrayed Items-	19 Military 19 ItemsCarr	2 16 16 ry-on Luggag	2 18 18	11	1 23 1 22	20 20 1	20	13	3 13	1	1	1 1 20 20
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Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Darr  Mishandling of Passenger Property - Darr  Mishandling of Passenger Property - Disa  No Jurisdiction  No Jurisdiction  Patdown  Patdown - Flyer	- Active Duty 2 20 1 naged/Missing 1 arrayed Items-	19 Military 19 ItemsCarr	2 16 16 ry-on Luggag	2 18 18	11	1 23 1 22 2 2	20 20 1	20	13	3 13	1	1	1 1 20 20
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Disa  No Jurisdiction  No Jurisdiction - Refer to Other  Patdown  Patdown - Flyer  Patdown - Flyer	- Active Duty 2 20 1 anged/Missing 1 arrayed Items-	19 Military 19 ItemsCarr -Carry-on of	2 16 16 ry-on Luggag	2 18 18	11 11 11 11	1 23 1 22 2 1 1 1	20 20 1	20 20	13 1 1	3 13 13	1	1	1 1 20 20
Customer Service - TSO  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Darr  Mishandling of Passenger Property - Darr  Mishandling of Passenger Property - Disa  No Jurisdiction  No Jurisdiction - Refer to Other  Patdown - Flyer  Patdown - Flyer  Patdown - Flyer as Observer  Property - Special Handling	- Active Duty 2 1 20 1 1 1 agged/Missing 1 1 1 1 1	19 Military 19 ItemsCarr -Carry-on or	2 16 16 ry-on Luggag	2 18 18	2 11 11 11 1 1	1 23 1 22 2 2	20 20 1	20 20	13	3 13 13	1	1	1 1 20 20
Customer Service - TSO  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Disa  No Jurisdiction  No Jurisdiction - Refer to Other  Patdown  Patdown - Flyer  Patdown - Flyer  Patdown - Flyer as Observer  Property - Special Handling  Property - Special Handling	Active Duty 20 1 1 naged/Missing 1 1 arrayed Items-	19 Military 19 ItemsCarr -Carry-on or 1 1	2 16 16 ry-on Luggag	2 18 18	11 11 11 11	1 23 1 22 2 1 1 1	20 20 1	20 20	13 1 1	3 13 13	1	1	1 1 20 20
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Disa  No Jurisdiction  No Jurisdiction - Refer to Other  Patdown  Patdown - Flyer  Patdown - Flyer  Patdown - Flyer as Observer  Property - Special Handling  Property - Special Handling - Damaged It  Property - Special Handling - Damaged It	Active Duty 2 20 1 naged/Missing 1 1 arrayed Items- 1 1 tems - Carry-Cems - Check	19 Military 19 ItemsCarr -Carry-on or	2 16 16 ry-on Luggag	2 18 18	2 11 11 11 1 1	1 23 1 22 2 1 1 1	20 20 1	20 20	13 1 1	3 13 13	1	1	1 1 20 20
Customer Service - TSO  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Disa  No Jurisdiction  No Jurisdiction - Refer to Other  Patdown  Patdown - Flyer  Patdown - Flyer  Patdown - Flyer as Observer  Property - Special Handling  Property - Special Handling - Damaged It  Property - Special Handling - Damaged It	Active Duty 2 1 20 1 naged/Missing 1 1 arrayed Items- 1 1 tems - Carry-Cems - Check	19 Military 19 ItemsCarr -Carry-on or 1 1	2 16 16 ry-on Luggag	2 18 18	2 11 11 11 1 1	1 23 1 22 2 1 1 1	20 20 1	20 20	13 1 1	3 13 13	1	1	1 1 20 20
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Darr  Mishandling of Passenger Property - Darr  Mishandling of Passenger Property - Disa  No Jurisdiction  No Jurisdiction  No Jurisdiction - Refer to Other  Patdown  Patdown - Flyer  Patdown - Flyer  Patdown - Flyer as Observer  Property - Special Handling  Property - Special Handling - Damaged It  Property - Special Handling - Missing Iten  Property - Special Handling - Missing Iten	Active Duty 2 1 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	19 Military  19 ItemsCarry-on or  1 1 1 0n 1	2 16 16 ry-on Luggag	2 18 18 18 ge	11 11 1 1 1 1	1 23 1 22 2 1 1 1 1 1 1	2 20 20 1 1 1 1	20 20	13 1 1	3 13 13	1 17	1 14	1 1 20 20
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Darr  Mishandling of Passenger Property - Darr  Mishandling of Passenger Property - Disa  No Jurisdiction  No Jurisdiction  No Jurisdiction - Refer to Other  Patdown  Patdown - Flyer  Patdown - Flyer  Patdown - Flyer as Observer  Property - Special Handling  Property - Special Handling - Damaged It  Property - Special Handling - Missing Iten  Property - Special Handling - Missing Iten  Screening	Active Duty 2 1 20 1 naged/Missing 1 1 arrayed Items- 1 1 tems - Carry-Cems - Check	19 Military 19 ItemsCarr -Carry-on or 1 1	2 16 16 ry-on Luggag	2 18 18 18 ge	2 11 11 11 1 1	1 23 1 22 2 1 1 1	20 20 1	20 20	13 1 1	3 13 13	1	1	20
Customer Service - TSO  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Disa  No Jurisdiction  No Jurisdiction - Refer to Other  Patdown  Patdown - Flyer  Patdown - Flyer  Patdown - Flyer as Observer  Property - Special Handling  Property - Special Handling - Damaged It  Property - Special Handling - Missing Iten  Property - Special Handling - Missing Iten  Screening  Screening - Inconsistency	- Active Duty 2 20 1 anaged/Missing 1 arrayed Items- 1 1 1 tems - Carry-Ctems - Checl ns - Carry-On 1 1 1 1	19 Military  19 ItemsCarry-on of  1 1 1 0n 1	2 16 16 ry-on Luggag r Checked	2 18 18 18 ge	2 11 11 11 1 1 1	1 23 1 22 2 1 1 1 1 1 2 2	2 20 1 1 1 1 1	20 20	13 1 1 2 2	3 13 13	1 17	1 14	20
Customer Service - TSO  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Darr  Mishandling of Passenger Property - Darr  Mishandling of Passenger Property - Disa  No Jurisdiction  No Jurisdiction - Refer to Other  Patdown  Patdown - Flyer  Patdown - Flyer  Patdown - Flyer as Observer  Property - Special Handling  Property - Special Handling - Damaged It  Property - Special Handling - Missing Iten  Property - Special Handling - Missing Iten  Screening  Screening - Inconsistency  Screening - Procedures/Process	Active Duty 2 1 20 1 1 naged/Missing 1 1 arrayed Items- 1 1 1 tems - Carry-Cems - Checl ms - Carry-On 1 1 1	19 Military  19 ItemsCarry-on or  1 1 1 0n 1	2 16 16 ry-on Luggag	2 18 18 18 ge	11 11 1 1 1 1	1 23 1 22 2 1 1 1 1 1 1	2 20 20 1 1 1 1	20 20	13 1 1	3 13 13	1 17	1 14	1 1 20 20
Customer Service - TSO  Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Darn Mishandling of Passenger Property - Darn Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process	Active Duty 20 1 1 naged/Missing 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	19 Military  19 ItemsCarry-on of  1 1 1 0n 1	2 16 16 ry-on Luggag r Checked	2 18 18 18 ge	2 11 11 11 1 1 1	1 23 1 22 2 1 1 1 1 1 2 2	2 20 1 1 1 1 1	20 20	13 1 1 2 2	3 13 13	1 17	1 14	11: 12: 12: 12: 12: 12: 12: 12: 12: 12:
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Darr  Mishandling of Passenger Property - Darr  Mishandling of Passenger Property - Darr  Mishandling of Passenger Property - Disa  No Jurisdiction  No Jurisdiction - Refer to Other  Patdown  Patdown - Flyer  Patdown - Flyer as Observer  Property - Special Handling  Property - Special Handling - Damaged It  Property - Special Handling - Missing Iten  Property - Special Handling - Missing Iten  Screening  Screening - Inconsistency  Screening - Procedures/Process  2024  Customer Service	- Active Duty 20 1 1 naged/Missing 1 1 arrayed Items- 1 1 tems - Carry-Cems - Checl ms - Carry-On 1 1 29	19 Military  19 ItemsCarry-on of  1 1 1 0n 1	2 16 16 ry-on Luggag r Checked	2 18 18 18 ge	2 11 11 11 1 1 1	1 23 1 22 2 1 1 1 1 1 2 2	2 20 1 1 1 1 1	20 20	13 1 1 2 2	3 13 13	1 17	1 14	11: 20: 20: 20: 11: 11: 21: 21: 21: 21: 21: 21: 21: 21
Customer Service - TSO  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Darr  Mishandling of Passenger Property - Darr  Mishandling of Passenger Property - Disa  No Jurisdiction  No Jurisdiction  No Jurisdiction - Refer to Other  Patdown  Patdown - Flyer  Patdown - Flyer  Patdown - Flyer as Observer  Property - Special Handling  Property - Special Handling - Damaged It  Property - Special Handling - Missing Iten  Property - Special Handling - Missing Iten  Screening  Screening - Inconsistency  Screening - Procedures/Process  2024  Customer Service  Customer Service - TSO	- Active Duty 2 1 20 1 1 naged/Missing 1 1 arrayed Items- 1 1 tems - Carry-Cems - Checl ns - Carry-On 1 1 29 1	19 Military  19 ItemsCarry-on of  1 1 1 0n 1	2 16 16 ry-on Luggag r Checked	2 18 18 18 ge	2 11 11 11 1 1 1	1 23 1 22 2 1 1 1 1 1 2 2	2 20 1 1 1 1 1	20 20	13 1 1 2 2	3 13 13	1 17	1 14	200
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Darr  Mishandling of Passenger Property - Darr  Mishandling of Passenger Property - Darr  Mishandling of Passenger Property - Disa  No Jurisdiction  No Jurisdiction  No Jurisdiction - Refer to Other  Patdown  Patdown - Flyer  Patdown - Flyer  Patdown - Flyer as Observer  Property - Special Handling  Property - Special Handling - Damaged It  Property - Special Handling - Missing Iten  Property - Special Handling - Missing Iten  Screening  Screening - Inconsistency  Screening - Procedures/Process  2024  Customer Service	- Active Duty 2 1 20 1 1 anaged/Missing 1 1 arrayed Items- 1 1 1 1 1 1 1 1 29 1 1 28	19 Military  19 ItemsCarry-on of  1 1 1 0n 1	2 16 16 ry-on Luggag r Checked	2 18 18 18 ge	2 11 11 11 1 1 1	1 23 1 22 2 1 1 1 1 1 2 2	2 20 1 1 1 1 1	20 20	13 1 1 2 2	3 13 13	1 17	1 14	12 12 12 208 203 3 4 4 5 7 7 18 18 2 2 19 19 19 19 19 19 19 19 19 19 19 19 19

				t Center (1		Tool - FOIA							
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TVC	18	2	4	14	6	11	10	4	8	9	13	15	114
2022	3		2	5	4	6	8	4	2	3	7	10	54
Customer Service	1						1						
Customer Service - TSO	1						1						
Expedited Passenger Screening Program	2		2	5	3	5	6	3	1	3	6	8	4
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ıram 💮 💮	1				1					
Expedited Passenger Screening Program	2		2	4	3	5	6	2	1	3	6	8	4
Mishandling of Passenger Property						1	1					1	
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	arry-on Lug	gage			1					1	
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checked	d		1							
No Jurisdiction								1					
No Jurisdiction - No Referral								1					
Screening					1				1		1	1	
Screening - Procedures/Process					1				1		1	1	
2023	8	2	2	9	2	5	2		6	6	6	5	5
Customer Service							1		1				
Customer Service - TSO							1		1				
Expedited Passenger Screening Program	7	2	2	8	2	5	1		5	4	4	5	4
Expedited Passenger Screening Program	7	2	2	8	2	5	1		5	4	4	5	
Patdown	1									1	1		
Patdown - Flyer	1									1	1		
Persons w/ Disabilities (PWD)				1							1		
Persons w/ Disabilities (PWD) - Diabetes				1									
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	t Wheelch	air or Scoot	er)							1		
Screening										1			
Screening - Procedures/Process										1			
2024	7												
Expedited Passenger Screening Program	5												
Expedited Passenger Screening Program	5												
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												
Property - Special Handling	1												
Property - Special Handling - Missing Item	1												

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-Mav	06-Jun	07-Jul	08-Aug	09-Sep	Total
TVF	1		1		1				1		1		5
2023	1		1		1				1		1		5
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	1				1						1		3
Expedited Passenger Screening Program	1				1						1		3
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disar	rayed Items	sCarry-on	or Checked	d					1				1

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

			ISA Conta	ct Center (	ICC) Data	1001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TXK	4	1		1	2	3	1			1			13
2022	1				1	2							4
Expedited Passenger Screening Program					1	2							3
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram			1							1
Expedited Passenger Screening Program	- TSA PreC	Check			1	1							2
Patdown	1												1
Patdown - Flyer	1												1
2023		1		1	1	1	1			1			6
Expedited Passenger Screening Program		1		1									2
Expedited Passenger Screening Program	- TSA PreC	1		1									2
No Jurisdiction						1							1
No Jurisdiction - Refer to Other						1							1
Screening					1		1			1			3
Screening - Procedures/Process					1		1			1			3
2024	3												3
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	2												2
Screening	1												1
Screening - Procedures/Process	1												1

					rcc) Data 1								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TYR	2	5	5	1	5	2	2	2	1	2	2	2	3
2022	1	3	3	1	2			1	1				1
Customer Service		1											
Customer Service - TSO		1											
Expedited Passenger Screening Program		1	1	1	2				1				
Expedited Passenger Screening Program	- TSA PreC	1	1	1	2				1				
Patdown			1										
Patdown - Flyer			1										
Screening	1	1	1					1					
Screening - Crew Member or Airline Emp	loyee		1										
Screening - Procedures/Process	1	1						1					
2023		2	2		3	2	2	1		2	2	2	1
Civil Rights			1										
Civil Rights - Race			1										
Customer Service		1			1								
Customer Service - TSO		1			1								
Expedited Passenger Screening Program			1		1		1			2	1	1	
Expedited Passenger Screening Program	- DoD		1										
Expedited Passenger Screening Program	- TSA PreC	heck			1		1			2	1	1	
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	gage			1						
Persons w/ Disabilities (PWD)						1		1				1	
Persons w/ Disabilities (PWD) - Diabetes						1							
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies				1					
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)										1	
Screening		1			1	1					1		
Screening - Procedures/Process		1			1	1					1		
2024	1												
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	1												

					C) Data To								
Categories					02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TYS	59	31	27	19	22	43	24	36	39	47	34	21	402
2022 Airline	12	11	10	7	5	22	15	<b>20</b>	24	20	19	13	178 1
Airline - Lost Baggage								1					1
Civil Rights				1			1						2
Civil Rights - Race							1						1
Civil Rights - Racial Profiling or Discrimin	nation			1									1
Customer Service	3	2				1			2		2		10
Customer Service - TSO	3	2				1			2		2		10
Expedited Passenger Screening Program	6	5	9	6	4	17	10	18	21	17	15	10	138
Expedited Passenger Screening Program		tion Progra				1			1			1	3
Expedited Passenger Screening Program	6	5	9	6	4	16	10	18	20	17	15	9	135
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domes	tic					1							1
Mishandling of Passenger Property	100	1						1		1		1	4
Mishandling of Passenger Property - Dan		ItemsCarr	y-on Lugga	ge						1			1
Mishandling of Passenger Property - Dan		1 	Charlerd									4	
Mishandling of Passenger Property - Disa	arrayed items	Carry-on or	Checked					1			4	1	2
No Jurisdiction  No Jurisdiction - Refer to CBP											1		
Patdown		1				1					1		2
Patdown - Flyer		1				1							1
Patdown - General		1											1
Persons w/ Disabilities (PWD)			1				2			1			Δ
Persons w/ Disabilities (PWD) - Cognitive	ı e /Developmen	tal /Mental I	Disability				1			•			1
Persons w/ Disabilities (PWD) - Medicall			1										1
Persons w/ Disabilities (PWD) - Metal Im							1						1
Persons w/ Disabilities (PWD) - Wheelch		egway								1			1
Property - Special Handling	2											1	3
Property - Special Handling - Damaged I	te 1												1
Property - Special Handling - Damaged I	tems - Checke	d										1	1
Property - Special Handling - Missing Iter													1
Screening	1	2			1	2	2		1	1	1	1	12
Screening - Crew Member or Airline Emp	loyee						1			1			2
Screening - Inconsistency						1			1				2
Screening - Lengthy Lines												1	1
Screening - Procedures/Process	1	2			1	1	1				4		6
Screening - Retrieving Abandoned/Confis  2023	22	20	17	12	17	21	9	16	15	27	1 15	8	199
Civil Rights	22	20	17	12	17	2		10	1	21	10		3
Civil Rights - Race						1							1
Civil Rights - Sex/Gender/Gender Identity	I ∕- Not Transge	nder				- '			1				1
Civil Rights - Transgender Screening						1							1
Customer Service		1	2		1	1		2	2	5	1	1	16
Customer Service - TSO		1	2		1	1		2	2	5	1	1	16
Expedited Passenger Screening Program	21	15	12	10	13	16	9	12	12	16	14	6	156
Expedited Passenger Screening Program	- Active Duty	Military						1					1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program	- TSA Applica	tion Progra	m			1		1				1	3
Expedited Passenger Screening Program	n 21	14	12	10	13	15	9	10	12	16	14	5	151
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	1									1			2
Mishandling of Passenger Property - Dan	n 1									1			2
Patdown					1	1				1			3
Patdown - Flyer					1	1				1			3
			1	1				1		2			5
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Breast C													
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Diabetes	3	oingo/Mook	1	4				'					
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/	Garments/Dres		S	1 Supplies				·		2			1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/ Persons w/ Disabilities (PWD) - Medicall	Garments/Dres	edication ar	S	Supplies						2			1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/ Persons w/ Disabilities (PWD) - Medicall Property - Special Handling	Garments/Dres y Necessary M	edication ar 2	S	Supplies 1						2			1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/ Persons w/ Disabilities (PWD) - Medicall	Garments/Dres y Necessary M      tems - Checker	edication ar 2	S	Supplies						2			1 2 4 1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/ Persons w/ Disabilities (PWD) - Medicall Property - Special Handling Property - Special Handling - Damaged I's Property - Special Handling - Missing Iter	Garments/Dres y Necessary M lems - Checker ms - Carry-C	edication ar 2	s nd Medical S 1	Supplies 1						2			1 2 4 1 2
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/ Persons w/ Disabilities (PWD) - Medicall Property - Special Handling Property - Special Handling - Damaged I	Garments/Dres y Necessary M lems - Checker ms - Carry-C	edication ar 2 d 1	s nd Medical S 1	Supplies 1	2	1		1		2		1	1 2 4 1 2
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Breast C  Persons w/ Disabilities (PWD) - Diabetes  Persons w/ Disabilities (PWD) - Diapers/  Persons w/ Disabilities (PWD) - Medicall  Property - Special Handling  Property - Special Handling - Damaged I'  Property - Special Handling - Missing Iter  Property - Special Handling - Missing Iter	Garments/Dres y Necessary M lems - Checker ms - Carry-C	edication ar 2 d 1 1	s nd Medical \$ 1	Supplies 1	2	1 1						1	1 2 4 1 2 1
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Breast C  Persons w/ Disabilities (PWD) - Diabetes  Persons w/ Disabilities (PWD) - Diapers/  Persons w/ Disabilities (PWD) - Medicall  Property - Special Handling  Property - Special Handling - Damaged I'  Property - Special Handling - Missing Iter  Property - Special Handling - Missing Iter  Screening	Garments/Dres y Necessary M lems - Checker ms - Carry-C	edication ar 2 d 1 1	nd Medical S	Supplies 1	2					2		1	1 1 2 4 1 2 1 9 3
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/ Persons w/ Disabilities (PWD) - Medicall Property - Special Handling Property - Special Handling - Damaged I' Property - Special Handling - Missing Itel Property - Special Handling - Missing Itel Screening Screening - Inconsistency	Garments/Dres y Necessary M lems - Checker ms - Carry-C	edication ar 2 d 1 1 1	nd Medical S	Supplies 1				1		2			1 2 4 1 2 1 9
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/ Persons w/ Disabilities (PWD) - Medicall Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Itel Property - Special Handling - Missing Itel Screening Screening - Inconsistency Screening - Procedures/Process	Garments/Dres y Necessary M lems - Checker ns - Carry-C ms - Checke 25	edication ar 2 d 1 1 1	nd Medical S	Supplies 1				1		2			1 2 4 1 2 1 9 3 6 <b>25</b>
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/ Persons w/ Disabilities (PWD) - Medicall Property - Special Handling Property - Special Handling - Damaged I: Property - Special Handling - Missing Itel Property - Special Handling - Missing Itel Property - Special Handling - Missing Itel Screening Screening - Inconsistency Screening - Procedures/Process	Garments/Dres y Necessary M Lems - Checkerns - Carry-C ms - Checke	edication ar 2 d 1 1 1	nd Medical S	Supplies 1				1		2			1 2 4 1 2 1 9 3 6
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/ Persons w/ Disabilities (PWD) - Medicall Property - Special Handling Property - Special Handling - Damaged I' Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process  2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program	Garments/Dres y Necessary M tems - Checke ms - Carry-C ms - Checke  25 2 2 23	edication ar 2 d 1 1 1	nd Medical S	Supplies 1				1		2			1 2 4 1 2 1 9 3 6 <b>25</b>
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/ Persons w/ Disabilities (PWD) - Medicall Property - Special Handling Property - Special Handling - Damaged I' Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process 2024 Customer Service Customer Service - TSO	Garments/Dress y Necessary M Letems - Checket ms - Carry-C ms - Checke  25 2 2 23 1	edication ar 2 d 1 1 1	nd Medical S	Supplies 1				1		2			1 2 4 1 2 1 1 9 3 6 <b>25</b> 2

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

			OA COIILLA	center (	oo, bata	001 - 1 017							
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
UNV	4	3	2	2	9	3	3	6	2	3	2	5	4
2022	2	3		2	1	1		3	1		2	2	1
Customer Service	1	1									1		
Customer Service - TSO	1	1									1		
Expedited Passenger Screening Program	1	2		2	1	1		3	1		1	2	1-
Expedited Passenger Screening Program	- TSA Appl	1											
Expedited Passenger Screening Program	1	1		2	1	1		3	1		1	2	1:
2023	1		2		8	2	3	3	1	3		3	2
Customer Service					1								
Customer Service - TSO					1								
Expedited Passenger Screening Program	1		1		6	2	3	3	1	2		3	2
Expedited Passenger Screening Program	1		1		6	2	3	3	1	2		3	2:
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	1										
Screening					1					1			
Screening - Inconsistency										1			
Screening - Procedures/Process					1								
2024	1												
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	1												

			ISA Contac	ct Center (	icc) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VCT	2			1		2	1				2	1	9
2022	1					1	1				2	1	6
Expedited Passenger Screening Program						1					1		2
Expedited Passenger Screening Program	- TSA Appli	cation Pro	gram								1		1
Expedited Passenger Screening Program	- TSA PreC	heck				1							1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-or	or Checked	d			1						1
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling												1	1
Property - Special Handling - Missing Item	ns - Checked	d										1	1
TWIC	1												1
TWIC - General	1												1
2023	1			1		1							3
Expedited Passenger Screening Program	1			1		1							3
Expedited Passenger Screening Program	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
VEL			1			1		1					3
2022			1					1					2
Customer Service								1					1
Customer Service - TSO								1					1
Screening			1										1
Screening - Children			1										1
2023						1							1
Property - Special Handling						1							1
Property - Special Handling - Damaged Ite	ems - Carry-	-On				1							1

			ISA Contac	ct Center (	TCC) Data	ooi - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VLD	1	1	2		6	1			2	2	3	1	19
2022	1	1	1		4				1	2	2		12
Civil Rights					1								
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	jender			1								
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program		1			2					1	1		Ę
Expedited Passenger Screening Program	- TSA PreC	1			2					1	1		Ę
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	gage	1								
Patdown									1				
Patdown - Flyer									1				
Persons w/ Disabilities (PWD)	1									1			2
Persons w/ Disabilities (PWD) - General										1			
Persons w/ Disabilities (PWD) - Metal Imp	1												
Property - Special Handling											1		
Property - Special Handling - Missing Iten	ns - Checked	d									1		
2023			1		2	1			1		1	1	
Expedited Passenger Screening Program					1	1			1		1		2
Expedited Passenger Screening Program	- TSA PreC	heck			1	1			1		1		4
HAZMAT Endorsement												1	
HAZMAT Endorsement - Status												1	
Patdown			1		1								2
Patdown - Flyer			1		1								2

		1		tact Center	(TCC) Data	ΓοοΙ - FΟΙΑ	١						
Categories	10-Oct	11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VPS	35	18		12 1		23	30	30	37	22	29	38	303
2022	7	4		6 1	1 7	10	16	9	26	10	15	21	142
Civil Rights	1											3	4
Civil Rights - Race												2	2
Civil Rights - Racial Profiling or Discrimin		andar											1
Civil Rights - Sex/Gender/Gender Identity		ender		0	4		2			2	4	1	1
Customer Service - Others	1				1	1	3	2	5	3	4		23
Customer Service - Others  Customer Service - TSO	1			1	1	1	2	2		2	4		2
Expedited Passenger Screening Program	1 2	1			1 7 5		10	3	5 15	6	5	14	21 78
Expedited Passenger Screening Program  Expedited Passenger Screening Program		- 1		3	7 3	- 1	10	3	15	0	5	14	1
Expedited Passenger Screening Program  Expedited Passenger Screening Program		nation Proc	ıram		1 1		2					1	5
Expedited Passenger Screening Program		1	jiaiii		6 4	7	8	3	15	6	5	12	72
Locks		- 1		3	5 4	- 1	0	3	10	0	3	12	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property		1						1				1	3
Mishandling of Passenger Property - Dam	l naged/Missin		arry-on I	udade				1				'	1
Mishandling of Passenger Property - Dan												1	1
Mishandling of Passenger Property - Disa	_	1	noonou L	Juggugo									1
Patdown	1	- 1							1	1			3
Patdown - Flyer	1								1	1			3
Persons w/ Disabilities (PWD)	'							1	1	- '	2		4
Persons w/ Disabilities (PWD) - Medically	/ Necessary	Medication	and Mag	dical Supplie	6			- 1	1		1		2
Persons w/ Disabilities (PWD) - Wheelch			and we	лсаг опррпе	3			1	'		1		2
Property - Special Handling	211/ 0000161/	Cegway					2	1			ı	1	5
Property - Special Handling - Damaged It	2						1					1	3
		2					1					1	2
Property - Special Handling - Missing Iter Screening	ns - Garry-Of	2		1 :	3 2	1	1	2	4		4	1 1	21
Screening Screening - Inconsistency		1		1	. 2	1	1		4		4	I	21
Screening - Inconsistency Screening - Lengthy Lines		- 1									1		1
Screening - Procedures/Process		1			3 1	1	1	2	4		3	1	17
Screening - Retrieving Abandoned/Confis	cated Items	'		1	1	'					3		2
2023	15	14			5 6	13	14	21	11	12	14	17	148
Civil Rights					, ,		1		1	12		2	4
Civil Rights - Age									1				1
Civil Rights - Constitutional Rights							1		- 1				1
Civil Rights - Sex/Gender/Gender Identity	  - Not Transg	ender										1	1
Civil Rights - Transgender Screening	- Not Trainsy	ender										1	1
Customer Service	3	2			1	3	1	4	3	3	1	1	21
Customer Service - CSM	3				'	3	1	4	3	3	- 1		1
Customer Service - Others						1	1						
Customer Service - TSO	2	2			-1			1	2	2	1		1
Expedited Passenger Screening Program	3 9	7		5	3 3	2 8	9	15	5	6	1 11	13	19 94
		1		5	<b>5</b>	0	9	15	5	0	- 11	13	2
Expedited Passenger Screening Program		6		5	3 3	8	9	15	5	6	11	12	
Expedited Passenger Screening Program	9	б		5	3	8	1	15	5	О	11	12	92
Locks							1						
Locks - Missing or Damaged Lock		4					1	4			4		1
Mishandling of Passenger Property		1					1	1			1		4
Mishandling of Passenger Property - Dam	naged/Missii	1			4	-	1	1	4	4	1	4	9
Patdown	1	1			1	1		1	1	1	1	1	9
Patdown - Children										1			1
Patdown - Flyer	1	1			. 1	1		1	1		1	1	8
Persons w/ Disabilities (PWD)		1			1					1			3
Persons w/ Disabilities (PWD) - Medically		1											1
Persons w/ Disabilities (PWD) - Mobility [			air or Sco							1			1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/				1								1
Property - Special Handling		1											1
Property - Special Handling - Damaged It	1	1											1
Screening	2	1			1 1	1	1		1	1		1	11
Screening - Crew Member or Airline Emp	loyee			1									1
Screening - Inconsistency												1	1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2	1			1	1	1		1	1			8
2024	13												13
Claims	1												1
Claims - Status	1												1
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	7												7
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program													6
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Wheelch	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening	2												2
Screening - Procedures/Process	2												2
<u> </u>													

			ISA Conta	ci Center (	i CC) Dala	1001 - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VRB	1								1	1	2	1	6
2022										1			1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program	- TSA PreC	heck								1			1
2023									1		2	1	4
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Expedited Passenger Screening Program									1		1		2
Expedited Passenger Screening Program	- TSA PreC	heck							1		1		2
Patdown												1	1
Patdown - Flyer												1	1
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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

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

to moving	40.0 : :					ool - FOIA		05.15			00.1	00.0	<b>.</b>
tegories				01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
(NA	44	27	20	15	23	37	32	25	19	23		20	31
2022	10	10	7	7	9	13	16	13	9	14	16	8	13
Airline							1				1		
Airline - Lost Baggage											1		
Airline - Policy/Regulations/Service							1						
Civil Rights				1		2							
Civil Rights - Age				1									
Civil Rights - Race						2							
Customer Service	2	1	1	1		1	2		1	1			
Customer Service - TSO	2	1	1	1		1	2		1	1			
Expedited Passenger Screening Program	7	9	5	5	6	10	10	10	6		4.4	7	
				5	0		10	12	0	12			10
Expedited Passenger Screening Program						1	40	1	•	40	2		
Expedited Passenger Screening Program		9	5	5	6	8	10	11	6	12	12	6	!
Expedited Passenger Screening Program	- TSA/DHS Er	nployees - (	Opt In			1							
Identification (ID) Requirements					1								
Identification (ID) Requirements - Domesti	С				1								
Locks												1	
Locks - Missing or Damaged Lock												1	
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Dam	aged/Missing	temsC	1										
Patdown	1	itomo o						1					
Patdown - Flyer	1							1					
*					1			- '	1				
Persons w/ Disabilities (PWD)		. t /B. A 1			- 1								
Persons w/ Disabilities (PWD) - Diapers/G		sings/Masks	3						1				
Persons w/ Disabilities (PWD) - Ostomy/C	ostomates				1								
Property - Special Handling					1					1			
Property - Special Handling - Missing Item	ıs - Carry-On				1					1			
Screening							3		1		1		
Screening - Children											1		
Screening - Lengthy Lines									1				
Screening - Procedures/Process							3						
2023	20	17	13	8	14	24	16	12	10	9	14	12	16
Civil Rights			2					1					
Civil Rights - Civil Rights Violation (TSA E	mnlovee)							1					
Civil Rights - Race			2										
Customer Service					3		1				2		
Customer Service - TSO													
	10	4-		_	3		1		- 10		2		
Expedited Passenger Screening Program	19	15	11	7	9	23	12	11	10	6	12	12	14
Expedited Passenger Screening Program		1											
Expedited Passenger Screening Program	- TSA Appl	2				1			1	1	1	1	
Expedited Passenger Screening Program	19	12	11	7	9	22	12	11	9	5	11	11	13
Locks										1			
Locks - Missing or Damaged Lock										1			
Mishandling of Passenger Property										2			
Mishandling of Passenger Property - Dam	aged/Missing	temsChec	ked Bagg	age						1			
Mishandling of Passenger Property - Disa				3						1			
No Jurisdiction	you nonno	1	011001104										
No Jurisdiction - No Referral		1											
		ı					4						
Persons w/ Disabilities (PWD)			_				1						
Persons w/ Disabilities (PWD) - Cancer (g		east Cance					1						
Property - Special Handling	1												
Property - Special Handling - Missing Item	1												
Screening		1		1	2	1	2						
Screening - Inconsistency							1						
Screening - Procedures/Process		1		1	2	1	1						
~	14												
2024	14												
Customer Service	1												
Customer Service Customer Service - TSO	1 1												
Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 1 12												1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 12 12												1
Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 1 12												1

			TSA Contac	ct Center (1	rcc) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
XWA	4	1	1	2	1	3	1	3	2	1	5	3	27
2022	1		1			2		2		1	1	2	10
Expedited Passenger Screening Program			1			2		1		1	1	1	7
Expedited Passenger Screening Program	- TSA PreC	heck	1			2		1		1	1	1	7
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
2023	1	1		2	1	1	1	1	2		4	1	15
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program		1		2		1		1	2		3	1	11
Expedited Passenger Screening Program	- TSA Appl	ication Prog	gram								1		1
Expedited Passenger Screening Program	- TSA PreC	1		2		1		1	2		2	1	10
Patdown											1		1
Patdown - Flyer											1		1
Screening					1		1						2
Screening - Procedures/Process							1						1
Screening - Retrieving Abandoned/Confis	cated Items				1								1
2024	2												2
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening	1												1
Screening - Procedures/Process	1												1

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

			SA COMICA	a center (	ICC) Data	1001 - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
YKM	2	3	1	2	2	2	1	2	1		2		18
2022	1	3	1	1	2	1	1	1			2		13
Expedited Passenger Screening Program	1	3	1	1	1		1	1			1		10
Expedited Passenger Screening Program	1	3	1	1	1		1	1			1		10
Notice of Violation/Civil Penalties											1		1
Notice of Violation/Civil Penalties - Gener	al										1		1
Patdown					1								1
Patdown - Flyer					1								1
Property - Special Handling						1							1
Property - Special Handling - Missing Iten	ns - Checked					1							1
2023				1		1		1	1				4
Expedited Passenger Screening Program				1		1		1	1				4
Expedited Passenger Screening Program	- TSA PreC	heck		1		1		1	1				4
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

		TS	SA Contact	t Center (TC	C) Data To	ol - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
z None z	13,134	10,143	8,383	6,255	6,671	9,231	7,506	7,886	7,378	7,281	8,539	8,202	100,609
2022	5,741	6,368	5,132	2,756	3,382	5,380	4,207	4,217	3,384	3,248	4,078	4,053	51,946
Additional Information Required/Insufficient Inf	8	12	3		2	7	1	2	2	6	2	15	60
Additional Information Required/Insufficier	8	12	3		2	7	1	2	2	6	2	15	60
Advanced Imaging Technology (AIT)	_								_		1		1
Advanced Imaging Technology (AIT) - Ge	neral										1		1
Airline	17	9	20	13	15	17	15	13	20	6	12	16	173
Airline - Baggage Requirements	.,		20	10	2		10	1	20		12	10	3
Airline - Lost Baggage	2		2	2	5	4	2	2	6	3	2	1	31
		0											
Airline - Policy/Regulations/Service	14	8	17	10	8	10	11	9	13	3	9	13	125
Airline - Wheelchair Assistance	1	1	1	1		3	2	1	1		1	2	14
Animals			1						1				2
Animals - Carry-On			1						1				2
Business, Suggestions, and Ideas	1	1	1									1	4
Business, Suggestions, and Ideas - Gener	1	1	1									1	4
Call Disconnect/Dropped/Wrong Number		2	1										3
Call Disconnect/Dropped/Wrong Number	- General	2	1										3
Cargo	1				2	2	2					3	10
Cargo - Indirect Air Carrier (IAC)	1				2	1	1					2	7
Cargo - Known Shipper						1	1					1	3
Civil Rights	2	2	5	1	4	4	1	4				1	24
Civil Rights - Civil Rights Violation (TSA E		1	1	•	•	•	•	1					3
Civil Rights - Constitutional Rights	inployee)		- '		2	2							4
			1										- 4
Civil Rights - Headwear			- 1	- 4									
Civil Rights - Perceived Religion				1				•					
Civil Rights - Race	_							3				1	4
Civil Rights - Racial Profiling or Discrimina			2		2								6
Civil Rights - Sex/Gender/Gender Identity-		ender					1						1
Civil Rights - Sexual Orientation - Not Tra	nsgender		1										1
Civil Rights - Transgender Screening		1				2							3
Claims	6	13	4	13	7	14	5	6	7	4	8	11	98
Claims - General	4	6	2	9	2	9	2	3	3	1	2	2	45
Claims - Status	2	7	2	4	5	5	3	3	4	3	6	9	53
Current Topic		1		1		1						2	5
Current Topic - Current Topic		1		1		1						2	5
Customer Service	17	38	35	12	21	20	9	12	15	11	14	10	214
Customer Service - CSM	.,	00	- 00	1		1		12	10			10	2
Customer Service - Others	2	3	2	6	5	2	4	1	8	7	4	1	45
Customer Service - TCC	4	1	1	2	5	1	4	4	1	1	5	2	27
Customer Service - TSO				3			_	7	6			7	
	11	34	32		11	16	5			3	5		140
DHS TRIP	5	6	3	5	8	10	2	3	8	4	6	9	69
DHS TRIP - General	5	5	2	3	5	7	1	2	5	1	3	7	46
DHS TRIP - Status		1	1	2	3	3	1	1	3	3	3	2	23
Duplicate E-mail	4	5	6										15
Duplicate E-mail - General	4	5	6										15
Expedited Passenger Screening Program	5,467	5,953	4,697	2,502	3,104	4,939	3,988	3,987	3,118	3,025	3,805	3,842	48,427
Expedited Passenger Screening Program	1	5	7	1	4	2	1	2		3	1	3	30
Expedited Passenger Screening Program	- Children l	1	1									1	3
Expedited Passenger Screening Program	42	54	62	22	38	45	28	31	28	28	32	40	450
Expedited Passenger Screening Program	2	2		2		1		1	1	1	1		11
Expedited Passenger Screening Program	1			1		2			1				5
Expedited Passenger Screening Program	2,604	2,553	1,708	720	582	504	371	497	679	944	1,298	1,130	13,590
Expedited Passenger Screening Program	2,800	3,306	2,894	1,736	2,463	4,371	3,569	3,442	2,391	2,035	2,447	2,656	34,110
Expedited Passenger Screening Program	17	32	25	20	17	14	19	14	18	14	26	12	228
Federal Flight Deck Officer (FFDO) Program	1	02	20	20			10		10		20	12	1
Federal Flight Deck Officer (FFDO) Program	1												1
Freedom of Information Act (FOIA)	2	1		1	0					1	1		8
. , ,				1	2						1		
Freedom of Information Act (FOIA) - Gene	2	1		1	2					1	1		8
General Aviation		TOD)	1										1
General Aviation - Flight Training Security			1										1
Hazardous Materials Safety	5	4	7	7	8	5	5	9	5	6	9	4	74
Hazardous Materials Safety - General	5	4	7	7	8	5	5	9	5	6	9	4	74
HAZMAT Endorsement	5	3	11	11	14	16	10	13	19	25	34	12	173
HAZMAT Endorsement - General		2	1	3	7	6	4	2	2	2	1		30
HAZMAT Endorsement - Status	5	1	10	8	7	10	6	11	17	23	33	12	143
Human Capital	16	15	13	14	20	15	13	2	4	12	9	2	135
Human Capital - Current Employee			2	2			1						5
Human Capital - Employment Verification			1				2						3
Human Capital - Former Employee	2		2	1	4	3		1			1		14
Human Capital - Prospective Employment	12	15	8	11	16	12	10	1	3	11	8	2	109
Human Capital - TSA Background Check	2								1	1			4
Identification (ID) Requirements	12	25	28	25	23	50	10						173
Identification (ID) Requirements - Domest		16	19	19	17	34	9						123
Identification (ID) Requirements - ID Matc		4	6	19	4	4	9						20
. , ,		4	2	4	1	8	1						
Identification (ID) Requirements - Internati		4		4			I						20
Identification (ID) Requirements - Minors I		4	1	4	1	2							4
Identification (ID) Requirements - Real ID	2	1		1		2		_					6
Intranet/Internet Inquiries								2	1	2			5
Intranet/Internet Inquiries - General								2	1	2			5
Locks	1	4	4	2	6	4	4	1	2	3	2	1	34
Locks - General		1					1				1	1	4
Locks - Missing or Damaged Lock	1	3	4	2	6	4	3	1	2	3	1		30
Lost and Found	11	17	17	7	9	19	15	14	9	3	16	10	147
Lost and Found - Airport/TSA	11	17	17	7	9	19	15	14	9	3	16	10	147
Mishandling of Passenger Property	9	31	40	29	25	31	24	27	14	13	14	13	270
Mishandling of Passenger Property - Dam		11	23	11	5	6	6	12	4	5	6	4	96
5 5 7			-		-					-			

Categories	40.0-4				TCC) Data			05.14	00 1	07 1.1	00 4	00.0	T.4-1
<u> </u>	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam			15	16		22	18	12	9	7	8	8	157
Mishandling of Passenger Property - Dam		ng ItemsU	1	1				1		1			4
Mishandling of Passenger Property - Disa	1		1	1	3	3		2	1			1	13
No Jurisdiction	71	79	71	49	9 46	81	28	39	38	39	48	18	607
No Jurisdiction - No Referral	6	5	6	5	6	18	13	12	9	5	11	5	101
No Jurisdiction - Refer to CBP	33	23	12	g	) 11	24	6	12	18	25	22	7	202
No Jurisdiction - Refer to Department of S	1	1	1	2	2	1		2	2	1	2	1	14
No Jurisdiction - Refer to FAA	2		1		1	1	1			1	2		9
No Jurisdiction - Refer to Other	29	50	51	33	3 28	37	8	13	9	7	11	5	281
No Subject	6	1	9	3	3		1	2	1		1		24
No Subject - General	6	1	9	3			1	2	1		1		24
Notice of Violation/Civil Penalties	4	8	7	g		22	1	6	6		8	2	88
Notice of Violation/Civil Penalties - Gener	4	8	7	9			1	6	6		8		88
Ombudsman	-	1					1	1		1			4
Ombudsman - General		1					1	1		1			4
Patdown		7	6		4	1	2	3	4	1	4	1	33
Patdown - Children		- 1	0					J	2	'		<u> </u>	2
Patdown - Flyer		5	6		3		2	3	2	1	3	1	26
		2	0		1			3		1	1	ı	
Patdown - General	_					1	4.4	0		0		-	5
Persons w/ Disabilities (PWD)	7	10	9	3	3 4		11	8	4	6	3	2	78
Persons w/ Disabilities (PWD) - Autism S	1		1			1	1	1		1			6
Persons w/ Disabilities (PWD) - Cancer (g			1										1
Persons w/ Disabilities (PWD) - Cognitive	/Developm								1	1	1		4
Persons w/ Disabilities (PWD) - Diabetes		1	1			1		1					4
Persons w/ Disabilities (PWD) - Diapers/0	Sarments/D	1				1							2
Persons w/ Disabilities (PWD) - General	1	2	1	1	1	2	2			1		1	12
Persons w/ Disabilities (PWD) - Internal M	1					1							2
Persons w/ Disabilities (PWD) - Medical I	1		1			1	1		1				5
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	1	2	2	1	2	1	1				8
Persons w/ Disabilities (PWD) - Metal Imp	2	3	1		1	1	2						10
Persons w/ Disabilities (PWD) - Mobility D	i Disability (No	ot Wheelch	2				1	1		1	1	1	7
Persons w/ Disabilities (PWD) - Prosthesi								1		1			2
Persons w/ Disabilities (PWD) - Respirato						1			1				3
Persons w/ Disabilities (PWD) - Service A		1											1
Persons w/ Disabilities (PWD) - Touch Av													<u>-</u>
Persons w/ Disabilities (PWD) - Visual Im		<u> </u>						1			1		2
Persons w/ Disabilities (PWD) - Wheelcha		Cogwoy			2	1	2	1		1	- 1		7
		Segway				ı				ı			
Persons w/ Disabilities (PWD) - Wounded		40	4.4	_	,			1					1
Prohibited & Permitted Items	11	12	11	7									41
Prohibited & Permitted Items - Alcohol and	1	2	2										5
Prohibited & Permitted Items - Beauty & G													2
Prohibited & Permitted Items - Breast Milk		1											2
Prohibited & Permitted Items - Chemical/h													1
Prohibited & Permitted Items - Electronic		1	3										4
Prohibited & Permitted Items - Firearm/Ar													1
Prohibited & Permitted Items - Food/Beve	1	1	2	1									5
Prohibited & Permitted Items - General	2	2	2										6
Prohibited & Permitted Items - Knives/Too	ols/Razors/S	1	1	1									3
Prohibited & Permitted Items - Lighters/Ma	atches	1											1
Prohibited & Permitted Items - Liquids/Ge	Is/Aerosols			1									1
Prohibited & Permitted Items - Medication	1	1		2	2								4
Prohibited & Permitted Items - Remains	1												1
Prohibited & Permitted Items - Sporting G	1	1	1	2	)								5
Property - Special Handling	9		33	10		16	9	11	9	10	6	8	151
Property - Special Handling - Damaged Ite	2		23	4			3	6	2	8			72
Property - Special Handling - Damaged Ite	1	2	4	2			1	5		0			17
Property - Special Handling - Missing Item			2			1	3	5	2	- 4	2	2	
				2						1	2		24
Property - Special Handling - Missing Item	4	5	4	2	2 3		2		5	1	2	4	38
Request for Assistance	Discoult like a	(DM/D)	2			1		1					4
Request for Assistance - Non-Persons w/	DISADIIITIES	(LMD)	2										2
Request for Assistance - Other						1		1					2
Screening	33	64	73	22		79	34	22	33	24	23	23	448
Screening - Children		1		1					1				3
Screening - Crew Member or Airline Empl	oyee		1										1
Screening - Cruise Ships									1			1	2
Screening - Gate Pass				1									1
Screening - Inconsistency	3	15	7	2	2 1	3	1	3	3	2		1	41
Screening - International Screening		1	2	1	3			5		1		1	19
Screening - Lengthy Lines	1	5	8			3	1		1	2	1		22
Screening - Military		1											1
Screening - Opposite Gender		1				1			1				3
Screening - Procedures/Process	26	35	52	15	5 13		32	13	22	14	15	15	318
Screening - Rail		1			1								2
Screening - Retrieving Abandoned/Confise	3		1	1		5		1	3	4	2	3	27
Screening - Security Breach		7				1						<u> </u>	1
Screening - Shoe Screening			1			1				1		1	3
Screening - Traveling with Cash			1	1					1			1	4
			ļ	1		1			- 1		1	1	
SIDA (Security Identification Display Area)	L Coperal					1					1		2
SIDA (Security Identification Display Area	) - General					1					1		2
SPAM Commit				1									1
SPAM - General				1									1
System Administrator				1									1
System Administrator - General				1									1
Transportation Security Operations Center			1	1									2
Transportation Security Operations Cente	r - Refer to	Airport	1	1									2
TSA Contact Information	1		1	1	3		1						7

TSA Contact Information - General	51 9 42 <b>4,461</b> 5 5 1 1 1 1 7 5	43 <b>4,149</b> 10 10 7 6 1	7 329 722 257 44,860 100 100 11 147 6 21 1 1 1 1 8 2 2 6 6 24 1 1 1
TWIC - General	9 42 4,461 5 5 1 1 14 1 7 5	4 43 <b>4,149</b> 10 10 7	329 72 257 44,860 100 11 11 147 6 21 11 1 1 8 8 2 2 6
TWIC - General	9 42 4,461 5 5 1 1 14 1 7 5	4 43 <b>4,149</b> 10 10 7	72 257 44,860 100 100 1 1 147 6 21 99 21 1 1 1 8 2 2 6
TWIC - Status	42 4,461 5 5 1 1 14 1 7 5	43 <b>4,149</b> 10 10 7 6 1	257 44,860 100 100 1 1 147 6 21 99 21 1 1 8 2 6 24
2023   Additional Information Required/Insufficient Into Into Information Required/Insufficient Into Into Into Into Into Into Into In	4,461 5 5 1 1 14 1 1 7 5	4,149 10 10 7 6 1	44,860 100 100 1 1 1 147 6 21 99 21 1 1 8 8 2 6
Additional Information Required/Insufficient Information Information Required/Insufficient Information Information Required/Insufficient Information I	5 5 1 1 1 4 1 7 5	10 10 7 6 1	100 100 1 1 1 147 6 21 99 21 1 1 1 8 8 2 6
Additional Information Required/Insufficient Advanced Imaging Technology (AIT)   Advanced Imaging Technology (AIT)   Advanced Imaging Technology (AIT) - Series   Advanced Imaging Technology (AIT) - Series   Advanced Imaging Technology (AIT) - Series   Airline	1 14 14 1 1 7 5	7 6 1	100 1 1 147 6 21 99 21 1 1 1 8 8 2 2
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - General  Airline 7 13 16 11 12 7 8 20 13 19  Airline - Baggage Requirements 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 14 1 1 7 5	6 1	1 147 6 21 99 21 1 1 8 2 6
Airline	14 1 1 7 5	6 1	147 6 21 99 21 1 1 8 2 6
Airline - Baggage Requirements	1 1 7 5	6 1	6 21 99 21 1 1 8 2 6 24
Airline - Lost Baggage	1 7 5	1	21 99 21 1 1 8 2 6
Airline - Policy/Regulations/Service 6 9 8 8 8 11 5 5 15 9 10	1	1	99 21 1 1 8 2 6 24
Airline - Wheelchair Assistance   2   1   1   2   3   1   5	1	1	21 1 1 8 2 6 24
Business, Suggestions, and Ideas       1         Business, Suggestions, and Ideas - General       1         Cargo       1       4       2         Cargo - Indirect Air Carrier (IAC)       1       4       1         Cargo - Known Shipper       4       1       1         Civil Rights       2       1       5       1       5       4         Civil Rights - Age       1       1       1       1       1       1       1         Civil Rights - Civil Rights Violation (TSA Employee)       1       1       1       1       1         Civil Rights - Constitutional Rights       1       2       1       1       1         Civil Rights - Not Specified       1       2       1       1       1	1		1 1 8 2 6 24
Business, Suggestions, and Ideas - General	1	1	1 8 2 6 24
Cargo         1         4         2           Cargo - Indirect Air Carrier (IAC)         1         1           Cargo - Known Shipper         4         1           Civil Rights         2         1         5         1         5         4           Civil Rights - Age         1         1         5         1	1	1	8 2 6 24
Cargo - Indirect Air Carrier (IAC)       1       1         Cargo - Known Shipper       4       1         Civil Rights       2       1       1       5       4         Civil Rights - Age       1       5       4       5       4         Civil Rights - Civil Rights Violation (TSA Employee)       1       1       1       1         Civil Rights - Constitutional Rights       1       1       1       1         Civil Rights - Not Specified       1       2       1       1	1	1	2 6 24
Cargo - Known Shipper       4       1         Civil Rights       2       1       1       5       4         Civil Rights - Age       1       5       4         Civil Rights - Civil Rights Violation (TSA Employee)       1       1       1       1         Civil Rights - Constitutional Rights       1       1       1       1         Civil Rights - Not Specified       1       2       1       1		1	6 24
Civil Rights         2         1         1         5         4           Civil Rights - Age         1         5         4           Civil Rights - Civil Rights Violation (TSA Employee)         1         1         1         1           Civil Rights - Constitutional Rights         1         2         1         1           Civil Rights - Not Specified         1         2         1         1		1	24
Civil Rights - Age       1         Civil Rights - Civil Rights Violation (TSA Employee)       1       1       1         Civil Rights - Constitutional Rights       1       1         Civil Rights - Not Specified       1       2       1	4	1	
Civil Rights - Civil Rights Violation (TSA Employee)       1       1       1         Civil Rights - Constitutional Rights       1       1         Civil Rights - Not Specified       1       2       1			4
Civil Rights - Constitutional Rights 1 Civil Rights - Not Specified 1 2 1			
Civil Rights - Not Specified 1 2 1			3
ů i			1
Civil Rights - Race 1 1 1 2 1	1		5
	2	1	8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 1 1 1	1		4
Civil Rights - Transgender Screening 1 1			2
Claims 12 4 8 3 12 2 5 8 4	6		68
Claims - General 1 2 1 1 5 1 3 2	1	1	18
Claims - Status 11 2 7 2 7 1 2 6 4	5	3	50
Current Topic	1		1
Current Topic - Current Topic	1		1
Customer Service 10 13 13 10 9 13 13 17 9 10	13	10	140
Customer Service - CSM 1		1	2
Customer Service - Others         3         5         8         4         4         3         3         9         2         6	4	2	53
Customer Service - TCC         3         1         1         2         3         2         2         2	1	2	19
Customer Service - TSO 4 7 5 5 3 7 7 8 5 2	8	5	66
DHS TRIP 7 7 4 4 5 2 6 16 3 3	4	3	64
DHS TRIP - General 2 7 3 3 4 1 3 11 2 3	3	2	44
DHS TRIP - Status 5 1 1 1 1 3 5 1	1	1	20
Expedited Passenger Screening Program 3,385 3,577 3,057 3,315 3,120 3,639 3,101 3,411 3,775 3,801	4,190	3,944	42,315
Expedited Passenger Screening Program 1 2 2 2 1 2 2			12
Expedited Passenger Screening Program - Children Under 12 2 1 1 2		2	8
Expedited Passenger Screening Program         21         37         31         22         30         45         33         27         39         27	33	19	364
Expedited Passenger Screening Program - Over 75		1	2
Expedited Passenger Screening Program 916 945 686 435 430 432 326 413 512 460	557	634	6,746
Expedited Passenger Screening Program 2,436 2,587 2,331 2,849 2,649 3,146 2,733 2,954 3,209 3,295	3,588		35,056
Expedited Passenger Screening Program 11 6 7 5 10 14 8 14 14 17	12	9	127
Federal Air Marshall Service (FAMS) 1 1 1			3
Federal Air Marshall Service (FAMS) - Gd 1 1 1			3
Flying Armed 1			1
Flying Armed - General 1			1
Freedom of Information Act (FOIA) 2 1 1			4
Freedom of Information Act (FOIA) - General 2 1 1			4
Hazardous Materials Safety 5 3 5 5 7 5 4 3 3 4	6		55
Hazardous Materials Safety - General         5         3         5         5         7         5         4         3         3         4	6		55
HAZMAT Endorsement 10 8 14 7 8 10 5 7 9 12	12		112
HAZMAT Endorsement - General 1 1 3 2 2 1 1	3		15
HAZMAT Endorsement - Status 10 8 13 6 5 8 3 7 8 11	9		97
Human Capital 8 2 5 4 8 2 9 11 6 6	11	6	78
Human Capital - Employment Verification 1			1
Human Capital - Former Employee 1 1			2
Human Capital - Prospective Employmen 7 2 5 3 7 1 9 11 6 6	11	6	74
Human Capital - TSA Background Check 1			1
Intranet/Internet Inquiries 1 2			3
Intranet/Internet Inquiries - General 1 2			3
Locks 3 3 3 2 4 2 2 3	1	1	26
Locks - General 1			1
Locks - Missing or Damaged Lock         2         3         3         2         4         2         2         2	1	1	25
Lost and Found 5 6 6 1 4 1 2 7 6 5			51
Lost and Found - Airport/TSA 5 6 6 1 4 1 2 7 6 5			51
Mishandling of Passenger Property 12 10 12 11 5 12 12 8 19 14	25		146
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor		1	1
Mishandling of Passenger Property - Damaged/Missii 1 2 6 4 4 6 5			31
Mishandling of Passenger Property - Dam 11 8 9 9 4 6 7 4 13 9		3	103
Mishandling of Passenger Property - Dam 1 1 1 1	1		4
Mishandling of Passenger Property - Disarrayed ItemsCarry-on 1 1 1 1	2		7
No Jurisdiction 24 37 35 31 50 64 72 72 78 82	98		725
No Jurisdiction - No Referral 8 5 12 8 9 3 8 8 22 19	20		134
No Jurisdiction - Refer to CBP 8 16 19 16 34 50 50 51 42 51	60		459
No Jurisdiction - Refer to Department of State 2 1 2 2 1	2	1	13
No Jurisdiction - Refer to FAA 1 1 1 2 1	1		7
No Jurisdiction - Refer to Other 7 14 4 7 6 10 11 9 11 11	15		112
No Subject 1 3 1 1		1	7
No Subject - General 1 3 1 1		1	7
Notice of Violation/Civil Penalties 11 3 4 8 5 9 6 11 2 3	8	6	76

			A Contact Ce										
ories	10-Oct	11-Nov 1	2-Dec 01-	Jan 0		-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Notice of Violation/Civil Penalties - Gene	r 11	3	4	8	5	9	6	11	2	3	8	6	76
Patdown	1	3	1	1	2			1	2		1	1	13
Patdown - Flyer	1	3	1	1	2				2		1	1	12
Patdown - General								1					1
Persons w/ Disabilities (PWD)	1	3	3	9	4	4	2	6	8	8	6	3	57
Persons w/ Disabilities (PWD) - Autism S							1		1		1		3
Persons w/ Disabilities (PWD) - Breast C				1									1
Persons w/ Disabilities (PWD) - Cognitive		1						1		1			3
Persons w/ Disabilities (PWD) - Diabetes	5			1		1					1		3
Persons w/ Disabilities (PWD) - General				1	1			3	3			1	9
Persons w/ Disabilities (PWD) - Internal I		ces	1	1									2
Persons w/ Disabilities (PWD) - Medical	Devices - At	1				1				1			3
Persons w/ Disabilities (PWD) - Medically	y Necessary	Medication	1	1	1			1	2	1	1	1	9
Persons w/ Disabilities (PWD) - Metal Im	r 1	1						1					3
Persons w/ Disabilities (PWD) - Mobility	Disability (No	ot Wheelchair	or Scooter)							1			1
Persons w/ Disabilities (PWD) - Ostomy/	Ostomates				1								1
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	and Casts		3							1		4
Persons w/ Disabilities (PWD) - Respirate	ory and Inhal	ler Equipment				1				1			2
Persons w/ Disabilities (PWD) - Service /	Animals		1		1						1		3
Persons w/ Disabilities (PWD) - Touch Av	version (pain	/trauma)								1			1
Persons w/ Disabilities (PWD) - Wheelch				1		1	1		2	2	! 1	1	9
Property - Special Handling	9	8	3	5	6	4	5	8	7	1		7	71
Property - Special Handling - Damaged It		1			1	2		1	2			2	15
Property - Special Handling - Damaged II						1	4	1	1		2		10
Property - Special Handling - Missing Iter		1	1	3	1	- 1	7	1	2	1			17
Property - Special Handling - Missing Iter		5	2	2	4	1	1	5	2		3		29
Request for Assistance	1	5	1		7	1	1	3	1	5			10
•			1						1				
Request for Assistance - Other	05	20		25	20	1	1	00		5		00	10
Screening Children	25	32	31	35	20	28	21	33	31	21	30	28	335
Screening - Children	laura :		4					2				-	2
Screening - Crew Member or Airline Emp	loyee	1	4							1			9
Screening - Cruise Ships					1	1				1		1	4
Screening - Gate Pass						1	1		1	1			4
Screening - Inconsistency	5	4	1	10	2	10		3	3	1			43
Screening - International Screening	6	4	5	8	3	5	4	3	8	5			58
Screening - Lengthy Lines	1	1	2	1			3	3	3	2	. 2	1	19
Screening - Military											1		1
Screening - Opposite Gender								1					1
Screening - Procedures/Process	13	19	17	15	13	11	13	21	14	10	20	19	185
Screening - Retrieving Abandoned/Confis	scated Items	2	1	1	1				2				7
Screening - Security Breach		1	1										2
SIDA (Security Identification Display Area)	1							1					2
SIDA (Security Identification Display Area	1							1					2
TSA Contact Information		1											1
TSA Contact Information - General		1											1
TWIC	34	27	19	27	14	19	21	12	7	14	. 10	11	215
TWIC - General	5	2	3	9	4	12	6	2	1	7		7	58
TWIC - Status	29	25	16	18	10	7	15	10	6	7			157
24	3,803	20	10	10	10	- '	10	10		- '	10		3,803
Additional Information Required/Insufficient In													16
Additional Information Required/Insufficie													16
Airline	8												8
Airline - Lost Baggage	1												
													1
Airline - Policy/Regulations/Service	6												6
Airline - Wheelchair Assistance	1												1
Business, Suggestions, and Ideas	1												1
Business, Suggestions, and Ideas - Gene													1
Cargo	2												2
Cargo - Known Shipper	2												2
Civil Rights	5												5
Civil Rights - Race	2												2
Civil Rights - Transgender Screening	3												3
Claims	2												2
Claims - Status	2												2
Customer Service	10												10
Customer Service - Others	2												2
Customer Service - TCC	2												2
Customer Service - TSO	6												6
DHS TRIP	2												2
DHS TRIP - General	2												2
Expedited Passenger Screening Program	3,613												3,613
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program													20
Expedited Passenger Screening Program													494
Expedited Passenger Screening Program  Expedited Passenger Screening Program													3,092
													3,092
Expedited Passenger Screening Program													
General Aviation	1												1
General Aviation - Flight Training Security													1
Hazardous Materials Safety	2												2
Hazardous Materials Safety - General													2
•	2												7
HAZMAT Endorsement	7												
HAZMAT Endorsement HAZMAT Endorsement - General	7 4												4
HAZMAT Endorsement	7												3
HAZMAT Endorsement HAZMAT Endorsement - General	7 4												4 3 13
HAZMAT Endorsement HAZMAT Endorsement - General HAZMAT Endorsement - Status	7 4 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
Intranet/Internet Inquiries	2												2
Intranet/Internet Inquiries - General	2												2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found	4												4
Lost and Found - Airport/TSA	4												4
Mishandling of Passenger Property	3												3
Mishandling of Passenger Property - Dam	3												3
No Jurisdiction	66												66
No Jurisdiction - No Referral	11												11
No Jurisdiction - Refer to CBP	44												44
No Jurisdiction - Refer to Other	11												11
Notice of Violation/Civil Penalties	6												6
Notice of Violation/Civil Penalties - Gener	6												6
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	5												5
Persons w/ Disabilities (PWD) - Medically	2												2
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Wheelcha	2												2
Property - Special Handling	6												6
Property - Special Handling - Damaged Ite	2												2
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Missing Iten	2												2
Property - Special Handling - Missing Iten	1												1
Screening	22												22
Screening - Inconsistency	3												3
Screening - International Screening	3												3
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	13												13
Screening - Retrieving Abandoned/Confis	1												1
Screening - Security Breach	1												1
TWIC	4												4
TWIC - General	2												2
TWIC - Status	2												2
Total	42,403	28,280	26,794	22,435	23,207	31,726	29,674	30,323	28,552	27,407	29,341	29,834	349,976