



TSA Contact Center Traveler Complaints Report – 04/2025

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

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

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

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

Below is a more detailed breakdown:

TSA PreCheck		Screening of Passengers		Courtesy / Professionalism	
Number of Complaints	Complaints per ^b 100,00 Passengers	Number of Complaints	Complaints per ^b 100,00 Passengers	Number of Complaints	Complaints per ^b 100,00 Passengers
14,771 +26.8% YoY	20.5 +26.5% YoY	1,091 +44.1% YoY	1.6 +45.5% YoY	924 -25.7% YoY	1.3 -27.8% YoY

Screening of Personal Property		Civil Rights & Liberties		Other TSA-related	
Number of Complaints	Complaints per ^b 100,00 Passengers	Number of Complaints	Complaints per ^b 100,00 Passengers	Number of Complaints	Complaints per ^b 100,00 Passengers
728 +4.4% YoY	1.1 +10.0% YoY	720 +44.6% YoY	1.0 +42.9% YoY	702 +190.1% YoY	1.0 +150.0% YoY

Non-TSA related, All Others		Wait Times (Checkpoint)		Non-TSA related, Airline	
Number of Complaints	Complaints per ^b 100,00 Passengers	Number of Complaints	Complaints per ^b 100,00 Passengers	Number of Complaints	Complaints per ^b 100,00 Passengers
261 +54.4% YoY	0.4 +33.3% YoY	179 -3.8% YoY	0.3 +0.0% YoY	136 +189.4% YoY	0.2 +100.0% YoY

REFERENCES

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

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABE		4	3	3	3	2	7	2	3	1			28
2024		4	2	3	3	1	3	2	3	1			22
Customer Service		1	2	1	2	1							7
Customer Service - TSO		1	2	1	2	1							7
Mishandling of Passenger Property							1		1				2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown				2									2
Patdown - Flyer				2									2
Persons w/ Disabilities (PWD)		1			1		1			1			4
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening		2					1		2				5
Screening - Crew Member or Airline Employee									1				1
Screening - Lengthy Lines									1				1
Screening - Procedures/Process		2					1						3
2025			1			1	4						6
Mishandling of Passenger Property						1	1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1						2
Persons w/ Disabilities (PWD)							2						2
Persons w/ Disabilities (PWD) - Autism Spectrum							2						2
Screening			1				1						2
Screening - Lengthy Lines			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
ABI		4		2	1	1		3		2		1	14
2024		3		2	1	1		3		2		1	13
Civil Rights										2			2
Civil Rights - Sex										2			2
Customer Service		2		2		1		3					8
Customer Service - TSO		2		2		1		3					8
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Patdown		1											1
Patdown - Flyer		1											1
Screening												1	1
Screening - Procedures/Process												1	1
2025		1											1
Screening		1											1
Screening - Procedures/Process		1											1

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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
ABQ	38	29	47	25	36	32	33	11	23	17	25	15	331
2024	22	17	25	14	23	13	15	11	23	17	25	15	220
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights			2	2	1	2			1		1	1	10
Civil Rights - Age												1	1
Civil Rights - Not Specified			1										1
Civil Rights - Other					1								1
Civil Rights - Profiling						1							1
Civil Rights - Race				2		1			1		1		5
Civil Rights - Sex			1										1
Customer Service	7	5	12	6	10	6	4	2	5	4	5	3	69
Customer Service - TSO	7	5	12	6	10	6	4	2	5	4	5	3	69
Locks	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	6	2	2	2	1	3		1	2	2	1	1	23
Mishandling of Passenger Property - Damaged	3			2	1	2		1		2		1	12
Mishandling of Passenger Property - Damaged/Destroyed	3	2	2			1			1		1		10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
No Jurisdiction			2								1		3
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to CBP			1								1		2
Ombudsman											1		1
Ombudsman - General											1		1
Patdown		1			2		1	1	3	2	3		13
Patdown - Flyer		1			2			1	3	2	3		12
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)	1	1			3		2	1		2	2	1	13
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - General	1									1			2
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1			1					2
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1						1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1					1	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1		1						2
Property - Special Handling	1	4	1	3	2				2	1	1	4	19
Property - Special Handling - Damaged Items - Carry		3	1	1	1				1		1	1	9
Property - Special Handling - Missing Items - Carry-On				1					1	1			3
Property - Special Handling - Missing Items - Checked	1	1		1	1							3	7
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening	6	4	6	1	4	2	8	5	9	6	9	5	65
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency	1	1			2			1		1			6
Screening - Lengthy Lines	1		2		2	1	4	1	2		1	1	15
Screening - Opposite Sex											2		2
Screening - Procedures/Process	4	2	4	1			4	3	7	5	6	4	40
Screening - Retrieving Abandoned/Confiscated Items		1											1
2025	16	12	22	11	13	19	18						111
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights	2	1	2		1	2							8
Civil Rights - Constitutional Rights		1											1
Civil Rights - National Origin						1							1
Civil Rights - Other			1										1
Civil Rights - Race	1		1		1	1							4
Civil Rights - Screening of Religious or Cultural Practices	1												1
Customer Service	3	1	2	1	2		4						13
Customer Service - Others			1										1
Customer Service - TSO	3	1	1	1	2		4						12
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	2	7	2		4	2						18
Mishandling of Passenger Property - Damaged/Missing		1	5	2		4	1						13
Mishandling of Passenger Property - Damaged/Missing/Destroyed	1	2				1							4
Mishandling of Passenger Property - Disarrayed Items	1												1
No Jurisdiction					1		1						2
No Jurisdiction - No Referral							1						1
No Jurisdiction - Refer to CBP					1								1
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - General			1										1
Patdown	1			1	2	1	1						6
Patdown - Flyer	1			1	1	1	1						5
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)	5	2	3	2	1	4	2						19
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Medically Necessary	1	1	1			3	1						7
Persons w/ Disabilities (PWD) - Metal Implants	2			1									3
Persons w/ Disabilities (PWD) - Mobility Disability	1	1	1	1									4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1		1		1								3

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

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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
ABR	1	1	3			2	2	1		2	3		15
2024	1		1			2	2	1		2	3		12
Customer Service						2		1			2		5
Customer Service - CSM						1							1
Customer Service - TSO						1		1			2		4
No Jurisdiction											1		1
No Jurisdiction - No Referral											1		1
No Subject				1									1
No Subject - General				1									1
Patdown	1						2						3
Patdown - Flyer	1						2						3
Screening										2			2
Screening - Inconsistency										1			1
Screening - Lengthy Lines										1			1
2025		1	2										3
Customer Service		1											1
Customer Service - TSO		1											1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication				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
ABY			1		1	3	2		1				8
2024			1			2			1				4
Mishandling of Passenger Property						2							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2							2
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									1				1
Screening			1										1
Screening - Procedures/Process			1										1
2025					1	1	2						4
Civil Rights							1						1
Civil Rights - Not Specified							1						1
Human Capital					1								1
Human Capital - Prospective Employment with TSA					1								1
Locks							1						1
Locks - General							1						1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						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
ACK	1										1		2
2024	1										1		2
Customer Service	1										1		2
Customer Service - TSO	1										1		2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ACT			3	1	1	2						1	8
2024			1	1	1							1	4
Customer Service				1	1								2
Customer Service - TSO				1	1								2
Patdown												1	1
Patdown - Flyer												1	1
Screening			1										1
Screening - Inconsistency			1										1
2025			2			2							4
Civil Rights						1							1
Civil Rights - Constitutional Rights						1							1
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry-On			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
ACV	1	1	2	1			1		1				7
2024			1						1				2
Customer Service			1										1
Customer Service - TSO			1										1
Patdown										1			1
Patdown - Children									1				1
2025	1	1	1	1			1						5
Civil Rights			1	1									2
Civil Rights - Other			1	1									2
Customer Service		1											1
Customer Service - TSO		1											1
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
ACY	3	5	5	5		1	2	1	3	4	3		32
2024	2	1	4	2		1	1	1	3	4	3		22
Civil Rights										1			1
Civil Rights - Sex										1			1
Customer Service	1	1	1	1			1	1	1	2	1		10
Customer Service - TSO	1	1	1	1			1	1	1	2	1		10
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property				1					1				2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)			2							1	1		4
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Screening	1		1						1				3
Screening - Inconsistency	1												1
Screening - Procedures/Process			1						1				2
2025	1	4	1	3			1						10
Airline		2											2
Airline - Lost Baggage		1											1
Airline - Policy/Regulations/Service		1											1
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property		1					1						2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missin		1											1
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening	1	1											2
Screening - Inconsistency	1												1
Screening - Retrieving Abandoned/Confiscated Items		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
ADK		1		1									2
2024		1											1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		1											1
2025				1									1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices				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
ADQ	1					1		1			1		4
2024								1			1		2
Customer Service								1					1
Customer Service - TSO								1					1
Screening											1		1
Screening - Procedures/Process											1		1
2025	1					1							2
Screening	1					1							2
Screening - Procedures/Process						1							1
Screening - Retrieving Abandoned/Confis	1												1

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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
AEX	1	3		1		1	2					2	10
2024		2										2	4
Customer Service												2	2
Customer Service - TSO												2	2
No Jurisdiction		1											1
No Jurisdiction - No Referral		1											1
Screening		1											1
Screening - Procedures/Process		1											1
2025	1	1		1		1	2						6
Customer Service							1						1
Customer Service - TSO							1						1
No Jurisdiction		1											1
No Jurisdiction - No Referral		1											1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening	1			1		1							3
Screening - Lengthy Lines	1												1
Screening - Procedures/Process				1		1							2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AGS	3	3	1	4		2	5	2	1	2	1	1	25
2024		1	1	2		2	2	2	1	2	1	1	15
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service				2		1	1		1				5
Customer Service - CSM				1									1
Customer Service - Others						1							1
Customer Service - TSO				1			1		1				3
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Patdown						1				1	1		3
Patdown - Flyer						1				1	1		3
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Check			1										1
Screening								1		1			2
Screening - Procedures/Process								1		1			2
SIDA (Security Identification Display Area)							1						1
SIDA (Security Identification Display Area) - General							1						1
2025	3	2		2			3						10
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service	2			1			1						4
Customer Service - TSO	2			1			1						4
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disposition	1												1
No Jurisdiction							1						1
No Jurisdiction - Refer to CBP							1						1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1									1
Screening		1					1						2
Screening - Inconsistency							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
AKN						1			1	1	1		4
2024						1			1	1	1		4
Customer Service									1				1
Customer Service - TSO									1				1
Patdown										1			1
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Screening						1							1
Screening - Inconsistency						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
ALB	14	12	13	12	13	13	16	3	12	7	10	11	136
2024	2	6	5	4	7	5	6	3	12	7	10	11	78
Civil Rights				1				1		1	1		4
Civil Rights - Perceived Religion				1									1
Civil Rights - Race								1			1		2
Civil Rights - Sex										1			1
Customer Service		1	3	1	2	2	3		3	1	2	1	19
Customer Service - CSM												1	1
Customer Service - TSO		1	3	1	2	2	3		3	1	2		18
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	1	1					2			2			6
Mishandling of Passenger Property - Dam	1	1								1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							2			1			3
No Jurisdiction									2		1		3
No Jurisdiction - No Referral									2				2
No Jurisdiction - Refer to CBP											1		1
Patdown		1	1	1	1					1	2	2	9
Patdown - Flyer		1	1	1	1						2	2	8
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	1		1			2	1	1	1		2	1	10
Persons w/ Disabilities (PWD) - General						1						1	2
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1								1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prostheses	1					1							2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling												2	2
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked												1	1
Request for Assistance				1				1					2
Request for Assistance - Other				1				1					2
Screening		3			4	1			5	2	2	5	22
Screening - Inconsistency									1				1
Screening - Lengthy Lines		2			2				2	2	1		9
Screening - Procedures/Process		1			1	1			2		1	5	11
Screening - Retrieving Abandoned/Confiscated Items					1								1
2025	12	6	8	8	6	8	10						58
Airline				1	1								2
Airline - Policy/Regulations/Service				1	1								2
Civil Rights	2		1		1		1						5
Civil Rights - Not Specified			1										1
Civil Rights - Race	1				1								2
Civil Rights - Screening of Religious or Cultural Garments							1						1
Civil Rights - Sex	1												1
Customer Service		4	1			2	1						8
Customer Service - TSO		4	1			2	1						8
DHS TRIP	1												1
DHS TRIP - General	1												1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	2	1	2			1	2						8
Mishandling of Passenger Property - Dam	1		1			1	2						5
Mishandling of Passenger Property - Dam	1	1	1										3
No Jurisdiction				1									1
No Jurisdiction - Refer to FAA				1									1
Patdown	1			1		1							3
Patdown - Flyer	1			1		1							3
Persons w/ Disabilities (PWD)	1	1	2	4	2	1	1						12
Persons w/ Disabilities (PWD) - Autism S	1		1	1									3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				2									2
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					2								2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Property - Special Handling	1		1	1	1	1	1						6
Property - Special Handling - Damaged Items - Carry-On				1		1							2
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked	1						1						2
Screening	4		1		1	1	4						11
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency						1							1
Screening - Lengthy Lines	2		1										3
Screening - Procedures/Process	2				1		3						6

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALS	2												11
2024	3												9
Customer Service												1	1
Customer Service - TSO											1		1
DHS TRIP									2				2
DHS TRIP - General									2				2
Locks								1	1				2
Locks - Missing or Damaged Lock								1	1				2
Mishandling of Passenger Property								1	2				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1	1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown								1					1
Patdown - Flyer								1					1
2025	2												2
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALW	1	2		2	2	1			1		1	2	12
2024	1			1	2				1		1	2	8
Civil Rights									1				1
Civil Rights - Race									1				1
No Jurisdiction					1								1
No Jurisdiction - No Referral					1								1
Patdown												1	1
Patdown - Children												1	1
Persons w/ Disabilities (PWD)				1								1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening		1			1								2
Screening - Crew Member or Airline Employee					1								1
Screening - Procedures/Process		1											1
2025		2		1		1							4
Customer Service				1									1
Customer Service - Others				1									1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Screening		2											2
Screening - Procedures/Process		2											2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AMA	6	5	4	4	4	4	3				1	1	32
2024	4	4	2	4	3	2	2				1	1	23
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights											1		1
Civil Rights - Race											1		1
Customer Service	2		1			1	1						5
Customer Service - TSO	2		1			1	1						5
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Locks				1	1								2
Locks - Missing or Damaged Lock				1	1								2
Mishandling of Passenger Property	1			1									2
Mishandling of Passenger Property - Dam	1			1									2
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Property - Special Handling	1	2		1	1								5
Property - Special Handling - Damaged Items - Check		2			1								3
Property - Special Handling - Missing Item	1			1									2
Screening			1	1	1	1							4
Screening - Lengthy Lines				1									1
Screening - Procedures/Process			1		1	1							3
2025	2	1	2		1	2	1						9
Civil Rights		1	1		1								3
Civil Rights - Race		1	1										2
Civil Rights - Sex					1								1
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - General	1												1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ANC	20	10	13	15	12	30	12	8	11	19	22	13	185
2024	6	2	3	7	4	10	3	8	11	19	22	13	108
Airline						1						1	2
Airline - Policy/Regulations/Service						1						1	2
Civil Rights			1					1	1	2	1		6
Civil Rights - Age											1		1
Civil Rights - Constitutional Rights			1										1
Civil Rights - National Origin								1					1
Civil Rights - Other									1	2			3
Customer Service			1	2	1	1	2	1	5	6	8	4	31
Customer Service - CSM										1		1	2
Customer Service - Others												1	1
Customer Service - TSO			1	2	1	1	2	1	5	5	8	2	28
HAZMAT Endorsement								1					1
HAZMAT Endorsement - Status								1					1
Locks	1				1	3		1					6
Locks - General						1							1
Locks - Missing or Damaged Lock	1				1	2		1					5
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property	2	1	1			1		1	2	3	1	1	13
Mishandling of Passenger Property - Dam	2	1	1			1		1		1	1	1	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	2			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown	1								1			1	3
Patdown - Flyer	1								1			1	3
Persons w/ Disabilities (PWD)	1			1				1	1	1	1	3	9
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1		1	1	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Prosthesi	1											1	2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Property - Special Handling				2		1	1	1		2	2	1	10
Property - Special Handling - Damaged Items - Carry-On				1						1			2
Property - Special Handling - Damaged Items - Checked				1				1			1		3
Property - Special Handling - Missing Items - Carry-On						1	1					1	3
Property - Special Handling - Missing Items - Checked										1	1		2
Screening	1	1		2	2	3		1	1	5	8	2	26
Screening - Children									1				1
Screening - Inconsistency				1						1	1		3
Screening - Lengthy Lines								1			1		2
Screening - Military											1		1
Screening - Procedures/Process	1	1		1	2	3				4	5	2	19
2025	14	8	10	8	8	20	9						77
Airline				1		2							3
Airline - Lost Baggage				1									1
Airline - Policy/Regulations/Service						2							2
Civil Rights		1				3	1						5
Civil Rights - Not Specified						1							1
Civil Rights - Perceived Religion							1						1
Civil Rights - Race		1				1							2
Civil Rights - Sex						1							1
Customer Service	3	1		1	3	6	1						15
Customer Service - TSO	3	1		1	3	6	1						15
Lost and Found		1	1										2
Lost and Found - Airport/TSA		1	1										2
Mishandling of Passenger Property	1	1	2		2	1							7
Mishandling of Passenger Property - Damaged/Missing Items--C		1	1		1	1							3
Mishandling of Passenger Property - Dam	1	1	1		1								4
Patdown	1				2		2						5
Patdown - Children					1								1
Patdown - Flyer					1		2						3
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	2	2	1	3	1	2	2						13
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Medically Necessary		1		2	1		1						5
Persons w/ Disabilities (PWD) - Mobility [2	1											3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						2							2
Property - Special Handling	3		2	2		3							10
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged It	1					1							2
Property - Special Handling - Missing Items - Carry-On				2		1							3
Property - Special Handling - Missing Item	2		1			1							4
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	3	2	4	1		3	3						16
Screening - Children			1										1
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		1					1						2
Screening - Procedures/Process	3	1	3			3	2						12

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
APN				1			1				1		3
2024				1							1		2
Civil Rights											1		1
Civil Rights - Race											1		1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
2025							1						1
Screening							1						1
Screening - Procedures/Process							1						1

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ASE	3	2	1	11	10	3	2	1	2	2	1	3	41
2024	3	2		8	8		1	1	2	2	1	3	31
Civil Rights		1								1			2
Civil Rights - Constitutional Rights										1			1
Civil Rights - Race		1											1
Customer Service				2	3		1		1				7
Customer Service - TSO				2	3		1		1				7
Mishandling of Passenger Property				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1								2
Persons w/ Disabilities (PWD)		1	1									1	3
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening	2			5	4			1	1	1	1	1	16
Screening - Lengthy Lines				5	2				1	1	1	1	11
Screening - Procedures/Process	2				2			1					5
2025			1	3	2	3	1						10
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights					1								1
Civil Rights - Race					1								1
Customer Service			1	1	1	1							4
Customer Service - TSO			1	1	1	1							4
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Screening				2		1							3
Screening - Lengthy Lines				1		1							2
Screening - Procedures/Process				1									1

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ATL	411	307	377	360	343	363	398	192	228	231	218	249	3,677
2024	155	107	116	164	172	159	168	192	228	231	218	249	2,159
Additional Information Required/Insufficient Information				1			1	2					4
Additional Information Required/Insufficient Information - EMAIL ONLY				1			1	2					4
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Airline	1	1	1		1	2		3	6	5	2	2	24
Airline - Lost Baggage									1	1			2
Airline - Policy/Regulations/Service	1	1	1			1		3	5	2	2	1	17
Airline - Positive Bag Match Program										1			1
Airline - Wheelchair Assistance					1	1				1		1	4
Civil Rights	2	5	2	6	5	7	7	7	12	6	8	7	74
Civil Rights - Age				1				2	1	1		1	6
Civil Rights - Civil Rights Violation (TSA Employee)		1											1
Civil Rights - National Origin			1		1				1		2	1	6
Civil Rights - Not Specified			1	1	3		2	1			1		9
Civil Rights - Other	1	1		1							1		4
Civil Rights - Perceived Religion							1						1
Civil Rights - Profiling						1							1
Civil Rights - Race	1	2		3		4	4	3	8	3	4	3	35
Civil Rights - Sex		1			1	2		1	2	1		2	10
Civil Rights - Sexual Orientation										1			1
Claims							1	3					4
Claims - General							1	3					4
CLEAR											1		1
CLEAR - Registered Traveler											1		1
Customer Service	56	52	59	77	84	63	80	62	81	95	78	83	870
Customer Service - CSM						1	1						2
Customer Service - Others				1	1	1	2		2		1		8
Customer Service - TCC	1	1		3	1		1			1		2	10
Customer Service - TSO	55	51	59	73	82	61	76	62	79	94	77	81	850
DHS TRIP			2		2			1		1	1		7
DHS TRIP - General			1		2			1		1	1		6
DHS TRIP - Status			1										1
Hazardous Materials Safety								1					1
Hazardous Materials Safety - General								1					1
Locks	1		1	1		2	1	1		2	3	1	13
Locks - General											1		1
Locks - Missing or Damaged Lock	1		1	1		2	1	1		2	2	1	12
Lost and Found	3		1	7		1		1	4	3	1	6	27
Lost and Found - Airport/TSA	3		1	7		1		1	4	3	1	6	27
Mishandling of Passenger Property	7	7	10	18	29	35	27	34	33	40	25	31	296
Mishandling of Passenger Property - Damaged/Missing Items Pr			1										1
Mishandling of Passenger Property - Dam	2	3	3	12	21	23	19	23	19	29	23	18	195
Mishandling of Passenger Property - Dam	5	4	6	5	6	12	6	10	10	10	2	11	87
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I			1	2		2	1	3					9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1	1			2	4
No Jurisdiction	3	2	1	4	5	1		4	10	4	10	4	48
No Jurisdiction - No Referral	1		1	1	1			2	2	4	2	1	15
No Jurisdiction - Refer to CBP	2	2		2	4	1		2	3		5	2	23
No Jurisdiction - Refer to Other				1					5		3	1	10
No Subject			1		1								2
No Subject - General			1		1								2
Patdown			1	3	3	4	4	3	1	2	2	6	29
Patdown - Flyer			1	3	3	4	4	3	1	2	2	6	29
Persons w/ Disabilities (PWD)	2	9	8	6	6	10	8	13	9	17	22	25	135
Persons w/ Disabilities (PWD) - Autism Spectrum			2			1	1	1	3	2		1	11
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1		2	1	2	6
Persons w/ Disabilities (PWD) - Diabetes		1	1				1			2	3		9
Persons w/ Disabilities (PWD) - General				1	2	1	1		1	1	2	5	14
Persons w/ Disabilities (PWD) - Hearing I	1		1	1	1	1			2	2	1	1	11
Persons w/ Disabilities (PWD) - Internal Medical Dev		1						1					2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								2					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1		1	2	2	1	1		2	9	19
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1		1		2
Persons w/ Disabilities (PWD) - Mobility Disability (N		1	2	2	2	2	1	1		1	5	1	18
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Service Animals							1	1				2	4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											3	1	5
Persons w/ Disabilities (PWD) - Visual Impairment		1				1				1			3
Persons w/ Disabilities (PWD) - Wheelcha	1	5	1	1		2	1	4	1	4	4	3	27
Property - Special Handling	15	7	13	18	10	11	18	19	23	20	21	22	197
Property - Special Handling - Damaged It	3	1	2	11	4	4	10	8	9	10	10	11	83
Property - Special Handling - Damaged It	1	2	2	1		2	1	1	1		3	1	15
Property - Special Handling - Missing Item	7	1	5	5	2	3	7	8	11	6	7	8	70
Property - Special Handling - Missing Item	4	3	4	1	4	2		2	2	4	1	2	29
Request for Assistance			1					1		1			3
Request for Assistance - Other			1					1		1			3
Screening	65	24	15	23	25	23	20	37	49	35	44	62	422
Screening - Children		1											1
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency	7		1		2	2	4	2	2	3	2	6	31
Screening - International Screening										1			1
Screening - Lengthy Lines	33	6	5	6	12	12	6	17	13	10	17	27	164
Screening - Procedures/Process	25	17	7	13	8	7	8	17	29	21	22	26	200

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Retrieving Abandoned/Confiscated Items			1	4	3	2	2	1	4		2	1	20
Screening - Security Breach			1								1	1	3
Screening - Shoe Screening									1				1
SIDA (Security Identification Display Area)							1						1
SIDA (Security Identification Display Area) - General							1						1
2025	256	200	261	196	171	204	230						1,518
Additional Information Required/Insufficient Information					2								2
Additional Information Required/Insufficient Information - EMAIL ONLY					2								2
Airline	1	4		6	1	5	7						24
Airline - Baggage Requirements							1						1
Airline - Lost Baggage				1		3							4
Airline - Policy/Regulations/Service		4		4	1	2	5						16
Airline - Wheelchair Assistance	1			1			1						3
Animals						1							1
Animals - Carry-On						1							1
Civil Rights	8	6	8	4	8	11	12						57
Civil Rights - Age		1	2	1		3	2						9
Civil Rights - Constitutional Rights		1											1
Civil Rights - National Origin	1		2	1	1		3						8
Civil Rights - Not Specified			1		2	1	3						7
Civil Rights - Other	1		1										2
Civil Rights - Perceived Religion						2	1						3
Civil Rights - Profiling	1												1
Civil Rights - Race	3	3	1	2	4	5	3						21
Civil Rights - Screening of Religious or Cultural Garments			1										1
Civil Rights - Sex	2	1			1								4
Claims					1								1
Claims - General					1								1
CLEAR	1						1						2
CLEAR - Registered Traveler	1						1						2
Customer Service	90	68	74	57	59	63	78						489
Customer Service - CSM		1		1									2
Customer Service - Others	1	2	2	1	2	1							9
Customer Service - TCC	1			1									2
Customer Service - TSO	88	65	72	54	57	62	78						476
DHS TRIP					1								1
DHS TRIP - General					1								1
Freedom of Information Act (FOIA)							1						1
Freedom of Information Act (FOIA) - General							1						1
Human Capital	1		1										2
Human Capital - Current Employee	1												1
Human Capital - Prospective Employment with TSA			1										1
Locks	2			2	2	1							7
Locks - Missing or Damaged Lock	2			2	2	1							7
Lost and Found	4	2	6	1	5	5	6						29
Lost and Found - Airport/TSA	4	2	6	1	5	5	6						29
Mishandling of Passenger Property	18	18	29	14	10	16	15						120
Mishandling of Passenger Property - Dam	14	10	24	12	7	11	8						86
Mishandling of Passenger Property - Dam	3	5	5	2	2	3	6						26
Mishandling of Passenger Property - Damaged/Missin	1					1							2
Mishandling of Passenger Property - Disa	1	2			1	1	1						6
No Jurisdiction	10	5	9	5	5	11	10						55
No Jurisdiction - No Referral	1		2		3	1	4						11
No Jurisdiction - Refer to CBP	6	5	7	5	2	9	6						40
No Jurisdiction - Refer to Other	3					1							4
Notice of Violation/Civil Penalties				1		1							2
Notice of Violation/Civil Penalties - General				1		1							2
Patdown	2	1	3	1	1	1	2						11
Patdown - Flyer	2		3	1	1	1	2						10
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	15	25	32	25	16	17	19						149
Persons w/ Disabilities (PWD) - Autism Spectrum		1	1	3		1	2						8
Persons w/ Disabilities (PWD) - Breast Cancer					1		1						2
Persons w/ Disabilities (PWD) - Cognitive /Developm		3	1	1									5
Persons w/ Disabilities (PWD) - Diabetes	1	2	5			1	1						10
Persons w/ Disabilities (PWD) - General	1	1	2	1		3	3						11
Persons w/ Disabilities (PWD) - Hearing Impairment				3	1		2						6
Persons w/ Disabilities (PWD) - Internal Medical Devices			3	3	1								7
Persons w/ Disabilities (PWD) - Medical Devices - At		1			1	1	1						4
Persons w/ Disabilities (PWD) - Medically	7	3	5	6	2	2	3						28
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1		1							2
Persons w/ Disabilities (PWD) - Mobility Disability (N		4	1	2	2	5							14
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				2									2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm			1										1
Persons w/ Disabilities (PWD) - Service A	3	1	2			1	1						8
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Persons w/ Disabilities (PWD) - Visual Impairment			2	1									3
Persons w/ Disabilities (PWD) - Wheelcha	3	8	9	2	8	2	5						37
Property - Special Handling	31	19	26	22	18	16	15						147
Property - Special Handling - Damaged It	10	5	13	9	9	7	6						59
Property - Special Handling - Damaged It	2	5		3	1	2							13
Property - Special Handling - Missing Item	15	7	11	8	3	5	5						54
Property - Special Handling - Missing Item	4	2	2	2	5	2	4						21
Request for Assistance	2	1											3
Request for Assistance - Other	2	1											3
Screening	70	51	73	58	42	55	64						413

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ATW	2	2	2	1	1	2	5	2		4			21
2024	1	2				1	1	2		4			11
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service								1		1			2
Customer Service - TSO								1		1			2
Patdown							1						1
Patdown - Children							1						1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Service Animals			1										1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1
Screening	1					1		1		2			5
Screening - Inconsistency						1				2			3
Screening - Procedures/Process	1							1					2
2025	1		2	1	1	1	4						10
Customer Service	1		1		1		2						5
Customer Service - TSO	1		1		1		2						5
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Screening			1			1	2						4
Screening - Inconsistency							1						1
Screening - Procedures/Process			1			1	1						3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ATY			1								2		3
2024											2		2
Patdown											1		1
Patdown - Flyer											1		1
Screening											1		1
Screening - Procedures/Process											1		1
2025			1										1
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AUG	1					2							3
2024	1												1
Patdown	1												1
Patdown - Flyer	1												1
2025						2							2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Screening						1							1
Screening - Procedures/Process						1							1

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AUS	66	78	67	69	48	56	70	46	32	44	39	40	655
2024	33	37	38	28	25	22	38	46	32	44	39	40	422
Additional Information Required/Insufficient Information								1					1
Additional Information Required/Insufficient Information - EMAIL ONLY								1					1
Advanced Imaging Technology (AIT)												1	1
Advanced Imaging Technology (AIT) - Flyer												1	1
Airline					1				1			1	3
Airline - Policy/Regulations/Service					1				1			1	3
Business, Suggestions, and Ideas												1	1
Business, Suggestions, and Ideas - General												1	1
Civil Rights	1	2		3	5		3		1	2	2	2	21
Civil Rights - Age									1				1
Civil Rights - Constitutional Rights		1			1								2
Civil Rights - Headwear				1									1
Civil Rights - National Origin					1								1
Civil Rights - Not Specified				1			1			1	2		5
Civil Rights - Other		1					1						2
Civil Rights - Race												1	1
Civil Rights - Sex	1			1	3		1			1		1	8
Claims										1			1
Claims - Status										1			1
CLEAR								1					1
CLEAR - Registered Traveler								1					1
Customer Service	7	6	14	16	8	10	11	10	5	20	12	13	132
Customer Service - Others			1					1					2
Customer Service - TCC							2					1	3
Customer Service - TSO	7	6	13	16	8	10	9	9	5	20	12	12	127
Locks	2		1			1		3					7
Locks - Missing or Damaged Lock	2		1			1		3					7
Lost and Found			2			1			1			1	5
Lost and Found - Airport/TSA			2			1			1			1	5
Mishandling of Passenger Property	5	3	5	3	1	2	8	2	3	3	6	2	43
Mishandling of Passenger Property - Dam	2	2	4	2		2	2	1	1	2	2	2	22
Mishandling of Passenger Property - Dam	2	1	1		1		4	1	2	1	3		16
Mishandling of Passenger Property - Dam	1						1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Check				1			1				1		3
No Jurisdiction		1	1				1	1	2	1	1		8
No Jurisdiction - No Referral							1	1		1	1		4
No Jurisdiction - Refer to CBP		1							1				2
No Jurisdiction - Refer to Other			1						1				2
Patdown	4	4	2	1	1	2	3	1	3	2	1	3	27
Patdown - Children					1								1
Patdown - Flyer	4	3	2			2	3	1	3	2	1	3	24
Patdown - Flyer as Observer		1		1									2
Persons w/ Disabilities (PWD)	1	2	3	1	1	3	6	7	5	7	4	2	42
Persons w/ Disabilities (PWD) - Autism Spectrum								1	1				2
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1	1	1				3
Persons w/ Disabilities (PWD) - Diabetes	1		2						1				4
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Hearing Impairment								1		1			2
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Attached to tr			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									2	2	1	1	6
Persons w/ Disabilities (PWD) - Metal Implants (joint)		2								1	1		4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							2	2		1			5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						2							2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	1	1	2	1			2		8
Persons w/ Disabilities (PWD) - Wounded Warrior								1					1
Property - Special Handling	5	6	5	2	1		1	1	4	3	2	4	34
Property - Special Handling - Damaged It	4	5	1	2	1				3	2		2	20
Property - Special Handling - Damaged Items - Checked			1				1						2
Property - Special Handling - Missing Item	1	1	2						1	1	1	2	9
Property - Special Handling - Missing Items - Checked			1					1			1		3
Screening	8	13	5	2	7	3	5	19	7	5	11	10	95
Screening - Crew Member or Airline Employee		1	1			1							3
Screening - Inconsistency	2	1		2	1		1	1	1		4	1	14
Screening - Lengthy Lines	2	1	2			1	1	10	2	3	1	3	26
Screening - Procedures/Process	4	10	2		6	1	3	7	3	2	6	6	50
Screening - Retrieving Abandoned/Confiscated Items								1					1
Screening - Security Breach									1				1
2025	33	41	29	41	23	34	32						233
Airline		1	1		1								3
Airline - Policy/Regulations/Service		1	1		1								3
Civil Rights	1		2	2		1	2						8
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin			1										1
Civil Rights - Not Specified				1			1						2
Civil Rights - Race				1			1						2
Civil Rights - Sex	1												1
CLEAR						1							1
CLEAR - Registered Traveler						1							1
Customer Service	9	9	2	10	5	11	5						51
Customer Service - TSO	9	9	2	10	5	11	5						51

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DHS TRIP			1										1
DHS TRIP - General			1										1
Human Capital		1											1
Human Capital - Prospective Employment with TSA		1											1
Locks		2			1								3
Locks - Missing or Damaged Lock		2			1								3
Lost and Found	1		1			1							3
Lost and Found - Airport/TSA	1		1			1							3
Mishandling of Passenger Property	3	5	3	2	3		2						18
Mishandling of Passenger Property - Damaged	2	1	1	1			1						6
Mishandling of Passenger Property - Damaged - Checked	1	4	2	1	3		1						12
No Jurisdiction	2	2	1	2									7
No Jurisdiction - No Referral	2	2		2									6
No Jurisdiction - Refer to CBP			1										1
Patdown	2	1	1		2	1	1						8
Patdown - Flyer	2	1	1		2	1	1						8
Persons w/ Disabilities (PWD)	7	4	4	4	2	6	5						32
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive	2	1	1										4
Persons w/ Disabilities (PWD) - Diabetes	1					1							2
Persons w/ Disabilities (PWD) - General		1	1	1									3
Persons w/ Disabilities (PWD) - Hearing Impairment		2				1	1						4
Persons w/ Disabilities (PWD) - Medically	2					2	1						5
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1		1								2
Persons w/ Disabilities (PWD) - Mobility	1		1	2	1	1							6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Wheelchair	1						1						2
Property - Special Handling	2	3	4	6	3	4	4						26
Property - Special Handling - Damaged Items	1	2	2	2	2	2	4						15
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items	1	1	1	2		1							6
Property - Special Handling - Missing Items - Checked			1	1	1	1							4
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	6	13	9	14	6	9	13						70
Screening - Crew Member or Airline Employee		1			1								2
Screening - Inconsistency			2	3			1						6
Screening - Lengthy Lines	3	6		2	3	1	2						17
Screening - Procedures/Process	3	6	7	9	2	6	10						43
Screening - Retrieving Abandoned/Confiscated Items						2							2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AVL	10	15	9	8	6	9	9	8	10	18	5	1	108
2024	10	9	7	6	1	4	3	8	10	18	5	1	82
Civil Rights	1			1							1		3
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights				1									1
Civil Rights - Other											1		1
Customer Service	2	5	3	1	1	1		4	4	3	2		26
Customer Service - TCC	1												1
Customer Service - TSO	1	5	3	1	1	1		4	4	3	2		25
Lost and Found			1							1			2
Lost and Found - Airport/TSA			1							1			2
Mishandling of Passenger Property		1		1				2	1	1			6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1	1			2
Mishandling of Passenger Property - Damaged/Missin		1		1				1					3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction			1					1					2
No Jurisdiction - Refer to Other			1					1					2
Patdown	1			2						1			4
Patdown - Children										1			1
Patdown - Flyer	1			2									3
Persons w/ Disabilities (PWD)								1	1				2
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening	6	3	2	1		3	3		4	12	2		36
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency	1		1								1		3
Screening - Lengthy Lines	4	2	1			1	2		3	6	1		20
Screening - Procedures/Process	1	1		1		2	1			6			12
2025		6	2	2	5	5	6						26
Civil Rights							1						1
Civil Rights - Sex							1						1
Customer Service		1		1	1		1						4
Customer Service - TSO		1		1	1		1						4
Locks				1									1
Locks - Missing or Damaged Lock				1									1
No Jurisdiction						1							1
No Jurisdiction - No Referral						1							1
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - General						1							1
Persons w/ Disabilities (PWD)		1			1	1	2						5
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							2						2
Property - Special Handling			1		1								2
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Checked			1										1
Screening		4	1		2	2	2						11
Screening - Inconsistency					1								1
Screening - Lengthy Lines						1	1						2
Screening - Procedures/Process		3	1		1	1							6
Screening - Retrieving Abandoned/Confiscated Items		1					1						2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AVP		3	1	3	2			2	1	1	3		16
2024		1		1				2	1	1	3		9
Civil Rights											1		1
Civil Rights - Race											1		1
Customer Service		1								1	1		3
Customer Service - TSO		1								1	1		3
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Screening				1				1					2
Screening - Inconsistency								1					1
Screening - Procedures/Process				1									1
2025		2	1	2	2								7
Customer Service		1			1								2
Customer Service - TSO		1			1								2
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property				2									2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Carry		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AZO					1				1				2
2024					1				1				2
Customer Service					1								1
Customer Service - TSO					1								1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BDL	19	20	19	21	23	16	23	13	11	14	20	13	212
2024	11	9	10	9	13	5	14	13	11	14	20	13	142
Airline					1			1					2
Airline - Policy/Regulations/Service					1			1					2
Civil Rights	2	2	2		1		1			1			9
Civil Rights - Headwear			1										1
Civil Rights - National Origin							1						1
Civil Rights - Perceived Religion	1												1
Civil Rights - Race		2								1			3
Civil Rights - Sex	1		1		1								3
CLEAR								1					1
CLEAR - Registered Traveler								1					1
Customer Service	4	2	5	5	1	1	6	3	3	1	3	1	35
Customer Service - TSO	4	2	5	5	1	1	6	3	3	1	3	1	35
Locks							1			1			2
Locks - Missing or Damaged Lock							1			1			2
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property			1	1	4	1	1	2	1	2	5	3	21
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	2		1	1	1	1	3	1	11
Mishandling of Passenger Property - Damaged/Missing Items--C			1		2	1		1		1	2	2	10
No Jurisdiction							1			1			2
No Jurisdiction - No Referral										1			1
No Jurisdiction - Refer to Other							1						1
Patdown	2	1		1	1			1		1			7
Patdown - Children		1											1
Patdown - Flyer	2							1		1			4
Patdown - Flyer as Observer				1	1								2
Persons w/ Disabilities (PWD)	1	2	1		1	2	1	1	3	1	4	6	23
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes									1			1	2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											2		2
Persons w/ Disabilities (PWD) - General										1	1		2
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically	1	1			1		1		1			1	6
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1			1			3	5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling					1		1		1	4	2		9
Property - Special Handling - Damaged Items - Carry-On							1		1	1			4
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Carry-On										1	1		2
Property - Special Handling - Missing Items - Checked					1					1			2
Screening	2	2	1	2	3	1	2	4	3	2	5	3	30
Screening - Crew Member or Airline Employee		1			1								2
Screening - Inconsistency	1						1		1				3
Screening - Lengthy Lines			1	2	1	1		2		1	1	1	10
Screening - Procedures/Process	1	1			1		1	2	1	1	4	2	14
Screening - Retrieving Abandoned/Confiscated Items									1				1
2025	8	11	9	12	10	11	9						70
Airline	1												1
Airline - Wheelchair Assistance	1												1
Civil Rights	1			2	1	1	2						7
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights							1						1
Civil Rights - Race				2	1	1	1						5
Customer Service	1	2	1	4	2	2	2						14
Customer Service - TSO	1	2	1	4	2	2	2						14
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Lost and Found			1		1	1							3
Lost and Found - Airport/TSA			1		1	1							3
Mishandling of Passenger Property	1		1	1	1	1							5
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1									2
Mishandling of Passenger Property - Dam	1				1								2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction							1						1
No Jurisdiction - Refer to CBP							1						1
Patdown			1	1		1							3
Patdown - Flyer			1	1		1							3
Persons w/ Disabilities (PWD)	1	4	3		2	3	1						14
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developm		2	1										3
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General			1			1							2
Persons w/ Disabilities (PWD) - Medically Necessary		1			1	1							3
Persons w/ Disabilities (PWD) - Mobility Disability (N		1			1								2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling			1				1						2
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Missing Items - Carry-On							1						1
Screening	3	5	1	4	2	1	3						19
Screening - Inconsistency					1								1

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

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

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BFL			1	2	2				1	1			7
2024					2				1	1			4
Customer Service					1				1				2
Customer Service - TSO					1				1				2
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Screening					1								1
Screening - Procedures/Process					1								1
2025			1	2									3
Civil Rights				1									1
Civil Rights - Race				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BGM	2	4	1				1	1					9
2024	1	4	1				1	1					8
Customer Service			1										1
Customer Service - TSO			1										1
Patdown		2											2
Patdown - Flyer		2											2
Screening	1	2					1	1					5
Screening - Procedures/Process	1	2					1	1					5
2025	1												1
Human Capital	1												1
Human Capital - Prospective Employment	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BGR	5	2	2	2	4		2	2	6		1	3	29
2024	3		1		1			2	6		1	3	17
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights												2	2
Civil Rights - Age												1	1
Civil Rights - Not Specified												1	1
Claims									1				1
Claims - General									1				1
Customer Service	3		1		1			1	1				7
Customer Service - TSO	3		1		1			1	1				7
Patdown									1		1		2
Patdown - Flyer									1		1		2
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Screening								1	1			1	3
Screening - Inconsistency								1	1				2
Screening - Lengthy Lines												1	1
2025	2	2	1	2	3		2						12
Civil Rights		1											1
Civil Rights - Sex		1											1
Customer Service	1		1										2
Customer Service - TSO	1		1										2
Locks				1	1								2
Locks - Missing or Damaged Lock				1	1								2
Persons w/ Disabilities (PWD)				1	1								2
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Screening	1	1			1		2						5
Screening - Lengthy Lines	1						1						2
Screening - Procedures/Process		1			1		1						3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BHM	34	22	19	14	22	24	20	14	11	12	6	6	204
2024	14	12	7	2	15	15	7	14	11	12	6	6	121
Airline					1				1				2
Airline - Policy/Regulations/Service					1				1				2
Civil Rights	1					1					2	1	5
Civil Rights - Civil Rights Violation (TSA Employee)											1		1
Civil Rights - Constitutional Rights											1		1
Civil Rights - Race	1					1							2
Civil Rights - Sex												1	1
Claims							1						1
Claims - Status							1						1
Customer Service	5	3	3		7	7	2	2	4	7	2	1	43
Customer Service - CSM						1							1
Customer Service - TSO	5	3	3		7	6	2	2	4	7	2	1	42
Locks				1		1							2
Locks - Missing or Damaged Lock				1		1							2
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property	1		1	1	1	1	1	2	2		1		11
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1	1	1		1			1		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1						1	1	2				5
Patdown					1			1		2			4
Patdown - Flyer					1			1		2			4
Persons w/ Disabilities (PWD)	1				1	2		1	2			2	9
Persons w/ Disabilities (PWD) - Cancer (Genetic Testing)	1					1							2
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - General													1
Persons w/ Disabilities (PWD) - Hearing Impairment								1				1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Property - Special Handling	1				2			1					4
Property - Special Handling - Missing Items	1				2								3
Property - Special Handling - Missing Items - Checked Bag								1					1
Screening	5	9	3		2	3	3	6	2	3	1	2	39
Screening - Crew Member or Airline Employee	1												1
Screening - Gate Pass						1							1
Screening - Inconsistency	2				1			1		1		1	6
Screening - Lengthy Lines	1	4	2		1		2	2	1	1			14
Screening - Procedures/Process	1	5	1			2	1	3	1	1	1	1	17
2025	20	10	12	12	7	9	13						83
Civil Rights	1	1				1							3
Civil Rights - Constitutional Rights		1											1
Civil Rights - Race	1					1							2
Customer Service	6	4	8	6	3	4	6						37
Customer Service - Others				1		1							2
Customer Service - TSO	6	4	8	5	3	3	6						35
Mishandling of Passenger Property	1		1	1		1	1						5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1		1			1	1						4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)	4	1		3	1	1	1						11
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General				1			1						2
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices	1												1
Persons w/ Disabilities (PWD) - Medically Necessary	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1	1								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		1											1
Property - Special Handling	1	1		1	1	2	1						7
Property - Special Handling - Damaged Items - Carry-On				1		1	1						3
Property - Special Handling - Damaged Items - Checked Bag		1				1							2
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked Bag	1												1
Screening	7	3	3	1	1		4						19
Screening - Inconsistency		1	1				1						3
Screening - Lengthy Lines	3	1			1		1						6
Screening - Procedures/Process	4	1	2				2						9
Screening - Retrieving Abandoned/Confiscated Items				1									1

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BIL	5	5	6	3	1	1	4	1	1	3	5	2	37
2024	3	5		3	1	1	3	1	1	3	5	2	24
Civil Rights							2						2
Civil Rights - Not Specified							2						2
Customer Service							1					1	2
Customer Service - TSO							1					1	2
Mishandling of Passenger Property										1	1		2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1	1		2
Persons w/ Disabilities (PWD)								1	1				2
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling		2											2
Property - Special Handling - Damaged Items		1											1
Property - Special Handling - Missing Items		1											1
Screening	1	5				1				2	4	1	14
Screening - Inconsistency	1	1								1			3
Screening - Lengthy Lines											2	1	3
Screening - Procedures/Process		4				1				1	2		8
2025	2		6	3	1		1						13
Civil Rights			1				1						2
Civil Rights - Constitutional Rights							1						1
Civil Rights - Sex			1										1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged/Missing Items	1												1
Notice of Violation/Civil Penalties					1								1
Notice of Violation/Civil Penalties - General						1							1
Patdown			1	1									2
Patdown - Flyer			1	1									2
Property - Special Handling	1			1									2
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items - Checked				1									1
Screening			4	1									5
Screening - Inconsistency			1										1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process			2	1									3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BIS	2	3	2	5	2	3	6	4	3	1	3		34
2024	1	1	1	2		1	4	4	3	1	3		21
Civil Rights				1									1
Civil Rights - Sex				1									1
Customer Service				1		1	2	1	2	1	1		9
Customer Service - TSO				1		1	2	1	2	1	1		9
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown			1					1					2
Patdown - Flyer			1					1					2
Persons w/ Disabilities (PWD)		1							1				2
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Screening							2	1			2		5
Screening - Inconsistency								1					1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process							2				1		3
2025	1	2	1	3	2	2	2						13
Customer Service													1
Customer Service - TSO							1						1
Human Capital		1											1
Human Capital - Prospective Employment with TSA		1											1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property				1		1	1						3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Persons w/ Disabilities (PWD)				1	1	1							3
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening			1	1	1								3
Screening - Procedures/Process			1	1	1								3

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BJI			2										2
2025			2										2
Civil Rights			1										1
Civil Rights - Perceived Religion			1										1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Carry-On			1										1

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BLI	1		1	1	2	1	3		1	3			13
2024	1			1			1		1	3			7
Customer Service				1			1			1			3
Customer Service - TSO				1			1			1			3
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Screening									1	1			2
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency									1				1
2025			1		2	1	2						6
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Checked					1								1
Screening						1	1						2
Screening - Procedures/Process						1	1						2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BLV	2	3			1		1	2	2	2	2		15
2024	1	2			1		1	2	2	2	2		13
Civil Rights					1								1
Civil Rights - Age					1								1
Customer Service	1	2							2	2	2		9
Customer Service - Others											1		1
Customer Service - TSO	1	2							2	2	1		8
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
Screening							1						1
Screening - Retrieving Abandoned/Confiscated Items							1						1
2025	1	1											2
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BMI	5	1	1			2	3	2		1		2	17
2024	3	1	1			1	1	2		1		2	12
Customer Service		1	1					1					3
Customer Service - TSO		1	1					1					3
Mishandling of Passenger Property						1		1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1		1					2
Patdown		1										1	2
Patdown - Flyer												1	1
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
Screening		2								1			3
Screening - Inconsistency										1			1
Screening - Procedures/Process		2											2
2025	2					1	2						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
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - General		1											1
Screening		1											1
Screening - Procedures/Process		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BNA	55	66	70	38	54	44	63	31	27	32	32	37	549
2024	20	22	21	21	16	15	26	31	27	32	32	37	300
Additional Information Required/Insufficient Information								1					1
Additional Information Required/Insufficient Information - EMAIL ONLY								1					1
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Fly	1												1
Airline			1						1				2
Airline - Policy/Regulations/Service			1						1				2
Cargo			1										1
Cargo - Known Shipper			1										1
Civil Rights	1		1			2		1	1	1	4	4	15
Civil Rights - Age										1		1	2
Civil Rights - National Origin						1							1
Civil Rights - Race	1		1					1			1	2	6
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex									1			1	3
Civil Rights - Sexual Orientation											1		1
Customer Service	6	2	8	7	4	6	9	8	4	7	11	13	85
Customer Service - CSM									1			1	2
Customer Service - Others										1	1		2
Customer Service - TSO	6	2	8	7	4	6	9	8	3	6	10	12	81
DHS TRIP					1								1
DHS TRIP - General					1								1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found		1	2	1						1			5
Lost and Found - Airport/TSA		1	2	1						1			5
Mishandling of Passenger Property	2	5	1	3	4	1	5	6	2	2	3	5	39
Mishandling of Passenger Property - Damaged/Missing	4	1		2	1	1	3	2	2	1	2	1	20
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	2	1		1	3		1	3		1	1	3	16
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1				1	2
No Jurisdiction							1	1	2	3	1		8
No Jurisdiction - No Referral									1	3			4
No Jurisdiction - Refer to CBP							1						1
No Jurisdiction - Refer to Department of State								1					1
No Jurisdiction - Refer to Other									1		1		2
Patdown	1	1	1	1		1	1	5	2	1	4		18
Patdown - Children									1				1
Patdown - Flyer	1	1	1	1		1		5	1	1	4		16
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)	2	1	1	1			3	5	6	6	2	1	28
Persons w/ Disabilities (PWD) - Autism Spectrum		1								1			2
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - General							1	1		1			3
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1							1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically	1			1									2
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								2	1	1			4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1			1		2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Touch Aids	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1		2	1	1	1	6
Property - Special Handling	4	3	2	2	2	1	2	1	4	4	2	4	31
Property - Special Handling - Damaged Items	1	2	1			1	2		2	2	1	3	16
Property - Special Handling - Damaged Items - Checked			1	1						1		1	4
Property - Special Handling - Missing Items	1	1		1	1				2	1	1		8
Property - Special Handling - Missing Items - Checked	2							1					3
Screening	3	8	3	6	5	4	5	3	5	7	5	10	64
Screening - Children		1								1			2
Screening - Crew Member or Airline Employee				1							1		2
Screening - Gate Pass			1										1
Screening - Inconsistency	1					1	1		1	1		1	6
Screening - Lengthy Lines		2	1		2		1	1				4	11
Screening - Military										1			1
Screening - Procedures/Process	2	5	1	5	3	3	3	1	3	4	4	5	39
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach								1					1
2025	35	44	49	17	38	29	37						249
Airline		1	1			1	1						4
Airline - Lost Baggage						1							1
Airline - Policy/Regulations/Service		1	1				1						3
Civil Rights	3	1	2	1	2	2	3						14
Civil Rights - Age					1	1							2
Civil Rights - Constitutional Rights			1			1							2
Civil Rights - National Origin							1						1
Civil Rights - Not Specified		1											1
Civil Rights - Profiling	1												1
Civil Rights - Race	1		1										2
Civil Rights - Sex	1			1	1		2						5
CLEAR			1										1
CLEAR - Registered Traveler			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service	9	9	12	3	8	10	5						56
Customer Service - Others						1							1
Customer Service - TSO	9	9	12	3	8	9	5						55
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	3	3	3	3	4	4	1						21
Mishandling of Passenger Property - Dam	3	2	2	3	3	3	1						17
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1							1
Mishandling of Passenger Property - Disarrayed Item		1	1										2
No Jurisdiction	2	2		1	1		1						9
No Jurisdiction - No Referral		1		1		1		1					4
No Jurisdiction - Refer to CBP	1	1			1	1							4
No Jurisdiction - Refer to Other	1												1
Notice of Violation/Civil Penalties		1											1
Notice of Violation/Civil Penalties - General		1											1
Patdown	3	3	1		3	3	3						16
Patdown - Children	1												1
Patdown - Flyer	1	3	1		3	3	3						14
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	1	9	10		3		6						29
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Ca			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developm		1	1										2
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medically	1	1	1		1								4
Persons w/ Disabilities (PWD) - Metal Implants (joint)		2											2
Persons w/ Disabilities (PWD) - Mobility Disability (N		2	2				3						7
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Service Animals			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		3	3				1						7
Persons w/ Disabilities (PWD) - Wounded Warrior					1								1
Property - Special Handling	1	5	5	3	8	2	2						26
Property - Special Handling - Damaged Items - Carry		2			4								6
Property - Special Handling - Damaged Items - Check		1		1		1	1						4
Property - Special Handling - Missing Item	1		2		3		1						7
Property - Special Handling - Missing Items - Checke		2	3	2	1	1							9
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	13	10	12	6	9	3	14						67
Screening - Children							1						1
Screening - Crew Member or Airline Employee				1			1						2
Screening - Inconsistency	6	1	3			1							11
Screening - Lengthy Lines	1	1	2		3		2						9
Screening - Procedures/Process	6	8	7	4	6	2	10						43
Screening - Security Breach				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BOI	13	13	16	17	16	12	11	6	7	6	4	9	130
2024	6	5	7	7	11	4	6	6	7	6	4	9	78
Civil Rights				1				1	1		1	1	6
Civil Rights - Other				1						1			2
Civil Rights - Race								1	1		1		3
Civil Rights - Sex												1	1
Customer Service	1	1	4	2	2	1	3		2	3	1	1	21
Customer Service - TSO	1	1	4	2	2	1	3		2	3	1	1	21
Mishandling of Passenger Property					2		1	1	1			1	6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1		1		1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1			1				1	3
No Jurisdiction	1			1								1	3
No Jurisdiction - No Referral				1								1	2
No Jurisdiction - Refer to Other	1												1
Patdown		1	1	1	1			1			1	1	7
Patdown - Flyer		1	1	1	1			1			1	1	7
Persons w/ Disabilities (PWD)				1	1	1	1	1	1	1		2	9
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1		1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1					1				2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												2	2
Property - Special Handling			2			1			1		1		5
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked			1						1				2
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked			1										1
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	4	3		1	5	1	1	2	1			2	20
Screening - Children								1					1
Screening - Inconsistency								1					1
Screening - Lengthy Lines		1					1					1	3
Screening - Procedures/Process	2	2		1	5	1			1			1	13
Screening - Retrieving Abandoned/Confis	2												2
2025	7	8	9	10	5	8	5						52
Civil Rights			1	1	2								4
Civil Rights - Constitutional Rights				1									1
Civil Rights - National Origin					1								1
Civil Rights - Not Specified					1								1
Civil Rights - Race			1										1
Customer Service	2		3	1		1							7
Customer Service - Others				1									1
Customer Service - TSO	2		3			1							6
Hazardous Materials Safety					1								1
Hazardous Materials Safety - General					1								1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property		1	2			1							4
Mishandling of Passenger Property - Damaged/Missing Items--C			2										2
Mishandling of Passenger Property - Damaged/Missii		1				1							2
Patdown	3		1		1	2	2						9
Patdown - Children						1							1
Patdown - Flyer	3		1		1	1	2						8
Persons w/ Disabilities (PWD)		4	1	2			1						8
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1			1						2
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Medical Devices - At		1											1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm			1										1
Property - Special Handling	1	2		2	1								6
Property - Special Handling - Damaged It	1				1								2
Property - Special Handling - Damaged Items - Check		1											1
Property - Special Handling - Missing Items - Carry-On				2									2
Property - Special Handling - Missing Items - Checke		1											1
Screening	1	1	1	4		3	2						12
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	1			1									2
Screening - Lengthy Lines				1									1
Screening - Procedures/Process			1	2		3	2						8

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BOS	236	173	212	172	133	172	205	119	138	152	138	115	1,965
2024	99	74	105	86	55	85	103	119	138	152	138	115	1,269
Additional Information Required/Insufficient Information	1			1		1					2		5
Additional Information Required/Insufficient Information - Other	1			1		1					2		5
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Airline			1			1	1	3	2	1		2	11
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service			1			1	1	2	2			2	9
Airline - Wheelchair Assistance								1					1
Civil Rights	2	7	9	7	2	2	7	10	4	5	7	4	66
Civil Rights - Age												1	1
Civil Rights - Civil Rights Violation (TSA Employee)										1			1
Civil Rights - Constitutional Rights		2		1									3
Civil Rights - Headwear			1					1					2
Civil Rights - Not Specified		1					1			1			3
Civil Rights - Other	1		3	1		1	1						7
Civil Rights - Perceived Religion								2			1		3
Civil Rights - Profiling									1			1	2
Civil Rights - Race	1	4	4	4	1		5	6	2	2	1	2	32
Civil Rights - Screening of Religious or Cultural Garments											1		1
Civil Rights - Sex			1	1		1		1	1	1	4		10
Civil Rights - Sexual Orientation					1								1
Claims								1					1
Claims - General								1					1
CLEAR								2					2
CLEAR - Registered Traveler								2					2
Customer Service	32	37	44	28	21	33	36	41	50	50	37	34	443
Customer Service - CSM					1				2				3
Customer Service - Others			1			1		1			1		4
Customer Service - TCC			1				2	1		2			8
Customer Service - TSO	32	35	42	28	20	32	34	39	48	48	36	34	428
DHS TRIP	1				1		1						3
DHS TRIP - General	1				1		1						3
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Locks		1	1	2		2		1	2		3		12
Locks - General				1							1		2
Locks - Missing or Damaged Lock		1	1	1		2		1	2		2		10
Lost and Found		1	1	1	1	1	1	3	1	4	3	1	18
Lost and Found - Airport/TSA		1	1	1	1	1	1	3	1	4	3	1	18
Mishandling of Passenger Property	8	5	7	7	9	10	8	13	19	13	13	9	121
Mishandling of Passenger Property - Damaged	6	5	4	5	3	8	4	10	14	7	8	8	82
Mishandling of Passenger Property - Damaged/Missing Items--U	2		2	2	5	2	4	2	1	5	2		27
Mishandling of Passenger Property - Damaged/Missing Items--U			1		1				2	1			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1	2		3	1	7
No Jurisdiction	3		1	1	1		3	2	4	2	2	1	20
No Jurisdiction - No Referral					1		1			1	2		5
No Jurisdiction - Refer to CBP	2		1				1	2	3	1			10
No Jurisdiction - Refer to Other	1			1			1		1			1	5
Notice of Violation/Civil Penalties										1			1
Notice of Violation/Civil Penalties - General										1			1
Patdown	9	4	3	4	3	5	7	5	3	12	8	6	69
Patdown - Children						1		1		2	2		6
Patdown - Flyer	9	4	3	4	3	4	7	4	3	9	6	5	61
Patdown - Flyer as Observer										1		1	2
Persons w/ Disabilities (PWD)	5	2	1	6	4	9	9	12	9	15	27	19	118
Persons w/ Disabilities (PWD) - Autism Spectrum		1			1		1			1	3	1	8
Persons w/ Disabilities (PWD) - Breast Cancer								2					2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1			2	3
Persons w/ Disabilities (PWD) - Diabetes	1			1	1	2		1	1	2	2	2	13
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1	1			1			3
Persons w/ Disabilities (PWD) - General				1			1				3	2	7
Persons w/ Disabilities (PWD) - Hearing Impairment	1								1		1		3
Persons w/ Disabilities (PWD) - Internal Medical Devices	1					1			1		1	1	5
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1					3		4
Persons w/ Disabilities (PWD) - Medically Necessary	1			2	1	2	3	4	1	3	5	3	25
Persons w/ Disabilities (PWD) - Metal Implants (joint)										2		1	3
Persons w/ Disabilities (PWD) - Mobility Impairment	1	1		2		1	2	1	2	1	2	3	16
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1		1				2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1		1	2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1	2		3
Persons w/ Disabilities (PWD) - Visual Impairment						1		1					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1		1			2	1	3	5	2	15
Property - Special Handling	5	6	14	10	2	6	8	4	8	12	5	11	91
Property - Special Handling - Damaged Item	5	2	7	4		2	4	1	3	3	2	6	39
Property - Special Handling - Damaged Items - Checked	1		2		1		1		1	1	1		8
Property - Special Handling - Missing Items - Carry-On			2	4		3	3	3	4	6	2	2	29
Property - Special Handling - Missing Items - Checked	3	3	3	2	1	1				2		3	15
Request for Assistance									1			1	2
Request for Assistance - Other									1			1	2
Screening	33	11	23	19	11	15	21	22	34	37	31	27	284
Screening - Children		1		1									2
Screening - Crew Member or Airline Employee												1	1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Gate Pass										1			1
Screening - Inconsistency	1		1	1		3	1	5	6	9	3	2	32
Screening - International Screening							1						1
Screening - Lengthy Lines	4	2	3	2	1	4		4	8	4	8	4	44
Screening - Procedures/Process	28	7	19	14	10	8	18	13	20	21	18	20	196
Screening - Retrieving Abandoned/Confiscated Items										2	2		4
Screening - Security Breach		1		1			1						3
2025	137	99	107	86	78	87	102						696
Additional Information Required/Insufficient Information					1								1
Additional Information Required/Insufficient Information - EMAIL ONLY					1								1
Airline	1			3		2							6
Airline - Lost Baggage						1							1
Airline - Policy/Regulations/Service	1			3									4
Airline - Wheelchair Assistance						1							1
Civil Rights	3	3	5	1	7	3	6						28
Civil Rights - Age					1	1	1						3
Civil Rights - Headwear					2								2
Civil Rights - National Origin						1	1						2
Civil Rights - Not Specified		1											1
Civil Rights - Perceived Religion					1								1
Civil Rights - Race	2	2	3	1	2	1	1						12
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1						1
Civil Rights - Screening of Religious or Cultural Garments							1						1
Civil Rights - Sex	1		2		1		1						5
Claims		1				1							2
Claims - Status		1				1							2
CLEAR				2									2
CLEAR - Registered Traveler				2									2
Customer Service	39	24	20	21	14	19	31						168
Customer Service - CSM			1										1
Customer Service - Others				1									1
Customer Service - TCC				1									1
Customer Service - TSO	39	24	19	19	14	19	31						165
DHS TRIP	1			1			1						3
DHS TRIP - General	1			1									3
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Locks		1			2								3
Locks - Missing or Damaged Lock		1			2								3
Lost and Found	2	2	8	4	5	2	4						27
Lost and Found - Airport/TSA	2	2	8	4	5	2	4						27
Mishandling of Passenger Property	15	8	13	4	4	10	5						59
Mishandling of Passenger Property - Dam	10	7	11	3	3	6	2						42
Mishandling of Passenger Property - Dam	4	1	2	1	1	2	2						13
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1	1						2
Mishandling of Passenger Property - Disa	1					1							2
No Jurisdiction		5	1	3	2	2	2						15
No Jurisdiction - No Referral		2	1	2	1		1						7
No Jurisdiction - Refer to CBP		2		1		2	1						6
No Jurisdiction - Refer to Other		1			1								2
Notice of Violation/Civil Penalties					1	1							2
Notice of Violation/Civil Penalties - General					1	1							2
Patdown	6	3	2	2	4	3	2						22
Patdown - Children							1						1
Patdown - Flyer	5	3	2	2	4	2	1						19
Patdown - Flyer as Observer	1					1							2
Persons w/ Disabilities (PWD)	19	20	14	7	8	13	8						89
Persons w/ Disabilities (PWD) - Autism Sp	1	1	1	1		1	2						7
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Cancer (general) Not		2											2
Persons w/ Disabilities (PWD) - Cognitive /Developm		1		1									2
Persons w/ Disabilities (PWD) - Diabetes	1	1	2	1	1	1	1						8
Persons w/ Disabilities (PWD) - Diapers/C	1												1
Persons w/ Disabilities (PWD) - General	1	3	3										7
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medical D	1	1			1	2							5
Persons w/ Disabilities (PWD) - Medically	3	3	2	2	2	3	2						17
Persons w/ Disabilities (PWD) - Metal Imp	1	4				1	2						8
Persons w/ Disabilities (PWD) - Mobility D	3	1	3	1	2	1							11
Persons w/ Disabilities (PWD) - Prosthesi	1			1	1								3
Persons w/ Disabilities (PWD) - Respirato	1	1											2
Persons w/ Disabilities (PWD) - Visual Impairment			1		1								2
Persons w/ Disabilities (PWD) - Wheelcha	3	2	2			4	1						12
Property - Special Handling	13	6	16	14	11	5	14						79
Property - Special Handling - Damaged It	6	3	5	5	3	3	5						30
Property - Special Handling - Damaged It	1	1	1	3	3		3						12
Property - Special Handling - Missing Item	4	2	8	3	2	2	3						24
Property - Special Handling - Missing Item	2		2	3	3		3						13
Screening	38	26	28	24	19	26	28						189
Screening - Children		1											1
Screening - Classified Materials							1						1
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency	4	1	2	1		1							9
Screening - Lengthy Lines	3	4	6	3	2	5	3						26
Screening - Procedures/Process	28	19	18	18	14	20	24						141
Screening - Retrieving Abandoned/Confis	2	1	1	2	2								8

TSA Contact Center Traveler Complaints Report

Categories		10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Security Breach		1		1										2
BPT			3		2	1	1		1		1			9
2024			1		1	1			1		1			5
	Civil Rights								1		1			2
	Civil Rights - Not Specified										1			1
	Civil Rights - Race								1					1
	Customer Service		1		1									2
	Customer Service - TSO		1		1									2
	Mishandling of Passenger Property						1							1
	Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
2025			2		1		1							4
	Customer Service		1				1							2
	Customer Service - TSO		1				1							2
	Screening		1		1									2
	Screening - Lengthy Lines		1		1									2
BQK			1	1	1				1					4
2024				1					1					2
	Customer Service								1					1
	Customer Service - TSO								1					1
	No Subject			1										1
	No Subject - General			1										1
2025			1		1									2
	Civil Rights		1											1
	Civil Rights - Race		1											1
	Screening				1									1
	Screening - Procedures/Process				1									1
BQN		3	1		1	5	4	3		2		2	1	22
2024		1	1			1	2	3		2		2	1	13
	Civil Rights							1						1
	Civil Rights - Age							1						1
	Customer Service					1						1		2
	Customer Service - TSO					1						1		2
	No Jurisdiction						1							1
	No Jurisdiction - No Referral						1							1
	Patdown						1	1						2
	Patdown - Flyer						1							1
	Patdown - General							1						1
	Property - Special Handling	1										1		2
	Property - Special Handling - Damaged Items - Checked	1												1
	Property - Special Handling - Missing Items - Carry-On											1		1
	Screening		1					1		2			1	5
	Screening - Procedures/Process		1					1		2			1	5
2025		2			1	4	2		1	2				9
	Airline	1												1
	Airline - Policy/Regulations/Service	1												1
	Customer Service					1								1
	Customer Service - TSO					1								1
	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 Items - Carry-On					1								1
	Screening	1			1	1	1							4
	Screening - Inconsistency						1							1
	Screening - Procedures/Process	1			1	1								3
BRD			1											1
2025			1											1
	Customer Service		1											1
	Customer Service - TSO		1											1
BRO		1		3		2							2	8
2024				2									2	4
	DHS TRIP												1	1
	DHS TRIP - General												1	1
	Mishandling of Passenger Property				1								1	2
	Mishandling of Passenger Property - Damaged/Missing Items--C				1								1	2
	Property - Special Handling				1									1
	Property - Special Handling - Damaged Items - Checked				1									1
2025		1		1		2								4
	Mishandling of Passenger Property					1								1
	Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
	Property - Special Handling				1	1								2
	Property - Special Handling - Damaged Items - Checked					1								1
	Property - Special Handling - Missing Items - Carry-On				1									1
	Screening	1												1
	Screening - Lengthy Lines	1												1
BRW											1	2		3
2024											1	2		3
	Mishandling of Passenger Property										1			1
	Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
	Persons w/ Disabilities (PWD)											1		1
	Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
	Property - Special Handling											1		1
	Property - Special Handling - Damaged Items - Checked											1		1
BTM				1		1			1					3
2024				1		1			1					3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights								1					1
Civil Rights - Screening of Religious Cultural and Ceremonial Items								1					1
Customer Service			1		1								2
Customer Service - TSO			1		1								2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BTR	1	5	5		1	2	3		1	1	1	1	21
2024	1	1					2		1	1	1	1	8
Customer Service		1					2		1			1	4
Customer Service - CSM							1						1
Customer Service - TSO		1					1					1	3
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Carry-On									1				1
Screening	1									1			2
Screening - Procedures/Process	1									1			2
2025		4	5		1	2	1						13
Civil Rights		1				1							2
Civil Rights - Not Specified						1							1
Civil Rights - Race		1											1
Customer Service		2	1										3
Customer Service - TSO		2	1										3
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Carry-On					1								1
Screening		1	1			1	1						4
Screening - Inconsistency		1											1
Screening - Procedures/Process			1			1	1						3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BTW	14	6	14	4	7	8	5	6	3	7	6	4	84
2024	7	4	4	1	2	2	2	6	3	7	6	4	48
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights			1				1				2		4
Civil Rights - Race							1				2		3
Civil Rights - Sex			1										1
Customer Service	3	1	1	1	2	1	1	1	1	1	1	2	16
Customer Service - TSO	3	1	1	1	2	1	1	1	1	1	1	2	16
Mishandling of Passenger Property									1		1		2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Patdown	1	1	1										4
Patdown - Flyer	1	1	1									1	4
Persons w/ Disabilities (PWD)										1	1		2
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Screening	3	1	1			1		5	1	5	1	1	19
Screening - Inconsistency						1		1		1	1		4
Screening - Lengthy Lines								2	1	1			4
Screening - Procedures/Process	3	1	1					2		2		1	10
Screening - Retrieving Abandoned/Confiscated Items										1			1
2025	7	2	10	3	5	6	3						36
Civil Rights	1												1
Civil Rights - Sex	1												1
Customer Service	1	1	1				1						4
Customer Service - TSO	1	1	1				1						4
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	2	1	2	1	1	2							9
Persons w/ Disabilities (PWD) - Autism Spectrum						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically	2				1								3
Persons w/ Disabilities (PWD) - Mobility Disability (N		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) - Visual Impairment				1									1
Property - Special Handling					1	3							4
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checked						2							2
Screening	2		6	2	3	1	2						16
Screening - Inconsistency			2										2
Screening - Lengthy Lines			2	1									3
Screening - Procedures/Process	2		2	1	3	1	2						11

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BUF	4	8	6	10	10	16	11	11	4	10	11	8	109
2024	1	1	5	4	1	4	7	11		10	11	8	67
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Civil Rights			1	1					1		1		4
Civil Rights - Age									1				1
Civil Rights - Headwear			1										1
Civil Rights - National Origin											1		1
Civil Rights - Race				1									1
Customer Service						2	1	2	1		3	3	12
Customer Service - TSO						2	1	2	1		3	3	12
Locks							1	2		1		1	5
Locks - General										1			1
Locks - Missing or Damaged Lock							1	2				1	4
Lost and Found							1	1			1		3
Lost and Found - Airport/TSA							1	1			1		3
Mishandling of Passenger Property					1	1	2	1		1	2	2	10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1				1	1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1	1	1		1	1	1	7
No Jurisdiction				1				1					2
No Jurisdiction - No Referral				1				1					2
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)										2	2		4
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Property - Special Handling			2	2			1	1		2			8
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked							1	1		1			3
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked			1	1						1			3
Request for Assistance								1		1			2
Request for Assistance - Other								1		1			2
Screening	1	1	2			1	1	1	1	2	2	2	14
Screening - Inconsistency			1			1				1			3
Screening - Lengthy Lines												1	1
Screening - Procedures/Process	1	1	1				1	1	1	1	2	1	10
2025	3	7	1	6	9	12	4						42
Civil Rights							1						1
Civil Rights - National Origin							1						1
Customer Service		1			2	1	1						5
Customer Service - TSO		1			2	1	1						5
Mishandling of Passenger Property	2	2		1	2	2							9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1					1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1		1	2	1							6
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction		1	1		2								4
No Jurisdiction - No Referral			1		1								2
No Jurisdiction - Refer to CBP		1			1								2
Patdown	1			1									2
Patdown - Flyer	1			1									2
Persons w/ Disabilities (PWD)		1		2		3							6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						2							2
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling		1		1		3	2						7
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-C		1					1						2
Property - Special Handling - Missing Items - Checked				1		1	1						3
Screening		1		1	3	2	1						8
Screening - Inconsistency						1							1
Screening - Procedures/Process		1		1	3	1	1						7

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BUR	32	21	29	19	21	29	37	19	20	22	14	13	276
2024	12	9	12	9	9	11	16	19	20	22	14	13	166
Airline										1		2	3
Airline - Policy/Regulations/Service										1		2	3
Civil Rights		1			2			1	2			1	7
Civil Rights - Age									1				1
Civil Rights - Not Specified					1								1
Civil Rights - Other								1					1
Civil Rights - Race		1			1							1	3
Civil Rights - Screening of Religious or Cultural Garments									1				1
Customer Service	2	5	10	5	3	8	9	6	5	6	4		63
Customer Service - Others					1	1							2
Customer Service - TSO	2	5	10	5	2	7	9	6	5	6	4		61
DHS TRIP					1								1
DHS TRIP - General					1								1
Locks				1	1	1	1						4
Locks - General							1						1
Locks - Missing or Damaged Lock				1	1	1							3
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	2						3	1	3	2		2	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							3	1	2	1		2	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked	2								1	1			4
No Jurisdiction											1	1	2
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to Other												1	1
Patdown					2					3	4	1	10
Patdown - Children										1			1
Patdown - Flyer					2					2	4	1	9
Persons w/ Disabilities (PWD)	1					1	1	4	7	2	1	1	18
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Diabetes								1	2	1			4
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1	1				1		3
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1	1			2
Persons w/ Disabilities (PWD) - Mobility [1							1					2
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1	1			1	3
Property - Special Handling	4	1	1	3		1	1	1		1		1	14
Property - Special Handling - Damaged Items	3			1		1	1					1	7
Property - Special Handling - Damaged Items - Checked								1		1			2
Property - Special Handling - Missing Items	1		1	1									3
Property - Special Handling - Missing Items - Checked		1		1									2
Screening	3	2	1				1	6	3	6	4	4	30
Screening - Classified Materials								1					1
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency	1							1	2	1			5
Screening - International Screening								1					1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process	2	2	1					2	1	3	3	4	18
Screening - Retrieving Abandoned/Confiscated Items								1		2			3
2025	20	12	17	10	12	18	21						110
Additional Information Required/Insufficient Information						1							1
Additional Information Required/Insufficient Information - EMAIL ONLY						1							1
Airline			2										2
Airline - Policy/Regulations/Service			2										2
Civil Rights	3	1		1		1	3						9
Civil Rights - Constitutional Rights	1						1						2
Civil Rights - Other	1			1									2
Civil Rights - Race	1	1				1	1						4
Civil Rights - Sex							1						1
Customer Service	7	4	2	4	2	7	6						32
Customer Service - TSO	7	4	2	4	2	7	6						32
DHS TRIP	1												1
DHS TRIP - General	1												1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property			5			1	3						9
Mishandling of Passenger Property - Damaged/Missing Items--Checked			1				1						2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked			4			1	1						6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction			1		1								2
No Jurisdiction - No Referral			1		1								2
Patdown	2	1	1	1		1	1						7
Patdown - Flyer	2	1	1	1		1	1						7
Persons w/ Disabilities (PWD)	1	3	1	2	2	1	1						11
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Medically	1	1	1		1								4

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1								1
Property - Special Handling	3		3	1		2	2						11
Property - Special Handling - Damaged Items	2		2	1		1							6
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items	1					1							2
Property - Special Handling - Missing Items - Checked			1				1						2
Screening	3	3	2	1	6	4	4						23
Screening - Inconsistency	1					1	1						3
Screening - Lengthy Lines							1						1
Screening - Procedures/Process	2	3	2	1	5	2	2						17
Screening - Retrieving Abandoned/Confiscated Items					1	1							2

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BWI	102	105	93	69	66	94	106	76	61	50	76	69	967
2024	46	43	35	28	35	58	55	76	61	50	76	69	632
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Airline	1				1		1	1	1				5
Airline - Lost Baggage	1								1				2
Airline - Policy/Regulations/Service							1	1					2
Airline - Wheelchair Assistance					1								1
Civil Rights			1	1		2	4	1	2		2	4	17
Civil Rights - Constitutional Rights							1						1
Civil Rights - National Origin											1	2	3
Civil Rights - Not Specified				1		1			1				3
Civil Rights - Other												1	1
Civil Rights - Perceived Religion											1		1
Civil Rights - Race			1			1	3		1				6
Civil Rights - Sex								1				1	2
CLEAR						1							1
CLEAR - Registered Traveler						1							1
Customer Service	23	12	16	12	12	18	18	27	24	16	29	20	227
Customer Service - CSM												1	1
Customer Service - TCC	1				1								2
Customer Service - TSO	22	12	16	12	11	18	18	27	24	16	29	19	224
Hazardous Materials Safety								1					1
Hazardous Materials Safety - General								1					1
Locks	1	2				4		2	1	1	2		13
Locks - Missing or Damaged Lock	1	2				4		2	1	1	2		13
Lost and Found		1	2				1	2	1		3		10
Lost and Found - Airport/TSA		1	2				1	2	1		3		10
Mishandling of Passenger Property	1	4	3	5	4	5	7	10	4	3	2	5	53
Mishandling of Passenger Property - Damaged/Missin		1	1	1		4	6	7	1		1	3	25
Mishandling of Passenger Property - Dam	1	2	2	3	4	1		3	3	2	1	2	24
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1			1						2
Mishandling of Passenger Property - Disarrayed Item		1								1			2
No Jurisdiction	2		1			2		3	3	2	4	2	19
No Jurisdiction - No Referral	1		1			2				1	1	2	8
No Jurisdiction - Refer to CBP									1		1		2
No Jurisdiction - Refer to Other	1							3	2	1	2		9
Patdown	4	2	2			4	3	3	4	2	4	4	32
Patdown - Children						2			1				3
Patdown - Flyer	4	2	2			1	3	3	3	2	4	4	28
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)	2	6	3	1	4	8	5	6	5	4	6	4	54
Persons w/ Disabilities (PWD) - Autism Spectrum					1			1					2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1				1			2
Persons w/ Disabilities (PWD) - Diabetes		1	1			1	1	1	1				6
Persons w/ Disabilities (PWD) - General	1	1				1			1	2		1	7
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices					2			1				1	4
Persons w/ Disabilities (PWD) - Medical Devices - At		1					1				2		4
Persons w/ Disabilities (PWD) - Medically Necessary		2	1	1		3	1		1		1	1	11
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1		1	1		1			1	1	6
Persons w/ Disabilities (PWD) - Ostomy/C	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1			1				2
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1	1	1		1			4
Property - Special Handling	3	3	1	2	4	2	4	4	6	7	2	5	43
Property - Special Handling - Damaged It	2	1	1	1			1	2	2			2	12
Property - Special Handling - Damaged Items - Checked					1	1		1		2		1	6
Property - Special Handling - Missing Item	1	1			2	1	2	1	2	4	1	1	16
Property - Special Handling - Missing Items - Checke		1		1	1		1		2	1	1	1	9
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	9	13	6	6	10	11	12	16	10	15	22	25	155
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency		2	2		1	1	2	1	2	2	2	2	17
Screening - Lengthy Lines	1	3		1	1	4	3	4	1	4	4	10	36
Screening - Military								1					1
Screening - Procedures/Process	8	8	3	5	5	5	5	8	7	9	14	11	88
Screening - Retrieving Abandoned/Confiscated Items					3		1	1			1		6
Screening - Security Breach								1			1	2	4
Screening - Shoe Screening			1				1						2
2025	56	62	58	41	31	36	51						335
Airline				1	1		1						3
Airline - Policy/Regulations/Service				1	1		1						3
Civil Rights	1	2	2		1	2							8
Civil Rights - National Origin					1								1
Civil Rights - Not Specified	1												1
Civil Rights - Profiling			1										1
Civil Rights - Race		1				1							2
Civil Rights - Sex		1	1			1							3
Claims						1							1
Claims - Status						1							1
CLEAR		2	2	1									5

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CLEAR - Registered Traveler		2		1									3
CLEAR - TSA PreCheck Application Program			2										2
Customer Service	14	19	16	13	10	12	15						99
Customer Service - Others				1		1							2
Customer Service - TSO	14	19	16	12	10	11	15						97
DHS TRIP				2									2
DHS TRIP - General				2									2
Locks		1	1				4						6
Locks - Missing or Damaged Lock		1	1				4						6
Lost and Found	1		1				2						4
Lost and Found - Airport/TSA	1		1				2						4
Mishandling of Passenger Property	6	4	9	4	3	2	7						35
Mishandling of Passenger Property - Dam	1	1	6	3									11
Mishandling of Passenger Property - Dam	4	2	3	1	3	2	7						22
Mishandling of Passenger Property - Disa	1	1											2
No Jurisdiction		3	1			2	3						9
No Jurisdiction - No Referral			1			1	1						3
No Jurisdiction - Refer to CBP		3				1	1						5
No Jurisdiction - Refer to Other							1						1
Patdown	1	4	3		1	2							11
Patdown - Children						1							1
Patdown - Flyer	1	4	3		1	1							10
Persons w/ Disabilities (PWD)	5	5	8	4	5	3	8						38
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive	1						1						2
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Ma			1										1
Persons w/ Disabilities (PWD) - General	1				1	1	1						4
Persons w/ Disabilities (PWD) - Hearing Impairment		2		1	1		1						5
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medically Necessary		1	4		1		1						7
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility D	1	1		1									3
Persons w/ Disabilities (PWD) - Service A	1			1			2						4
Persons w/ Disabilities (PWD) - Touch Av	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2	1	1		2						6
Persons w/ Disabilities (PWD) - Wounded Warrior			1										1
Property - Special Handling	6	2	8	4	7	7	1						35
Property - Special Handling - Damaged It	2		3	1	5	2	1						14
Property - Special Handling - Damaged It	1		1	1	1								4
Property - Special Handling - Missing Items - Carry-C		1	2	1									4
Property - Special Handling - Missing Item	3	1	2	1	1	5							13
Screening	22	20	7	12	3	5	10						79
Screening - Crew Member or Airline Employee			1										1
Screening - Gate Pass					1								1
Screening - Inconsistency	1	2	1	3			1						8
Screening - Lengthy Lines	8	5	2	2									17
Screening - Procedures/Process	12	13	3	7	2	5	8						50
Screening - Retrieving Abandoned/Confis	1						1						2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BZN	18	6	10	4	11	10	8	1	7	7	11	7	100
2024	6	2	6	3	7	7	5	1	7	7	11	7	69
Civil Rights			1										1
Civil Rights - Other			1										1
Customer Service	3		3	1	4	3	2	1	3	3	7	1	31
Customer Service - CSM			1										1
Customer Service - TSO	3		2	1	4	3	2	1	3	3	7	1	30
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	1				1	2	1			1	1	2	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1							2	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1					1					1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1			1			3
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		3
Persons w/ Disabilities (PWD) - General					1						1		2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts													1
Property - Special Handling							1		1	1		1	4
Property - Special Handling - Damaged Items - Carry-On									1	1			2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On							1						1
Screening	1	2		1	1	2	1		1	1	2	1	13
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1	2		1	1	1	1		1	1	2	1	12
2025	12	4	4	1	4	3	3						31
Civil Rights					1								1
Civil Rights - Race					1								1
Customer Service	5						2						7
Customer Service - TSO	5						2						7
Patdown	3				1	1							5
Patdown - Children	1				1								2
Patdown - Flyer	1					1							2
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Mobility Devices	1												1
Property - Special Handling	1			1	1								3
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On	1												1
Screening	1	4	4		1	2	1						13
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency		1											1
Screening - Lengthy Lines		1				2							3
Screening - Procedures/Process	1	1	4		1		1						8

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CAE	5	6	18	12	7	17	22	7	8	9	6	8	125
2024			6	9	4	12	10	7	8	9	6	8	79
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service			4	7	3	5	6	3	3	2	3	1	37
Customer Service - CSM					1								1
Customer Service - TSO			4	7	2	5	6	3	3	2	3	1	36
Human Capital										1			1
Human Capital - Prospective Employment with TSA										1			1
Locks										1			1
Locks - Missing or Damaged Lock										1		1	2
Mishandling of Passenger Property			1			2						1	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						2							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1									1	2
No Jurisdiction										1			1
No Jurisdiction - No Referral										1			1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)								1	1	2	1	2	7
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1		1	2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling								2			1	1	4
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked								2			1		3
Screening			1	1	1	5	3	1	4	1	1	2	20
Screening - Inconsistency					1	1			1				3
Screening - Lengthy Lines						1	1	1	1	1			5
Screening - Procedures/Process			1	1		3	2		2		1	2	12
2025	5	6	12	3	3	5	12						46
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights					1	1							2
Civil Rights - Race					1	1							2
Customer Service	2	1	4	2	1		2						12
Customer Service - TSO	2	1	4	2	1		2						12
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
No Jurisdiction						1							1
No Jurisdiction - No Referral						1							1
Notice of Violation/Civil Penalties							1						1
Notice of Violation/Civil Penalties - General							1						1
Patdown		2	1		1	2	1						7
Patdown - Children			1										1
Patdown - Flyer		2			1	2							5
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)	2	1	1			1	1						6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1				1						2
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medical Devices - At		1											1
Persons w/ Disabilities (PWD) - Metal Imp	1					1							2
Property - Special Handling			1				1						2
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked							1						1
Screening		2	5	1			4						12
Screening - Inconsistency		1	1	1									3
Screening - Lengthy Lines			2				1						3
Screening - Procedures/Process		1	2				3						6

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CAK		1	5	1		3	2	1		1			14
2024		1	2	1		1		1		1			7
Civil Rights		1								1			2
Civil Rights - Age										1			1
Civil Rights - Other		1											1
Customer Service				1				1					2
Customer Service - TSO				1				1					2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Carry-On						1							1
Screening				1									1
Screening - Procedures/Process				1									1
2025			3			2	2						7
Customer Service						2							2
Customer Service - TSO						2							2
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Screening				2			1						3
Screening - Inconsistency				1									1
Screening - Procedures/Process				1			1						2

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CDC	1	1											2
2024	1												1
Patdown	1												1
Patdown - Flyer	1												1
2025		1											1
Patdown		1											1
Patdown - Flyer		1											1

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CDV			1	1									2
2024			1										1
Patdown			1										1
Patdown - Flyer			1										1
2025				1									1
Civil Rights				1									1
Civil Rights - Age				1									1

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CEZ		1											1
2025		1											1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disarrayed Item			1										1

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CGI			1										1
2024			1										1
No Subject			1										1
No Subject - General			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CHA	1	3	9	4	4	2	5		4		2	3	37
2024	2	4	1	2	1	1	1		4		2	3	20
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Customer Service			2	1					1		1		5
Customer Service - TSO			2	1					1		1		5
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property		1							1			2	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disarrayed Item		1											1
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) - Medically Necessary Medication and Medical Supplies					1								1
Screening			1			1			2		1	1	6
Screening - Inconsistency			1										1
Screening - Procedures/Process									2		1	1	4
Screening - Security Breach							1						1
2025	1	1	5	3	2	1	4						17
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Mishandling of Passenger Property	1			1	1		1						4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1			1			1						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Patdown			1				1						2
Patdown - Flyer			1				1						2
Persons w/ Disabilities (PWD)				2									2
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Property - Special Handling							2						2
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Carry-On							1						1
Screening		1	3		1	1							6
Screening - Inconsistency		1				1							2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process			2										2
Screening - Security Breach			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CHO	1	1	3	3		2	3	1	1	4		1	20
2024	1	1	2	1		2		1	1	4		1	14
Civil Rights						1				1			2
Civil Rights - Age						1							1
Civil Rights - Race										1			1
Customer Service		1	1			1				1			4
Customer Service - Others										1			1
Customer Service - TSO		1	1			1							3
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Property - Special Handling		1		1									2
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Missing Item		1											1
Screening								1		1			2
Screening - Procedures/Process								1		1			2
2025			1	2			3						6
Civil Rights				1									1
Civil Rights - Constitutional Rights				1									1
Customer Service							1						1
Customer Service - TSO							1						1
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Patdown							2						2
Patdown - Flyer							1						1
Patdown - Flyer as Observer							1						1
Screening				1									1
Screening - Inconsistency				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CHS	32	25	26	22	18	25	24	15	21	21	18	17	264
2024	12	5	9	10	11	11	9	15	21	21	18	17	159
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Information		1											1
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights					1			1		3	3	1	9
Civil Rights - Age											1		1
Civil Rights - Hair Patdowns											1		1
Civil Rights - Not Specified												1	1
Civil Rights - Perceived Religion										1			1
Civil Rights - Race										1	1		2
Civil Rights - Sex					1			1		1			3
Customer Service	6	1	5	4	2	5	4	4	11	7	5	8	62
Customer Service - TCC						1							1
Customer Service - TSO	6	1	5	4	2	4	4	4	11	7	5	8	61
HAZMAT Endorsement					1								1
HAZMAT Endorsement - Status					1								1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property	2	1	2	1	2	2		4	1	2	2	2	21
Mishandling of Passenger Property - Damaged	2	1	2		2	2		2	1	2	2	2	18
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								2					2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1									1
No Jurisdiction					1			2					3
No Jurisdiction - No Referral								2					2
No Jurisdiction - Refer to Other					1								1
Patdown	1			1		1			2	1			6
Patdown - Flyer	1			1		1			2	1			6
Persons w/ Disabilities (PWD)		1					3	3	1	3	3	2	16
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability		1											1
Persons w/ Disabilities (PWD) - Diabetes							1			1			2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1				1	2
Persons w/ Disabilities (PWD) - General								1		1			2
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											3		3
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling	2		2	2	3	2	1	1		3	2	1	19
Property - Special Handling - Damaged Items	1		1	1		2		1		1		1	8
Property - Special Handling - Damaged Items - Checked					1					1			2
Property - Special Handling - Missing Items	1			1	2		1			1			6
Property - Special Handling - Missing Items - Checked			1								2		3
Screening	1	1		2	1	1	1		5	2	2	3	19
Screening - Crew Member or Airline Employee		1		1									2
Screening - Inconsistency												1	1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process	1			1	1	1			5	1	2	2	14
Screening - Retrieving Abandoned/Confiscated Items							1						1
2025	20	20	17	12	7	14	15						105
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights			3		1								4
Civil Rights - National Origin			1										1
Civil Rights - Race			2		1								3
Customer Service	1	7	3	1	3	2	4						21
Customer Service - TSO	1	7	3	1	3	2	4						21
Lost and Found			1	1									2
Lost and Found - Airport/TSA			1	1									2
Mishandling of Passenger Property	1	1	2	1	1	4							10
Mishandling of Passenger Property - Damaged	1	1	1	1		4							8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1		1								2
No Jurisdiction	1	1				2							4
No Jurisdiction - No Referral	1	1				2							4
Patdown	1	2		2	1	1	1						8
Patdown - Flyer	1	2		2	1	1	1						8
Persons w/ Disabilities (PWD)	4	2		1		2	3						12
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1	1						2
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Hearing Impaired	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)		2											2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Service Animals	1												1
Property - Special Handling	5	2	3	2	1	1	1						15
Property - Special Handling - Damaged Items	3	1	2	2		1	1						10
Property - Special Handling - Missing Items	2												2
Property - Special Handling - Missing Items - Checked Baggage		1	1		1								3
Screening	7	5	5	4		2	5						28
Screening - Inconsistency	1		1	1									3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Lengthy Lines	3	1											4
Screening - Procedures/Process	3	4	4	3		2	5						21

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CID	4	2	3	3	5	4	3	4	2	1	2		33
2024	3	1	1	1	4	1	2	4	2	1	2		22
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Fly	1												1
Civil Rights											2		2
Civil Rights - Sex											1		1
Civil Rights - Sexual Orientation											1		1
Customer Service	1				1		1			1			4
Customer Service - TSO	1				1		1			1			4
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown					1			1	1				3
Patdown - Flyer					1			1	1				3
Persons w/ Disabilities (PWD)						1		1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling					1			1					2
Property - Special Handling - Missing Items - Checked					1			1					2
Screening	1	1	1	1	1		1						6
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	1	1	1		1		1						5
2025	1	1	2	2	1	3	1						11
Customer Service	1					1							2
Customer Service - TSO	1					1							2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling				1		1							2
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening		1		1	1	1	1						5
Screening - Procedures/Process		1		1	1	1	1						5

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CIU	2				1						1		4
2024	1				1						1		3
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening											1		1
Screening - Lengthy Lines											1		1
2025	1												1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CKB	1										1	2	
2024											1	1	
Mishandling of Passenger Property											1	1	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1	1	
2025	1										1		
Screening	1										1		
Screening - Lengthy Lines	1										1		

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CLE	42	25	40	33	24	56	43	19	32	21	10	37	382
2024	22	11	17	12	13	26	23	19	32	21	10	37	243
Additional Information Required/Insufficient Information	1	1											2
Additional Information Required/Insufficient Information - Airline	1	1											2
Airline						1				1	1		3
Airline - Policy/Regulations/Service						1				1	1		3
Civil Rights		2			1	1		1	1	4		3	13
Civil Rights - Age								1					1
Civil Rights - Civil Rights Violation (TSA Employee)		1											1
Civil Rights - National Origin												1	1
Civil Rights - Not Specified												1	1
Civil Rights - Other		1										1	2
Civil Rights - Race									1	3			4
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex					1					1			2
Claims									1				1
Claims - Status									1				1
CLEAR						1						1	2
CLEAR - Registered Traveler						1						1	2
Customer Service	6	2	6	6	8	5	4	2	9	3	1	8	60
Customer Service - CSM				1									1
Customer Service - TCC					1								1
Customer Service - TSO	6	2	6	5	7	5	4	2	9	3	1	8	58
Locks	2				1	1	2						6
Locks - General	1												1
Locks - Missing or Damaged Lock	1				1	1	2						5
Lost and Found								1	1	1			3
Lost and Found - Airport/TSA								1	1	1			3
Mishandling of Passenger Property	2	1	3			4	2	1		3	2	5	23
Mishandling of Passenger Property - Damaged/Missing		1	1			2	2				1	1	8
Mishandling of Passenger Property - Damaged/Missing - Carry-On	2		2			2		1		3	1	4	15
No Jurisdiction	1		2			1	1			1		1	7
No Jurisdiction - No Referral			1			1	1					1	4
No Jurisdiction - Refer to CBP			1										1
No Jurisdiction - Refer to Other	1									1			2
Patdown				2		2	3	3	2	1			13
Patdown - Children							1						1
Patdown - Flyer				2		2	2	3	2	1			12
Persons w/ Disabilities (PWD)			1		1	4	3	1	3	1	1	2	17
Persons w/ Disabilities (PWD) - Autism Spectrum								1			1		2
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General						1			1				2
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1				1		1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1				1		1				3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							2						2
Property - Special Handling	4	2		3		1	2	1	2	2	1	2	20
Property - Special Handling - Damaged Item	1	1							1			1	4
Property - Special Handling - Damaged Item - Carry-On	1			1		1	1				1		5
Property - Special Handling - Missing Items - Carry-On			1				1	1		1			4
Property - Special Handling - Missing Items - Checked Baggage	2	1		1					1	1		1	7
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	6	3	5	1	2	5	6	9	13	3	4	15	72
Screening - Inconsistency	1	2	1			1							5
Screening - International Screening						1							1
Screening - Lengthy Lines	2		1		2	2	5	6	7		1	8	34
Screening - Procedures/Process	3	1	2	1			1	2	6	3	3	7	29
Screening - Retrieving Abandoned/Confiscated Items			1			1							2
Screening - Shoe Screening								1					1
2025	20	14	23	21	11	30	20						139
Airline		1	1	1									3
Airline - Lost Baggage		1											1
Airline - Policy/Regulations/Service			1	1									2
Civil Rights	3	1	1	1	2	4	1						13
Civil Rights - Age					1								1
Civil Rights - Constitutional Rights	1						1						2
Civil Rights - National Origin						2							2
Civil Rights - Not Specified			1										1
Civil Rights - Other	1												1
Civil Rights - Race						1							1
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1	1								2
Civil Rights - Sex	1	1				1							3
Claims							1						1
Claims - Status							1						1
Customer Service	1	1	3	2	2	10							19
Customer Service - TSO	1	1	3	2	2	10							19
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found		2	1			3							6
Lost and Found - Airport/TSA		2	1			3							6
Mishandling of Passenger Property	1	2	1	2	1	3	1						11
Mishandling of Passenger Property - Damaged/Missing		2		2		2	1						7

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	1		1		1	1							4
No Jurisdiction	1		2	1			2						6
No Jurisdiction - No Referral	1		1				1						3
No Jurisdiction - Refer to CBP			1										1
No Jurisdiction - Refer to Department of State							1						1
No Jurisdiction - Refer to FAA				1									1
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - General			1										1
Patdown		1	1	1	1	1	2						7
Patdown - Flyer		1	1	1	1	1	2						7
Persons w/ Disabilities (PWD)	1	2	4	1	2	2	2						14
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cai			1										1
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1					1						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1	1									2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1								1
Persons w/ Disabilities (PWD) - Wheelcha	1	1			1		2						5
Property - Special Handling	3	1	1	4	1		4						14
Property - Special Handling - Damaged Items - Carry-On					1		1						2
Property - Special Handling - Damaged Items - Check		1		1			1						3
Property - Special Handling - Missing Items	3		1	2			1						7
Property - Special Handling - Missing Items - Checked				1			1						2
Screening	9	3	7	8	2	6	7						42
Screening - Crew Member or Airline Empl	1						1						2
Screening - Inconsistency		1		2									3
Screening - Lengthy Lines	7		3	2	1	3	1						17
Screening - Procedures/Process	1	1	3	3	1	3	5						17
Screening - Retrieving Abandoned/Confiscated Items		1	1										2
Screening - Shoe Screening				1									1
SIDA (Security Identification Display Area)	1												1
SIDA (Security Identification Display Area)	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CLL	3	3					1	1					8
2024	1	2					1	1					5
Customer Service		2											2
Customer Service - TSO		2											2
Screening	1						1	1					3
Screening - Procedures/Process	1						1	1					3
2025	2	1											3
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Screening		1											1
Screening - Procedures/Process		1											1

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CLT	104	101	101	102	96	122	126	91	78	78	64	61	1,124
2024	36	40	27	43	35	64	67	91	78	78	64	61	684
Additional Information Required/Insufficient Information			1					1					2
Additional Information Required/Insufficient Information - EMAIL			1					1					2
Airline	1	1	1			2	1		2	3	1	1	13
Airline - Lost Baggage			1								1		2
Airline - Policy/Regulations/Service	1					2	1		2	3			9
Airline - Wheelchair Assistance		1										1	2
Civil Rights		2	2	2	3	4	3	3	1	2	3	3	28
Civil Rights - Age					1	1		1				1	4
Civil Rights - Headwear		1											1
Civil Rights - National Origin											1		1
Civil Rights - Not Specified						1	2						3
Civil Rights - Race		1	1	1	2	1		2		2	2	2	14
Civil Rights - Sex			1	1		1	1		1				5
Claims			1										1
Claims - General			1										1
Customer Service	14	16	15	19	19	32	22	38	35	31	15	21	277
Customer Service - CSM			1										1
Customer Service - Others		1											1
Customer Service - TSO	14	15	14	19	19	32	22	38	35	31	15	21	275
DHS TRIP										1			1
DHS TRIP - General										1			1
Locks						2	1	2		2			7
Locks - Missing or Damaged Lock						2	1	2		2			7
Lost and Found	2			1		2	3	2	1	3	2		16
Lost and Found - Airport/TSA	2			1		2	3	2	1	3	2		16
Mishandling of Passenger Property	3	2	2	4	1	6	7	9	7	10	5	5	61
Mishandling of Passenger Property - Damaged/Missin		2	1	2	1	4	5	6	6	7	4	3	41
Mishandling of Passenger Property - Dam	3			2		1	1	1	1	3	1	2	15
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1	2					4
No Jurisdiction	2	1	1	2	1	3	1	1	2	5	4		23
No Jurisdiction - No Referral		1	1			3			1	3	1		10
No Jurisdiction - Refer to CBP				2	1		1		1	1	1		7
No Jurisdiction - Refer to FAA								1					1
No Jurisdiction - Refer to Other	2									1	2		5
Patdown		1			6	2	2	2					13
Patdown - Children					3								3
Patdown - Flyer		1			3	2	2	1					9
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	2	2		4		2	9	8	8	9	7	12	63
Persons w/ Disabilities (PWD) - Autism Spectrum									1		2	1	4
Persons w/ Disabilities (PWD) - Diabetes				1				3	1				5
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1
Persons w/ Disabilities (PWD) - General	1						1		1	1		2	6
Persons w/ Disabilities (PWD) - Internal Medical Devices										1		1	2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1		1	4			6	2	6	20
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1						1		1			3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1		1	2	1			2		7
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1		1				2
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Wheelcha	1			1				3	2			2	9
Property - Special Handling	2	5	2	5		2	4	5	4	3	9	1	42
Property - Special Handling - Damaged Items - Carry		2					3	2	2	1	4		14
Property - Special Handling - Damaged Items - Check		3		1						1			5
Property - Special Handling - Missing Item	1			3		1	1	3	1		4	1	15
Property - Special Handling - Missing Item	1		2	1		1			1	1	1		8
Screening	10	10	2	6	5	7	14	20	18	9	18	18	137
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency			1	2	1	1		2	3	3	2		15
Screening - Lengthy Lines	2	1		1	1		3	6	6	1	4	5	30
Screening - Opposite Sex		1											1
Screening - Procedures/Process	7	8		2	3	6	11	12	9	5	11	11	85
Screening - Retrieving Abandoned/Confiscated Items				1							1		2
Screening - Security Breach			1									1	2
Screening - Traveling with Cash												1	1
2025	68	61	74	59	61	58	59						440
Additional Information Required/Insufficient Information	1		1										2
Additional Information Required/Insufficient Information - EMAIL	1		1										2
Airline	1	1	6		2	2							12
Airline - Lost Baggage	1	1	3										5
Airline - Policy/Regulations/Service			3		2	1							6
Airline - Wheelchair Assistance						1							1
Civil Rights	3	1	4	2	2	2	2						16
Civil Rights - Age	1												1
Civil Rights - Civil Rights Violation (TSA Employee)							1						1
Civil Rights - Constitutional Rights				1									1
Civil Rights - National Origin	1												1
Civil Rights - Race	1	1	4	1	2		1						10
Civil Rights - Sex						1							1
Civil Rights - Sexual Orientation							1						1
Customer Service	20	15	23	13	12	26	20						129

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO	20	15	23	13	12	26	20						129
DHS TRIP		1											1
DHS TRIP - General		1											1
Locks	1	1											2
Locks - Missing or Damaged Lock	1	1											2
Lost and Found	3	2	3	4									12
Lost and Found - Airport/TSA	3	2	3	4									12
Mishandling of Passenger Property	5	7	6	5	9	3	4						39
Mishandling of Passenger Property - Dam	3	5	6	2	7	2	2						27
Mishandling of Passenger Property - Dam	1	1		3	2	1	1						9
Mishandling of Passenger Property - Disa	1	1					1						3
No Jurisdiction	3	2	2	2	1	2							12
No Jurisdiction - No Referral	2	1	1		1								5
No Jurisdiction - Refer to CBP	1		1	1		2							5
No Jurisdiction - Refer to Other		1		1									2
Notice of Violation/Civil Penalties		1											1
Notice of Violation/Civil Penalties - General		1											1
Patdown	1	1		1	1	2							6
Patdown - Flyer	1	1		1	1	1							5
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)	11	10	4	9	5	10	11						60
Persons w/ Disabilities (PWD) - Autism S	1			1									2
Persons w/ Disabilities (PWD) - Cognitive	1	3		2		1							7
Persons w/ Disabilities (PWD) - Diabetes		1			1		1						3
Persons w/ Disabilities (PWD) - General	1						2						3
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Internal M	1		1			2							4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically	1	2	1	3	1	2	2						12
Persons w/ Disabilities (PWD) - Metal Imp	2	3				1							6
Persons w/ Disabilities (PWD) - Mobility D	4			1	1	1	1						8
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1	1						2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm			1	1			2						4
Persons w/ Disabilities (PWD) - Service Animals			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1		1	2	1	1						6
Property - Special Handling	3	8	8	7	8	5	7						46
Property - Special Handling - Damaged It	1	5	4		2	2	3						17
Property - Special Handling - Damaged Items - Checked				1	1								2
Property - Special Handling - Missing Item	1	3	4	5	3	3	3						22
Property - Special Handling - Missing Item	1			1	2		1						5
Screening	16	11	17	16	21	6	15						102
Screening - Crew Member or Airline Employee					1		1						2
Screening - Inconsistency	1	3	1	3	1		2						11
Screening - Lengthy Lines	7	3	2	3	6	1	1						23
Screening - Procedures/Process	7	5	13	9	13	4	11						62
Screening - Retrieving Abandoned/Confis	1		1	1		1							4

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CMH	36	45	25	32	33	41	34	27	21	16	15	19	344
2024	25	28	12	17	21	21	23	27	21	16	15	19	245
Additional Information Required/Insufficient Information										1			1
Additional Information Required/Insufficient Information - EMAIL ONLY										1			1
Airline				1						1			2
Airline - Policy/Regulations/Service				1						1			2
Civil Rights	2	2		2			1	2	1	1			11
Civil Rights - Not Specified								1					1
Civil Rights - Other										1			1
Civil Rights - Perceived Religion				1									1
Civil Rights - Race	1	1		1				1	1				5
Civil Rights - Sex	1						1						2
Civil Rights - Sexual Orientation		1											1
Claims					1		1						2
Claims - General					1		1						2
Customer Service	12	19	5	10	2	11	9	5	6	4	4	7	94
Customer Service - CSM				1									1
Customer Service - Others					1								1
Customer Service - TSO	12	19	5	9	1	11	9	5	6	4	4	7	92
Hazardous Materials Safety										1			1
Hazardous Materials Safety - General										1			1
Locks						1				1			2
Locks - Missing or Damaged Lock						1				1			2
Lost and Found	1				1			1					3
Lost and Found - Airport/TSA	1				1								3
Mishandling of Passenger Property			1			2	1	3	3	2	1		13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						2		1	1				4
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1	2	2	2	1		9
No Jurisdiction						2				1			3
No Jurisdiction - No Referral						2				1			3
Patdown	4	1	1		3		3		2	1	1	1	17
Patdown - Flyer	4	1	1		2		2		1	1	1	1	14
Patdown - Flyer as Observer					1		1						2
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)	1		2	2	7	3	3	3	3	1	2	4	31
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - Diabetes	1						1			1		1	4
Persons w/ Disabilities (PWD) - General						1		1					2
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1				1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1	2	1		1				2	7
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1					1	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1	1			1		1		4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1				1				1		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1		1								2
Property - Special Handling	1	2	2	1	1	1	1	5	1	1	2	1	19
Property - Special Handling - Damaged Items - Carry-On			1	1	1			1			2		6
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-On		1	1			1		1	1				5
Property - Special Handling - Missing Items - Checked	1	1					1	2		1		1	7
Screening	4	4	1	1	6	1	4	8	5	1	5	6	46
Screening - Children									1				1
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency	1	1			1			1	2	1		1	8
Screening - Lengthy Lines			1					2				1	4
Screening - Procedures/Process	3	2		1	4	1	4	5	2		4	4	30
Screening - Retrieving Abandoned/Confiscated Items		1									1		2
2025	11	17	13	15	12	20	11						99
Civil Rights		2	1	1	1	1	1						7
Civil Rights - Age		1											1
Civil Rights - National Origin					1								1
Civil Rights - Not Specified						1							1
Civil Rights - Race		1		1			1						3
Civil Rights - Sex			1										1
Customer Service	3	5	5	2	6	8	4						33
Customer Service - TCC					1								1
Customer Service - TSO	3	5	5	2	5	8	4						32
DHS TRIP	1												1
DHS TRIP - General	1												1
Lost and Found			1	1	2		1						5
Lost and Found - Airport/TSA			1	1	2		1						5
Mishandling of Passenger Property	1	2	1			1							5
Mishandling of Passenger Property - Damaged/Missing Items		1	1			1							3
Mishandling of Passenger Property - Damaged/Missing Items - Carry-On	1	1											2
No Jurisdiction			2										2
No Jurisdiction - No Referral			2										2
Patdown				1	1	1							3
Patdown - Flyer				1	1	1							3
Persons w/ Disabilities (PWD)	1	2	2	5	1	3							14
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Diabetes				2									2
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Hearing Impairment	1					1							2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medical Devices - At		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			2	1	1								4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						2							2
Persons w/ Disabilities (PWD) - Respiratory and Inha		1											1
Property - Special Handling	2	2				1	1						6
Property - Special Handling - Missing Items - Carry-C		2					1						3
Property - Special Handling - Missing Item	2					1							3
Screening	3	4	1	5	1	5	4						23
Screening - Inconsistency		2		1									3
Screening - Lengthy Lines						1							1
Screening - Military				1									1
Screening - Procedures/Process	3	2	1	3	1	3	4						17
Screening - Security Breach						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CMI	1	1	4		1	1		1	2		1		12
2024	1	1	3		1	1		1	2		1		10
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights			2										2
Civil Rights - Race			2										2
Customer Service	1				1								2
Customer Service - TSO	1				1								2
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry			1										1
Screening								1	2				3
Screening - Inconsistency									1				1
Screening - Procedures/Process								1					1
Screening - Security Breach									1				1
2025			1			1							2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Screening			1										1
Screening - Inconsistency			1										1

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
COD		2	2			1	1			1		1	8
2024		2								1		1	4
Customer Service		1										1	2
Customer Service - TSO		1										1	2
Screening		1								1			2
Screening - Inconsistency										1			1
Screening - Procedures/Process		1											1
2025			2			1	1						4
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Patdown			1										1
Patdown - Non-Flyer			1										1
Screening							1						1
Screening - Procedures/Process							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
COS	13	7	17	12	4	8	10	5	5	6	5	3	95
2024	3	2	10	7	1	3	5	5	5	6	5	3	55
Civil Rights		1											1
Civil Rights - National Origin		1											1
Customer Service			6	4		2		2	1	3	1	2	21
Customer Service - CSM						1							1
Customer Service - TSO			6	4		1		2	1	3	1	2	20
Hazardous Materials Safety									1				1
Hazardous Materials Safety - General									1				1
Locks				1									1
Locks - General				1									1
Mishandling of Passenger Property		1				1	1		2				5
Mishandling of Passenger Property - Damaged/Missi		1							1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1			1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown	1		3							2	1	1	8
Patdown - Children	1												1
Patdown - Flyer			3							2	1	1	7
Persons w/ Disabilities (PWD)	1		1				2				1		5
Persons w/ Disabilities (PWD) - Mobility C	1		1										2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1				1		2
Property - Special Handling	1			1				1					3
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Carry-On				1				1					2
Screening				1	1		2	2	1	1	2		10
Screening - Lengthy Lines							1						1
Screening - Military							1						1
Screening - Procedures/Process				1	1			2		1	1		6
Screening - Retrieving Abandoned/Confiscated Items											1		1
Screening - Shoe Screening									1				1
2025	10	5	7	5	3	5	5						40
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Fly	1												1
Cargo	1												1
Cargo - Indirect Air Carrier (IAC)	1												1
Civil Rights	1	1				1							3
Civil Rights - Not Specified		1											1
Civil Rights - Sex	1					1							2
Customer Service	2	1		2	1								6
Customer Service - TSO	2	1		2	1								6
Hazardous Materials Safety					1								1
Hazardous Materials Safety - General					1								1
Lost and Found								1					1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	1	1	1										3
Mishandling of Passenger Property - Damaged/Missi		1	1										2
Mishandling of Passenger Property - Dam	1												1
Patdown		1	1										2
Patdown - Flyer		1	1										2
Persons w/ Disabilities (PWD)	2		1	1	1	1							6
Persons w/ Disabilities (PWD) - Autism S	1		1										2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Medically	1				1								2
Property - Special Handling	1	1						1					3
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Checke		1											1
Screening	1		4	2		3	3						13
Screening - Inconsistency			1			1							2
Screening - Procedures/Process	1		3	2		2	3						11

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
COU		1	2	1	2	1	1					2	10
2024			1		2							2	5
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service					1							1	2
Customer Service - TSO					1							1	2
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Screening												1	1
Screening - Procedures/Process												1	1
2025		1	1	1		1	1						5
Screening		1	1	1		1	1						5
Screening - Procedures/Process		1	1	1		1	1						5

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CPR		1	1	1	2	3	2	1	1			1	13
2024				1		3	1	1	1			1	5
Civil Rights													1
Civil Rights - Age													1
Customer Service									1				1
Customer Service - TSO									1				1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening								1					1
Screening - Procedures/Process								1					1
2025		1	1		2	3	1						8
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Property - Special Handling			1				1						2
Property - Special Handling - Missing Items - Checke		1					1						2
Screening					2		1	1					4
Screening - Inconsistency							1						1
Screening - Procedures/Process					2		1						3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CRP	5	4	2	4	2	3	4		4	1		1	30
2024	2	2		1			3		4	1		1	14
Customer Service							2						2
Customer Service - TSO							2						2
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)				1			1		2				4
Persons w/ Disabilities (PWD) - Diabetes				1					1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Property - Special Handling	1												1
Property - Special Handling - Damaged Items	1												1
Screening	1	2							1			1	5
Screening - Inconsistency												1	1
Screening - Procedures/Process	1	2							1				4
2025	3	2	2	3	2	3	1						16
Civil Rights	1			1									2
Civil Rights - Other	1												1
Civil Rights - Race				1									1
Customer Service	1	1			2		1						5
Customer Service - TSO	1	1			2		1						5
Ombudsman			1										1
Ombudsman - General			1										1
Patdown		1		2									3
Patdown - Flyer		1		2									3
Persons w/ Disabilities (PWD)						2							2
Persons w/ Disabilities (PWD) - Diabetes						2							2
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1
Screening	1		1										2
Screening - Procedures/Process	1		1										2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CRW	1	2	3		1	3	2		2		2		16
2024	1	2				1	1		2		2		9
Customer Service	1						1				1		3
Customer Service - TSO	1						1				1		3
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									1				1
Patdown											1		1
Patdown - Flyer											1		1
Screening		2				1			1				4
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1				1			1				3
2025			3		1	2	1						7
Airline					1								1
Airline - Lost Baggage					1								1
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown						1							1
Patdown - Flyer						1							1
Screening			2			1							3
Screening - Procedures/Process			2			1							3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CSG		1		1	2			2				1	7
2024				1				2				1	4
Civil Rights												1	1
Civil Rights - Constitutional Rights												1	1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
Patdown								1					1
Patdown - Flyer								1					1
2025		1			2								3
Customer Service		1											1
Customer Service - TSO		1											1
Patdown					2								2
Patdown - Flyer					2								2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CVG	23	26	19	20	22	21	28	13	15	11	21	22	241
2024	11	13	5	7	12	14	15	13	15	11	21	22	159
Airline												3	3
Airline - Lost Baggage												1	1
Airline - Policy/Regulations/Service												2	2
Civil Rights				1			2			1			4
Civil Rights - Not Specified							1						1
Civil Rights - Race							1			1			2
Civil Rights - Sex				1									1
CLEAR						1					3		4
CLEAR - Registered Traveler						1					2		3
CLEAR - TSA PreCheck Application Program											1		1
Customer Service	5	3		1	2	2	3	2	7	4	7	5	41
Customer Service - CSM				1									1
Customer Service - Others									1				1
Customer Service - TSO	5	3			2	2	3	2	6	4	7	5	39
Locks	1								1				2
Locks - Missing or Damaged Lock	1								1				2
Mishandling of Passenger Property		3		2	1	5	2	1	2		1	1	18
Mishandling of Passenger Property - Damaged/Missin		1		1	1	3	2	1	1		1	1	12
Mishandling of Passenger Property - Damaged/Missin		2		1		2			1				6
No Jurisdiction			1		2	1					3	3	10
No Jurisdiction - No Referral			1		1	1					2	1	6
No Jurisdiction - Refer to CBP					1							1	2
No Jurisdiction - Refer to Other											1	1	2
Patdown	1		1	1		1	1	1	2	3	1		12
Patdown - Children										1			1
Patdown - Flyer	1		1	1		1	1	1	2	2	1		11
Persons w/ Disabilities (PWD)					4	2	1	4	1	2	1	4	19
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Hearing Impairment											1	1	2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1	2		1		1			5
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1					1		1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1					1	2
Property - Special Handling		2				1					1		4
Property - Special Handling - Damaged Items - Carry		1									1		2
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-C		1											1
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening	4	5	3	1	3	1	6	4	2	1	3	6	39
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency	1	1					1			1			4
Screening - Lengthy Lines	2	2			1		2		1				8
Screening - Procedures/Process	1	2	3	1	1	1	2	4	1		3	5	24
Screening - Retrieving Abandoned/Confiscated Items					1							1	2
SIDA (Security Identification Display Area)				1				1					2
SIDA (Security Identification Display Area) - General				1				1					2
2025	12	13	14	13	10	7	13						82
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights	1	3	1	1									6
Civil Rights - Age		1											1
Civil Rights - Race	1	2		1									4
Civil Rights - Sex			1										1
CLEAR				1			1						2
CLEAR - Registered Traveler				1			1						2
Customer Service	1	3	2	4	2	2	4						16
Customer Service - TSO	1	3	2	4	2	2	4						16
Freedom of Information Act (FOIA)	1												1
Freedom of Information Act (FOIA) - Gene	1												1
Locks			1			1	1						3
Locks - Missing or Damaged Lock			1			1	1						3
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	1	1	1	2		1	2						8
Mishandling of Passenger Property - Damaged/Missin		1		2			1						4
Mishandling of Passenger Property - Dam	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		2								4
Patdown - Flyer		1	1		2								4
Persons w/ Disabilities (PWD)	2			1			2						5
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Mobility D	1						1						2
Property - Special Handling		3		2	1								6
Property - Special Handling - Damaged Items - Carry		1		2									3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Items - Checke			2			1							3
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening		5	3	7	4	3	1	3					26
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency		1		1	1								3
Screening - Lengthy Lines		1	3	1									5
Screening - Procedures/Process		3		4	2	2	1	2					14
Screening - Retrieving Abandoned/Confiscated Items				1	1								2
Screening - Security Breach						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CVN	1		1	1			2		2		2		9
2024			1	1			2		2		2		8
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Mishandling of Passenger Property							1				1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Property - Special Handling				1					1				2
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked									1				1
Screening				1							1		2
Screening - Inconsistency				1									1
Screening - Procedures/Process											1		1
2025	1												1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CWA	2	1	1		1		1	2	2	1	1		12
2024	1						1	2	2	1	1		8
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Mishandling of Passenger Property	1						1						2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1												1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Screening								1		1			2
Screening - Procedures/Process								1		1			2
2025	1	1	1		1								4
Civil Rights	1												1
Civil Rights - National Origin	1												1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening		1											1
Screening - Lengthy Lines		1											1

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DAB	3	3	4	4	2	4	2	7	3	2	2		36
2024	1			2		1	1	7	3	2	2		19
Civil Rights								1			1		2
Civil Rights - National Origin											1		1
Civil Rights - Race								1					1
Customer Service								2	1	2	1		6
Customer Service - TSO								2	1	2	1		6
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					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Screening				1		1		1	1				4
Screening - Inconsistency								1					1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process						1			1				2
2025	2	3	4	2	2	3	1						17
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Customer Service			2				1						3
Customer Service - TSO			2				1						3
Mishandling of Passenger Property		1			1								2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missi		1											1
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)	1		1	1									3
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Visual Impairment				1									1
Property - Special Handling	1	1			1								3
Property - Special Handling - Damaged Items - Check		1											1
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Item	1												1
Screening		1	1	1		1							4
Screening - Inconsistency			1										1
Screening - Procedures/Process		1		1		1							3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DAL	42	38	28	33	37	44	58	38	26	22	38	30	434
2024	23	16	6	18	20	17	30	38	26	22	38	30	284
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights	1			1	2	2	1		1	1	1		10
Civil Rights - Age									1				1
Civil Rights - National Origin						1							1
Civil Rights - Race				1	2	1				1			5
Civil Rights - Sex							1				1		2
Civil Rights - Sexual Orientation	1												1
Claims							1						1
Claims - General							1						1
Customer Service	6	5	2	7	3	8	9	10	7	7	8	5	77
Customer Service - TCC								1					1
Customer Service - TSO	6	5	2	7	3	8	9	9	7	7	8	5	76
Intranet/Internet Inquiries												1	1
Intranet/Internet Inquiries - General												1	1
Locks	1						2				1		4
Locks - Missing or Damaged Lock	1						2				1		4
Lost and Found		1										1	2
Lost and Found - Airport/TSA		1										1	2
Mishandling of Passenger Property	4			1	4	1	1	8	6	7	5	4	41
Mishandling of Passenger Property - Damaged	1			1	1	1		4	5	6	3	2	24
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	3				3		1	3	1	1	2	1	15
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1				1	2
No Jurisdiction				1			2					1	4
No Jurisdiction - No Referral				1			1						2
No Jurisdiction - Refer to FAA							1						1
No Jurisdiction - Refer to Other												1	1
Notice of Violation/Civil Penalties									1				1
Notice of Violation/Civil Penalties - General									1				1
Patdown	4	3		3	3	2	2	5	2	4	3	3	34
Patdown - Children				1		1						1	3
Patdown - Flyer	3	2		2	2	1	1	5	2	4	3	2	27
Patdown - Flyer as Observer	1	1			1		1						4
Persons w/ Disabilities (PWD)		1		1	2	1	4	4	3		4	5	25
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Diabetes								1			1	1	3
Persons w/ Disabilities (PWD) - Medical Devices - At		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1			2			3
Persons w/ Disabilities (PWD) - Metal Implants (joint)							2					2	4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								2	2				4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1		1						2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1				1		1	1	4
Property - Special Handling	2	1	1	1	2		2	3	2		2	2	18
Property - Special Handling - Damaged Items	1	1	1		1			2			1	1	8
Property - Special Handling - Damaged Items - Checked	1						1				1		3
Property - Special Handling - Missing Items - Carry-On				1	1		1	1				1	5
Property - Special Handling - Missing Items - Checked									2				2
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	5	5	3	3	4	2	5	8	3	3	14	8	63
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency	1	1	1	1	2		1	1		1	2	1	12
Screening - Lengthy Lines								2			2	3	7
Screening - Procedures/Process	4	4	2	2	2	2	3	5	3	2	8	4	41
Screening - Retrieving Abandoned/Confiscated Items							1				1		2
2025	19	22	22	15	17	27	28						150
Airline							1						1
Airline - Wheelchair Assistance							1						1
Civil Rights	1	1	1	2		2	3						10
Civil Rights - Constitutional Rights				1									1
Civil Rights - National Origin							1						1
Civil Rights - Not Specified			1										1
Civil Rights - Race				1		2	2						5
Civil Rights - Sex	1	1											2
Customer Service	4	4	1	3	4	5	3						24
Customer Service - TSO	4	4	1	3	4	5	3						24
Human Capital					1								1
Human Capital - Prospective Employment with TSA					1								1
Locks			2			1							3
Locks - Missing or Damaged Lock			2			1							3
Lost and Found	1			1			1						3
Lost and Found - Airport/TSA	1			1			1						3
Mishandling of Passenger Property	3	2	4	2	2	2	2						17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-On			2	2	1	2							7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-On	1	1	1		1		2						6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-On		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-On	2		1										3
No Jurisdiction					1								1
No Jurisdiction - No Referral					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown	1	4	1		3	4	1						14
Patdown - Children		1											1
Patdown - Flyer	1	3	1		3	4	1						13
Persons w/ Disabilities (PWD)	3	2	2	2		5	10						24
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - Diabetes						1	3						4
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Internal M	1					1							2
Persons w/ Disabilities (PWD) - Medically Necessary		1					2						3
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1	1						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1	1						2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Respirato	1			1									2
Persons w/ Disabilities (PWD) - Service Animals				1		1							2
Persons w/ Disabilities (PWD) - Wheelcha	1		2										3
Property - Special Handling	2	4	3		2	4	2						17
Property - Special Handling - Damaged Items - Carry		1				2							3
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Item	1		3										4
Property - Special Handling - Missing Item	1	3			2	1	2						9
Screening	4	5	8	5	4	4	5						35
Screening - Gate Pass							1						1
Screening - Inconsistency			1	1		1	1						4
Screening - Lengthy Lines	1			2		1							4
Screening - Procedures/Process	3	5	6	1	3	2	3						23
Screening - Retrieving Abandoned/Confiscated Items			1	1	1								3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DAY	8	3	6	6	4	9	3	5		2	2	5	53
2024	4	2	3	1	2	6	2	5		2	2	5	34
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights	1		1									1	3
Civil Rights - Not Specified			1									1	2
Civil Rights - Sexual Orientation	1												1
Customer Service			1	1	2	2	1	2					9
Customer Service - CSM								1					1
Customer Service - TSO			1	1	2	2	1	1					8
Locks			1				1						2
Locks - Missing or Damaged Lock			1				1						2
Mishandling of Passenger Property		1				1		1					3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missii		1				1							2
Ombudsman						1							1
Ombudsman - General						1							1
Patdown	1							1				1	3
Patdown - Flyer	1							1				1	3
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Property - Special Handling	2										1		3
Property - Special Handling - Damaged Items	2												2
Property - Special Handling - Damaged Items - Checked											1		1
Screening		1				2		1			1	3	8
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency						1						1	2
Screening - Procedures/Process						1		1			1	2	5
2025	4	1	3	5	2	3	1						19
Civil Rights					1								1
Civil Rights - Race					1								1
Customer Service	1		2	2	1	1	1						8
Customer Service - Others			1										1
Customer Service - TSO	1		1	2	1	1	1						7
Mishandling of Passenger Property		1	1										2
Mishandling of Passenger Property - Damaged/Missii		1	1										2
No Jurisdiction				1									1
No Jurisdiction - Refer to CBP				1									1
Patdown				1		1							2
Patdown - Flyer				1		1							2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Screening	3			1									4
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	2			1									3

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DBQ			1			1					1		3
2024						1					1		2
Customer Service						1					1		2
Customer Service - Others											1		1
Customer Service - TSO						1							1
2025			1										1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DCA	85	99	99	70	65	82	71	56	42	61	56	44	830
2024	31	48	38	28	20	35	29	56	42	61	56	44	488
Additional Information Required/Insufficient Information			1					1					2
Additional Information Required/Insufficient Information - EMAIL			1					1					2
Airline		2						1	1	2	1		7
Airline - Lost Baggage											1		1
Airline - Policy/Regulations/Service		2						1	1	2			6
Civil Rights	1	4	2	2		3	2	2	2	1	3	3	25
Civil Rights - Age				1			1						2
Civil Rights - Constitutional Rights						1					1	1	3
Civil Rights - National Origin				1						1			2
Civil Rights - Not Specified						1	1						2
Civil Rights - Other			1								1	1	3
Civil Rights - Race		1				1		2	1		1	1	7
Civil Rights - Sex	1	3	1						1				6
CLEAR										1			1
CLEAR - Registered Traveler										1			1
Customer Service	11	25	25	13	7	19	9	25	17	15	16	17	199
Customer Service - Others				2	1			1				1	5
Customer Service - TSO	11	25	25	11	6	19	9	24	17	15	16	16	194
DHS TRIP						1			1				2
DHS TRIP - General						1			1				2
Hazardous Materials Safety				1					1	1			3
Hazardous Materials Safety - General				1					1	1			3
Locks			1		1					1	1		4
Locks - General			1										1
Locks - Missing or Damaged Lock					1					1	1		3
Lost and Found					2		1		1	2	1		7
Lost and Found - Airport/TSA					2		1		1	2	1		7
Mishandling of Passenger Property	3	1	1		3	3		7	3	6	3	8	38
Mishandling of Passenger Property - Damaged	2		1			1		4	3	3	1	6	21
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1	1			1	2		2		2	2	2	13
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1			1		1			3
No Jurisdiction	1	1			1			2	1	1	1	1	9
No Jurisdiction - No Referral	1							1		1		1	4
No Jurisdiction - Refer to CBP		1							1				2
No Jurisdiction - Refer to Other					1			1			1		3
Patdown		1	2		1	1	4	2	3	6	6		26
Patdown - Children						1			1				2
Patdown - Flyer		1	2		1		4	2	2	5	6		23
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	1	1		2	2	2	1	5	3	3	4	4	28
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1				1					2
Persons w/ Disabilities (PWD) - Diabetes					1							1	2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment							1					1	2
Persons w/ Disabilities (PWD) - Internal Medical Devices								1			1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1			1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1					1	2		4
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1	1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1	1			1	3
Persons w/ Disabilities (PWD) - Wheelchair	1			1		1		1	1	1		1	7
Property - Special Handling	3	2	2	3	1	3	2	5		2	5	2	30
Property - Special Handling - Damaged Items	2			1	1	1		4		1	2	2	14
Property - Special Handling - Damaged Items - Checked			1	1		1		1			1		5
Property - Special Handling - Missing Items - Carry-On			1	1			1			1	1		5
Property - Special Handling - Missing Items - Checked	1	2				1	1				1		6
Screening	11	11	4	7	2	3	10	6	9	20	15	9	107
Screening - Children										1			1
Screening - Inconsistency	1	1		1			1		1	2		1	8
Screening - Lengthy Lines	1	3			1		3		3	5	2		18
Screening - Opposite Sex												1	1
Screening - Procedures/Process	9	6	4	6	1	3	6	5	4	11	13	7	75
Screening - Retrieving Abandoned/Confiscated Items		1						1					2
Screening - Security Breach									1	1			2
2025	54	51	61	42	45	47	42						342
Airline			3										3
Airline - Lost Baggage			1										1
Airline - Policy/Regulations/Service			2										2
Civil Rights	2	4		2	1	2	4						15
Civil Rights - Age		1											1
Civil Rights - Constitutional Rights				1			1						2
Civil Rights - National Origin		1					1						2
Civil Rights - Not Specified							1						1
Civil Rights - Perceived Religion	1												1
Civil Rights - Race		1		1	1	1	1						5
Civil Rights - Screening of Religious or Cultural Practices	1												1
Civil Rights - Sex		1				1							2
CLEAR	1		2			1							4
CLEAR - Registered Traveler	1		1										2
CLEAR - TSA PreCheck Application Program			1			1							2
Customer Service	13	12	12	17	9	9	16						88
Customer Service - Others						1							1
Customer Service - TSO	13	12	12	17	9	8	16						87

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DHS TRIP					1		1						2
DHS TRIP - General					1		1						2
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	2	1	2			3	1						9
Lost and Found - Airport/TSA	2	1	2			3	1						9
Mishandling of Passenger Property	4	2	6	2	3	3	1						21
Mishandling of Passenger Property - Damaged	3		4	1	2	2	1						13
Mishandling of Passenger Property - Damaged	1	1	2	1	1	1							7
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction	2	2	3	1	1								9
No Jurisdiction - No Referral	2	2	3										7
No Jurisdiction - Refer to CBP					1								1
No Jurisdiction - Refer to FAA				1									1
Notice of Violation/Civil Penalties		1											1
Notice of Violation/Civil Penalties - General		1											1
Patdown	5	3		3	2	4	3						20
Patdown - Children							1						1
Patdown - Flyer	3	3		3	2	4	2						17
Patdown - General	1												1
Patdown - Non-Flyer	1												1
Persons w/ Disabilities (PWD)	7	9	7	4	4	6	6						43
Persons w/ Disabilities (PWD) - Autism Spectrum							3						3
Persons w/ Disabilities (PWD) - Cognitive /Developmental		1											1
Persons w/ Disabilities (PWD) - Diabetes	1			1									2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Medications			1										1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment	1				1								2
Persons w/ Disabilities (PWD) - Internal Medical Devices		1	1										2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary	1	2	1				2						6
Persons w/ Disabilities (PWD) - Metal Implants	1		1		1								3
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)		2	1			2							5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1	1								2
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Persons w/ Disabilities (PWD) - Wheelchair	3		2	2	1	3							11
Property - Special Handling	6	8	9	3	7	9	2						44
Property - Special Handling - Damaged Items	1	4	3	1	2	2	2						15
Property - Special Handling - Damaged Items - Checked		1	2	1	1								5
Property - Special Handling - Missing Items	4	2	4	1	2	4							17
Property - Special Handling - Missing Items - Checked	1	1			2	3							7
Screening	11	9	17	10	16	10	7						80
Screening - Inconsistency	1	1	2	2	1	2							9
Screening - Lengthy Lines		1	2		1	2	1						7
Screening - Procedures/Process	9	7	10	7	14	5	6						58
Screening - Retrieving Abandoned/Confiscated	1		3	1									5
Screening - Shoe Screening						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DDC			1	1								1	3
2024												1	1
Customer Service												1	1
Customer Service - TSO												1	1
2025			1	1									2
Customer Service				1									1
Customer Service - TSO				1									1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DEC				1				1					2
2024								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
2025				1									1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DEN	238	174	187	157	178	189	198	116	121	122	133	124	1,937
2024	112	89	77	64	100	83	90	116	121	122	133	124	1,231
Additional Information Required/Insufficient Information	3	3											6
Additional Information Required/Insufficient Information - Airline	3	3											6
Airline			1		1		2	2		3	2	1	12
Airline - Baggage Requirements							1						1
Airline - Lost Baggage							1			2			3
Airline - Policy/Regulations/Service			1		1			2		1	2	1	8
Civil Rights	1	3	2	3	2	3	4	5	6	5	8	8	50
Civil Rights - Age									1	1			2
Civil Rights - Constitutional Rights												1	1
Civil Rights - Hair Patdowns					1								1
Civil Rights - National Origin				1							2		3
Civil Rights - Not Specified										1			1
Civil Rights - Other									1	1		1	3
Civil Rights - Perceived Religion							1					2	3
Civil Rights - Race	1	2	2	1	1	2	2	1	2	1	4	4	23
Civil Rights - Sex		1		1		1	1	4	2	2	1		13
Claims						1							1
Claims - Status						1							1
CLEAR												1	1
CLEAR - Registered Traveler												1	1
Customer Service	42	29	36	30	36	27	30	36	30	29	35	34	394
Customer Service - Others				1									1
Customer Service - TCC	1				1			1					3
Customer Service - TSO	41	29	36	29	35	27	30	35	30	29	35	34	390
DHS TRIP									1				1
DHS TRIP - Status									1				1
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Locks	2	1			1						4	2	10
Locks - Missing or Damaged Lock	2	1			1						4	2	10
Lost and Found	2		2	1				1	1	1			8
Lost and Found - Airport/TSA	2		2	1				1	1	1			8
Mishandling of Passenger Property	6	6	8	3	8	8	13	11	14	16	13	15	121
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items	2	4	3	1	6	3	10	9	9	12	10	11	80
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items	4	1	3	1	2	4	3	1	3	3	3	4	32
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items				1				1	2	1			5
Mishandling of Passenger Property - Disarrayed Item		1	2			1							4
No Jurisdiction	1		3	2	8	2	4	4		3	5	3	35
No Jurisdiction - No Referral				2	4	1	4	2			1	2	16
No Jurisdiction - Refer to CBP	1		3			1				3	1	1	10
No Jurisdiction - Refer to Department of State											1		1
No Jurisdiction - Refer to Other					4			2			2		8
No Subject			1	1									2
No Subject - General			1	1									2
Notice of Violation/Civil Penalties								1			1		2
Notice of Violation/Civil Penalties - General								1			1		2
Patdown	3	3	6	3	3	4		4	3	5	3	4	41
Patdown - Children	1	1		1		2			1		1		7
Patdown - Flyer	2	2	6	2	2	2		4	2	5	2	4	33
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	4	3	2	2	5	12	10	14	17	12	12	12	105
Persons w/ Disabilities (PWD) - Autism Spectrum				2		1			2				5
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1	1		1					3
Persons w/ Disabilities (PWD) - Diabetes					1	2		1				2	7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1
Persons w/ Disabilities (PWD) - General		1						1					2
Persons w/ Disabilities (PWD) - Hearing Impaired	1					1			1		2		5
Persons w/ Disabilities (PWD) - Internal Medical Device		1				1	2	1	1	3	1	1	11
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						2	1	1	2				6
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1	2	2	3	4	1	2	1	16
Persons w/ Disabilities (PWD) - Metal Implants (Joint)						1	1		2	1	1	1	7
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			2		1	1	1	4	1	2	2	2	16
Persons w/ Disabilities (PWD) - Prostheses	2						1	1	1		2	2	9
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1		2			1			4
Persons w/ Disabilities (PWD) - Wheelchair	1	1						1	2	2	2	3	12
Property - Special Handling	7	5	2	3	3	2	9	8	7	5	13	12	76
Property - Special Handling - Damaged Item	3	1	1	2	2		3	5	4	1	7	10	39
Property - Special Handling - Damaged Item	1				1		1		1	1	3		9
Property - Special Handling - Missing Item	1	2	1			1	4	3	1	2	2	1	18
Property - Special Handling - Missing Item	2	2		1			1		1	1	1	1	10
Request for Assistance						1	1				1		3
Request for Assistance - Other						1	1						2
Request for Assistance - Wounded Warrior (MSIJSOC)											1		1
Screening	41	36	13	16	33	23	17	30	42	43	36	31	361
Screening - Children											1		1
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency	5	2	2	2	1	4		1	4	5	4		30
Screening - International Screening		1											1
Screening - Lengthy Lines	2	10	1	6	21	7	7	11	17	16	9	8	115
Screening - Opposite Sex											1		1
Screening - Procedures/Process	33	23	8	8	9	11	10	16	20	22	21	22	203
Screening - Retrieving Abandoned/Confiscated Items	1		2		1	1		2	1			1	9
SIDA (Security Identification Display Area)			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SIDA (Security Identification Display Area) - General			1										1
2025	126	85	110	93	78	106	108						706
Additional Information Required/Insufficient Information	1			1									2
Additional Information Required/Insufficient Information - Airline	1			1									2
Airline	1		4	1	3	3	1						13
Airline - Lost Baggage			2		1								3
Airline - Policy/Regulations/Service	1		2	1	2	3	1						10
Civil Rights	5	7	6	5	4	9	1						37
Civil Rights - Age		1				3							4
Civil Rights - Constitutional Rights				1	1	1							3
Civil Rights - National Origin	1	1	1		1								4
Civil Rights - Not Specified		1		1	1								3
Civil Rights - Other		1	1										2
Civil Rights - Profiling			1										1
Civil Rights - Race	2	2	3	2		4							13
Civil Rights - Sex	2	1		1	1	1	1						7
Claims		1											1
Claims - Status		1											1
CLEAR				1									1
CLEAR - Registered Traveler				1									1
Customer Service	33	15	23	18	16	17	17						139
Customer Service - Others	1		1										2
Customer Service - TCC	1				1								2
Customer Service - TSO	31	15	22	18	15	17	17						135
DHS TRIP			1	1									2
DHS TRIP - General			1	1									2
Hazardous Materials Safety	1	1				2							4
Hazardous Materials Safety - General	1	1				2							4
Locks	1		1	1			1						4
Locks - Missing or Damaged Lock	1		1	1			1						4
Lost and Found	3	3	1	3	1								11
Lost and Found - Airport/TSA	3	3	1	3	1								11
Mishandling of Passenger Property	11	8	13	15	5	16	18						86
Mishandling of Passenger Property - Damaged	7	7	10	13	3	12	14						66
Mishandling of Passenger Property - Damaged - Checked	3	1	3	1		3	3						14
Mishandling of Passenger Property - Damaged - Carry-on	1					1	1						3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	2								3
No Jurisdiction	2	3	1	2	2	5	6						21
No Jurisdiction - No Referral	1	1		2	1	2	2						9
No Jurisdiction - Refer to CBP					1	3	3						7
No Jurisdiction - Refer to Other	1	2	1				1						5
Notice of Violation/Civil Penalties					1								1
Notice of Violation/Civil Penalties - General					1								1
Patdown	3	3	5	1	3	4	1						20
Patdown - Flyer	3	2	5	1	3	3	1						18
Patdown - Non-Flyer		1				1							2
Persons w/ Disabilities (PWD)	16	18	19	8	15	19	17						112
Persons w/ Disabilities (PWD) - Autism Spectrum	1				1								2
Persons w/ Disabilities (PWD) - Cognitive	1	4	1	2	1		1						10
Persons w/ Disabilities (PWD) - Diabetes			1		1	2	1						5
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - General		1	3										4
Persons w/ Disabilities (PWD) - Hearing Impairment	2					1							3
Persons w/ Disabilities (PWD) - Internal Medical Devices	3	4	5	3	2	7	7						31
Persons w/ Disabilities (PWD) - Medical Devices - Automated External Defibrillator		3		1	1	2							7
Persons w/ Disabilities (PWD) - Medically Necessary	2	1	2	1	3	1	4						14
Persons w/ Disabilities (PWD) - Metal Implants	2	1	2			1	2						8
Persons w/ Disabilities (PWD) - Mobility Devices	2	1	2		2	1							8
Persons w/ Disabilities (PWD) - Prostheses	1				1		1						3
Persons w/ Disabilities (PWD) - Respiratory and Inhalers		1				1							2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1	1							2
Persons w/ Disabilities (PWD) - Visual Impairment		1				1							2
Persons w/ Disabilities (PWD) - Wheelchairs	2	1	3	1	2		1						10
Property - Special Handling	10	7	13	20	8	7	11						76
Property - Special Handling - Damaged Items	6	4	9	14	4	5	7						49
Property - Special Handling - Damaged Items - Checked	1					1							2
Property - Special Handling - Missing Items	3	3	1	4	1	1	1						14
Property - Special Handling - Missing Items - Checked			3	2	3		3						11
Request for Assistance	1				1	1							3
Request for Assistance - Other	1				1	1							3
Screening	38	19	23	16	19	23	35						173
Screening - Crew Member or Airline Employee			2				1						3
Screening - Inconsistency	3	1		3	2	2	2						13
Screening - Lengthy Lines	9		4		3	5	4						25
Screening - Procedures/Process	25	17	16	13	13	16	28						128
Screening - Retrieving Abandoned/Confiscated	1	1	1		1								4

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DFW	240	214	256	208	242	259	259	126	116	137	169	160	2,386
2024	73	103	99	99	111	117	157	126	116	137	169	160	1,467
Additional Information Required/Insufficient Information									1		1		2
Additional Information Required/Insufficient Information - EMAIL ONLY									1		1		2
Airline				1	1	1		2	3	4	2	1	15
Airline - Lost Baggage										1	1		2
Airline - Policy/Regulations/Service				1		1		2	3	2		1	10
Airline - Positive Bag Match Program					1								1
Airline - Wheelchair Assistance										1	1		2
Cargo							1						1
Cargo - Known Shipper							1						1
Civil Rights	2	1	3	9	4	1	9	4	3	8	11	8	63
Civil Rights - Age											1		1
Civil Rights - Civil Rights Violation (TSA Employee)												1	1
Civil Rights - National Origin				1			2	1		2	2	2	10
Civil Rights - Not Specified			1				2		2				5
Civil Rights - Other												1	1
Civil Rights - Perceived Religion	1			3									4
Civil Rights - Race		1	2	3	3		2	2		5	6	2	26
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex	1			1	1	1	3	1	1	1	2	2	14
Claims	1		1			1			2				5
Claims - General			1			1			2				4
Claims - Status	1												1
Customer Service	28	43	59	50	56	69	85	55	50	63	71	44	673
Customer Service - CSM			1				1						2
Customer Service - Others			2		2		1	1					6
Customer Service - TCC		1	1		1		2		1	1			7
Customer Service - TSO	28	42	55	50	53	69	81	54	49	62	71	44	658
DHS TRIP								1		2			3
DHS TRIP - General								1		2			3
Human Capital								1					1
Human Capital - Current Employee								1					1
Locks	1		2	2	1			2				2	10
Locks - Missing or Damaged Lock	1		2	2	1			2				2	10
Lost and Found	1	2	2			1	1	3			2	1	13
Lost and Found - Airport/TSA	1	2	2			1	1	3			2	1	13
Mishandling of Passenger Property	4	8	7	7	13	8	9	6	3	9	11	3	88
Mishandling of Passenger Property - Damaged/Missing Items		1	3	4	5	5	5	2	1	5	4	1	36
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items	3	7	2	2	5	2	4	4	1	3	7	2	42
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items				1	1				1				3
Mishandling of Passenger Property - Disposition	1		2		2	1				1			7
No Jurisdiction		1	1		1	4	2	5	3	6	1	4	28
No Jurisdiction - No Referral						2		1	1	2	1	2	9
No Jurisdiction - Refer to CBP		1			1	2	2	4	1	3		2	16
No Jurisdiction - Refer to Other			1						1	1			3
Notice of Violation/Civil Penalties							1				1		2
Notice of Violation/Civil Penalties - General							1				1		2
Patdown	5	4	2	2	3	3	8	5	5	5	7	6	55
Patdown - Children	1				1	1				1			4
Patdown - Flyer	4	4	2	2	2	2	8	4	5	4	6	6	49
Patdown - General								1					1
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)	1	8	3	7	4	7	11	8	11	13	14	33	120
Persons w/ Disabilities (PWD) - Autism Spectrum		2	1	1						1			5
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1			1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1	1	1	3
Persons w/ Disabilities (PWD) - Diabetes							1		1				2
Persons w/ Disabilities (PWD) - General		1				2		1	1		3		8
Persons w/ Disabilities (PWD) - Hearing Impairment				1						1	1	2	5
Persons w/ Disabilities (PWD) - Internal Medical Devices							1			3		2	6
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Medically Necessary	1	1					2	2	1	2	1	3	13
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1						2	1	1	16	21
Persons w/ Disabilities (PWD) - Mobility Disability (Non-Flyer)		1		3	1	1	2	2	1	3	4	3	21
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1	1		1		1			1	1	6
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1						1
Persons w/ Disabilities (PWD) - Service Animals		1			1				1			1	4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							2					1	3
Persons w/ Disabilities (PWD) - Visual Impairment		1			1			1	1		1		5
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Mobility Device		1		1		3	2		2	1	1	2	13
Property - Special Handling	4	13	8	6	11	4	7	6	9	5	8	10	91
Property - Special Handling - Damaged Items	2	3	3	3	8	1	1	3	1	1	3	2	31
Property - Special Handling - Damaged Items - Checked Baggage		4	1		1	2	1	1	3	1			14
Property - Special Handling - Missing Items - Carry-On		5	2	1	2		2		4	3	2	1	22
Property - Special Handling - Missing Items - Checked Baggage	2	1	2	2		1	3	2	1		3	7	24
Request for Assistance							1						1
Request for Assistance - Other							1						1
Screening	26	23	11	15	17	18	22	28	26	22	39	48	295
Screening - Children											1		1
Screening - Crew Member or Airline Employee	2	1					1				1		5
Screening - Inconsistency	3	2	1	1		4		2	5	2	5	4	29
Screening - Lengthy Lines	6	4	5	6	2	9	7	11	10	6	12	16	94
Screening - Procedures/Process	15	15	4	8	14	4	12	13	10	14	19	27	155
Screening - Retrieving Abandoned/Confiscated Items		1			1	1	2	2			1	1	9

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Security Breach									1				1
Screening - Shoe Screening			1										1
SIDA (Security Identification Display Area)											1		1
SIDA (Security Identification Display Area) - General											1		1
2025	167	111	157	109	131	142	102						919
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Airline		2	2	1	3	1	4						13
Airline - Lost Baggage				1			2						3
Airline - Policy/Regulations/Service		2	2		3	1	2						10
Civil Rights	7	6	12	8	9	5	8						55
Civil Rights - Age	1	1	2	1	1	1	1						8
Civil Rights - Civil Rights Violation (TSA Employee)				1									1
Civil Rights - Constitutional Rights		1			3								4
Civil Rights - National Origin		1	2			1							4
Civil Rights - Not Specified	2	1			1	2	2						8
Civil Rights - Perceived Religion	1						1						2
Civil Rights - Race	1	2	6	3	2	1	2						17
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex	2		2	1	2		2						9
Civil Rights - Sexual Orientation				1									1
Claims					1								1
Claims - Status					1								1
Customer Service	66	30	40	31	46	59	26						298
Customer Service - Others	1												1
Customer Service - TCC					1								1
Customer Service - TSO	65	30	40	31	45	59	26						296
DHS TRIP			1		1	1							3
DHS TRIP - General			1		1	1							3
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Human Capital						1							1
Human Capital - Former Employee						1							1
Locks	3		2		2		1						8
Locks - Missing or Damaged Lock	3		2		2		1						8
Lost and Found	2	1	1		1	4	2						11
Lost and Found - Airport/TSA	2	1	1		1	4	2						11
Mishandling of Passenger Property	6	7	9	4	7	11	5						49
Mishandling of Passenger Property - Dam	2	3	5	1	1	6	2						20
Mishandling of Passenger Property - Dam	4	2	4	2	5	4	1						22
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Item		2		1		1	2						6
No Jurisdiction	7	3	5	5	2	1	6						29
No Jurisdiction - No Referral	3	1	1	2	1								8
No Jurisdiction - Refer to CBP	3	2	3	3	1	1	5						18
No Jurisdiction - Refer to FAA							1						1
No Jurisdiction - Refer to Other	1		1										2
Notice of Violation/Civil Penalties				1			1						2
Notice of Violation/Civil Penalties - General				1			1						2
Patdown	5	2	2	3	3	1	3						19
Patdown - Flyer	5	1	2	3	3	1	3						18
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	26	10	24	10	11	16	13						110
Persons w/ Disabilities (PWD) - Autism Spectrum		1	1	1	1	1	1						6
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1			1								2
Persons w/ Disabilities (PWD) - Cognitive	1		1	1		2							5
Persons w/ Disabilities (PWD) - Diabetes							2						2
Persons w/ Disabilities (PWD) - General	2		5	1		2	2						12
Persons w/ Disabilities (PWD) - Hearing Impairment			2										2
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Medical D	1				1								2
Persons w/ Disabilities (PWD) - Medically	3	1	2	2	2	3	1						14
Persons w/ Disabilities (PWD) - Metal Imp	13	2	3	2	3	3							26
Persons w/ Disabilities (PWD) - Mobility D	4	2	3	3	1	3	3						19
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelcha	1	3	5		1	1	3						14
Property - Special Handling	6	12	12	9	14	7	8						68
Property - Special Handling - Damaged It	1	3	3	4	6	3	1						21
Property - Special Handling - Damaged It	1	3	4	3	1	1	2						15
Property - Special Handling - Missing Item	1	2	4	1	5	1	2						16
Property - Special Handling - Missing Item	3	4	1	1	2	2	3						16
Request for Assistance			3										3
Request for Assistance - Other			3										3
Screening	39	37	44	36	31	35	24						246
Screening - Crew Member or Airline Employee			2		1		3						6
Screening - Cruise Ships				1									1
Screening - Inconsistency		3	2	6	3	2	4						20
Screening - Lengthy Lines	12	14	13	8	9	8	3						67
Screening - Procedures/Process	26	20	22	20	17	25	14						144
Screening - Retrieving Abandoned/Confis	1		5	1	1								8
TSA Contact Information		1											1
TSA Contact Information - General		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DHN	1	2	1	3	1	1	3						12
2024	1	2	1	2		1	3						10
Customer Service							1						1
Customer Service - TSO						1							1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1									1
No Subject					1								1
No Subject - General				1									1
Patdown	1			1									2
Patdown - Flyer	1			1									2
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Check		1											1
Screening								3					3
Screening - Crew Member or Airline Employee							1						1
Screening - Procedures/Process							2						2
2025				1	1								2
Civil Rights					1								1
Civil Rights - Race					1								1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DIK	1	3	2	2	1	2	1	5	3	1	1	2	24
2024		2				2	1	5	3	1	1	2	17
Customer Service		2						1					3
Customer Service - TSO		2						1					3
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property						2			1			1	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1						1	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Screening							1	3	2		1	1	8
Screening - Lengthy Lines									1				1
Screening - Procedures/Process							1	3	1		1	1	7
2025	1	1	2	2	1								7
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)		1	1	1									3
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Screening	1			1	1								3
Screening - Inconsistency					1								1
Screening - Procedures/Process	1			1									2

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DLG												1	1
2024												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DLH		1	1				5		1	3	1		12
2024			1				2		1	3	1		8
Customer Service										2			2
Customer Service - TCC										1			1
Customer Service - TSO										1			1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Patdown											1		1
Patdown - Children											1		1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Screening							1						1
Screening - Procedures/Process							1						1
TWIC							1						1
TWIC - Status							1						1
2025		1					3						4
Civil Rights							1						1
Civil Rights - Race							1						1
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Patdown							1						1
Patdown - Flyer							1						1
Screening		1											1
Screening - Procedures/Process		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DRO	4	4	1	2	1	5	2	5	1	6	2	3	36
2024	3		1		1	2		5	1	6	2	3	24
Customer Service						1		1		3	1		6
Customer Service - TSO						1		1		3	1		6
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown					1			2					3
Patdown - Flyer					1			2					3
Persons w/ Disabilities (PWD)								1	1				2
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1	1				2
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Screening	3		1					1		1	1	2	9
Screening - Inconsistency	1											1	2
Screening - Procedures/Process	2		1					1		1	1	1	7
2025	1	4		2		3	2						12
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights				1		1							2
Civil Rights - Constitutional Rights						1							1
Civil Rights - Race				1									1
Customer Service				1		1	1						3
Customer Service - TSO				1		1	1						3
No Jurisdiction	1	1											2
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to Other		1											1
Patdown		1											1
Patdown - Flyer		1											1
Screening		1				1	1						3
Screening - Procedures/Process		1				1	1						3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DSM	6	8	9	5	9	15	8	5	6	4	11	6	92
2024	1	3	3	3	2	6	3	5	6	4	11	6	53
Additional Information Required/Insufficient Information							1						1
Additional Information Required/Insufficient Information - EMAIL ONLY							1						1
Airline		1									1		2
Airline - Policy/Regulations/Service		1									1		2
Civil Rights			1						1				2
Civil Rights - National Origin			1										1
Civil Rights - Race									1				1
Customer Service				1	1	2	1	2	1	1	3		12
Customer Service - TSO				1	1	2	1	2	1	1	3		12
Locks										1			1
Locks - General										1			1
Mishandling of Passenger Property		1		2		2				1	3		9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2		1				1	3		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown			1					1	1	1			4
Patdown - Flyer			1					1	1				3
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)							1	1				1	3
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling									1		1	1	3
Property - Special Handling - Damaged Items - Carry-On									1		1		2
Property - Special Handling - Missing Items - Checked												1	1
Screening	1	1	1		1	2		1	2		3	4	16
Screening - Lengthy Lines			1			2			1				4
Screening - Procedures/Process	1	1			1			1	1		3	4	12
2025	5	5	6	2	7	9	5						39
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service	1		2		1	1							5
Customer Service - TSO	1		2		1	1							5
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	2	1						4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	2	1						4
No Jurisdiction		1	1										2
No Jurisdiction - No Referral		1											1
No Jurisdiction - Refer to Other			1										1
Patdown		1					1						2
Patdown - Flyer		1					1						2
Persons w/ Disabilities (PWD)				2			3						5
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Property - Special Handling	1	1	2		2	1							7
Property - Special Handling - Damaged Items - Checked	1		2		1	1							5
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Checked		1											1
Screening	2	1	1		2	4							10
Screening - Inconsistency	1												1
Screening - Procedures/Process	1	1	1		2	4							9

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DTW	107	130	129	88	106	125	132	71	97	82	65	64	1,196
2024	47	74	62	42	56	62	64	71	97	82	65	64	786
Additional Information Required/Insufficient Information	1					1			1	1			4
Additional Information Required/Insufficient Information - Flyer	1					1			1	1			4
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Airline		1			1				1		3	1	7
Airline - Lost Baggage											1		1
Airline - Policy/Regulations/Service		1			1				1		1	1	5
Airline - Wheelchair Assistance											1		1
Civil Rights	3	3	1	3	2	2	5	7	2	3	4	1	36
Civil Rights - Age				1				1			2		4
Civil Rights - Headwear					1								1
Civil Rights - National Origin		1				1		1					3
Civil Rights - Not Specified							1						1
Civil Rights - Other	1							1		1			3
Civil Rights - Perceived Religion				1			1						2
Civil Rights - Race		2	1	1		1	2	4	2	1		1	15
Civil Rights - Screening of Religious Customs	1												1
Civil Rights - Sex	1				1					1	2		5
Civil Rights - Sexual Orientation							1						1
Claims	1												1
Claims - Status	1												1
CLEAR											1		1
CLEAR - Registered Traveler											1		1
Customer Service	17	23	37	18	25	26	23	30	41	32	19	15	306
Customer Service - CSM					1						1		2
Customer Service - Others			1		1	1	1	1	1		1		7
Customer Service - TCC									1				1
Customer Service - TSO	17	23	36	18	23	25	22	29	39	32	17	15	296
DHS TRIP											1		1
DHS TRIP - Status											1		1
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Locks		2					1	2					5
Locks - Missing or Damaged Lock		2					1	2					5
Lost and Found		1							1			1	3
Lost and Found - Airport/TSA		1							1			1	3
Mishandling of Passenger Property	3	3	6	2	10	7	3	6	5	5	4	6	60
Mishandling of Passenger Property - Damaged	3	3	4	2	7	5	2	2	2	3	2	4	39
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on			2		3	2	1	2	2	2	1	2	17
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								2	1				3
No Jurisdiction		3	3			2		5	1	3	3	1	21
No Jurisdiction - No Referral		1	2						1	2		1	7
No Jurisdiction - Refer to CBP		1	1			1		4		1	1		9
No Jurisdiction - Refer to Department of State		1											1
No Jurisdiction - Refer to Other						1		1			2		4
Notice of Violation/Civil Penalties										1			1
Notice of Violation/Civil Penalties - General										1			1
Patdown	1	1	2	1	3		5		4	6	4	4	31
Patdown - Children				1									1
Patdown - Flyer	1	1	2		2		5		4	4	4	3	26
Patdown - Flyer as Observer										1		1	2
Patdown - Non-Flyer					1					1			2
Persons w/ Disabilities (PWD)		1	1	1		2	4	6	5	6	4	9	39
Persons w/ Disabilities (PWD) - Autism Spectrum				1			1		1				3
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Diabetes								2					2
Persons w/ Disabilities (PWD) - General						1	1			1		2	5
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Internal Medical Device		1							1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1		2	2	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1			1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1						1	1	1	2	6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1				1	2
Persons w/ Disabilities (PWD) - Visual Impairment								1				1	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1	2	1	2	1		7
Property - Special Handling	9	8	3	7	4	5	4	3	5	4	4	5	61
Property - Special Handling - Damaged Items	6	4	3	4	1	2		2	1		3	2	28
Property - Special Handling - Damaged Items - Carry-on	1	1		1		2	1					1	7
Property - Special Handling - Missing Items - Carry-on		3		1	2		2	1		1		2	12
Property - Special Handling - Missing Items - Checked	2			1	1	1			4	3	1		14
Request for Assistance							1						1
Request for Assistance - Other							1						1
Screening	12	27	9	9	11	17	18	11	31	21	18	21	205
Screening - Crew Member or Airline Employee		1										1	2
Screening - Gate Pass					1								1
Screening - Inconsistency	3	3	1		1	3	2	2	4	2		3	24
Screening - International Screening			1							1			2
Screening - Lengthy Lines	2	8	2	3	1	9	5	3	9		6	1	57
Screening - Opposite Sex			1										1
Screening - Procedures/Process	7	15	4	5	8	4	11	6	17	10	9	15	111
Screening - Retrieving Abandoned/Confiscated Items				1		1			1		3		6
Screening - Shoe Screening												1	1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Transfer to Security Specialist			1										1
Transfer to Security Specialist - Reportable Commun			1										1
2025	60	56	67	46	50	63	68						410
Additional Information Required/Insufficient Information						1							1
Additional Information Required/Insufficient Information - EMAIL ONLY						1							1
Airline	2		2			3	1						8
Airline - Lost Baggage	1					1	1						3
Airline - Policy/Regulations/Service	1		1			2							4
Airline - Wheelchair Assistance			1										1
Civil Rights	4	5	6	5	1	5							26
Civil Rights - Constitutional Rights	1	1				1							3
Civil Rights - Headwear				1									1
Civil Rights - National Origin	1	1				1							3
Civil Rights - Not Specified			1	1		1							3
Civil Rights - Perceived Religion				1									1
Civil Rights - Profiling			1										1
Civil Rights - Race		2	4	1		2							9
Civil Rights - Screening of Religious Cultu	2												2
Civil Rights - Sex		1		1	1								3
Customer Service	13	16	16	13	14	8	14						94
Customer Service - Others	1	1											2
Customer Service - TCC			1										1
Customer Service - TSO	12	15	15	13	14	8	14						91
Hazardous Materials Safety						1							1
Hazardous Materials Safety - General						1							1
Locks			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	3	5	4	3	5	2						23
Mishandling of Passenger Property - Dam	1	1	2	3	1	3	1						12
Mishandling of Passenger Property - Damaged/Missin		1	3	1	2	1	1						9
Mishandling of Passenger Property - Disarrayed Item		1				1							2
No Jurisdiction	3	1	1	4	2	5	3						19
No Jurisdiction - No Referral	2	1		3		3	2						11
No Jurisdiction - Refer to CBP	1		1	1	2	2	1						8
Patdown	2		1		2	4	3						12
Patdown - Children						1							1
Patdown - Flyer	2		1		2	3	3						11
Persons w/ Disabilities (PWD)	8	7	9		8	8	14						54
Persons w/ Disabilities (PWD) - Autism Spectrum		1				2	1						4
Persons w/ Disabilities (PWD) - Cancer (d	1												1
Persons w/ Disabilities (PWD) - Cognitive /Developm		1											1
Persons w/ Disabilities (PWD) - Diabetes	3	2				1							6
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Ma			1			1							2
Persons w/ Disabilities (PWD) - General	1								1				2
Persons w/ Disabilities (PWD) - Internal Medical Devices									2				2
Persons w/ Disabilities (PWD) - Medically Necessary		2	2		3		4						11
Persons w/ Disabilities (PWD) - Metal Imp	1		1		2	1	2						7
Persons w/ Disabilities (PWD) - Mobility D	2		1		2	2	2						9
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1		1	1							3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm			1										1
Persons w/ Disabilities (PWD) - Visual Impairment			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1				2						4
Property - Special Handling	4	4	7	7	2	1							25
Property - Special Handling - Damaged It	2	1	3	2	1								9
Property - Special Handling - Damaged Items - Check		2		1	1								4
Property - Special Handling - Missing Item	1		1	1		1							4
Property - Special Handling - Missing Item	1	1	3	3									8
Screening	22	19	19	13	17	23	30						143
Screening - Children			1										1
Screening - Crew Member or Airline Employee		2											2
Screening - Gate Pass						1							1
Screening - Inconsistency	1	3	3	1	3	1	3						15
Screening - Lengthy Lines	8	3	5	2	5	7	10						40
Screening - Procedures/Process	13	11	10	8	8	14	17						81
Screening - Retrieving Abandoned/Confiscated Items				1	1								2
Screening - Security Breach				1									1

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DVL		1	1										2
2025		1	1										2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			1										1
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EAT			3	2	1				1				7
2024				1					1				2
Mishandling of Passenger Property				1					1				2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
2025			3	1	1								5
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property			3	1									4
Mishandling of Passenger Property - Damaged/Missing Items--C			2	1									3
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ECP	6	8	5	2	15	7	5	4	11	4	1	3	71
2024	3	5	3	1	1	5	1	4	11	4	1	3	42
Airline									2		1		3
Airline - Policy/Regulations/Service									2		1		3
Civil Rights			1			1		1					3
Civil Rights - Race			1					1					2
Civil Rights - Sex						1							1
Customer Service			1			3		1	4	1			10
Customer Service - TSO			1			3		1	4	1			10
Locks									1			1	2
Locks - Missing or Damaged Lock									1			1	2
Mishandling of Passenger Property	1	2		1		1		1	1				7
Mishandling of Passenger Property - Damaged/Missin		2		1									3
Mishandling of Passenger Property - Dam	1					1		1					3
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - General									1				1
Property - Special Handling		1							1				2
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Check		1											1
Screening	2	2	1		1		1	1	1	3		2	14
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency					1							1	2
Screening - Lengthy Lines	1	1	1						1	1			5
Screening - Procedures/Process	1	1						1		2			5
Screening - Retrieving Abandoned/Confiscated Items							1						1
2025	3	3	2	1	14	2	4						29
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service	1	1			1		1						4
Customer Service - CSM					1								1
Customer Service - TSO	1	1					1						3
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
No Jurisdiction					1								1
No Jurisdiction - Refer to CBP					1								1
Patdown					1	1							2
Patdown - Flyer					1	1							2
Persons w/ Disabilities (PWD)		1	1	1									3
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Property - Special Handling	1					1							2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked						1							1
Screening	1	1	1		11		1						15
Screening - Inconsistency			1		2								3
Screening - Lengthy Lines	1												1
Screening - Procedures/Process		1			9		1						11

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EGE	1	1	1	8	8	6	8			2			35
2024		1		4	5	4	3			2			19
Civil Rights					1	1							2
Civil Rights - Race					1	1							2
Customer Service		1		2	4	1	1			1			10
Customer Service - Others				1									1
Customer Service - TSO		1		1	4	1	1			1			9
Patdown										1			1
Patdown - Flyer										1			1
Screening				2		2	2						6
Screening - Lengthy Lines							1						1
Screening - Procedures/Process				2		1	1						4
Screening - Retrieving Abandoned/Confiscated Items						1							1
2025	1		1	4	3	2	5						16
Civil Rights				1		1	1						3
Civil Rights - Constitutional Rights				1									1
Civil Rights - Race							1						1
Civil Rights - Sexual Orientation						1							1
Customer Service				1			1						2
Customer Service - TSO				1			1						2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown				1	1								2
Patdown - Flyer				1	1								2
Persons w/ Disabilities (PWD)	1				1		1						3
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Carry-On					1								1
Screening			1	1			2						4
Screening - Procedures/Process				1			2						3
Screening - Retrieving Abandoned/Confiscated Items			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EKO	1										1		2
2024											1		1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
2025	1												1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ELM		2	1	1		2			1	1	1	1	10
2024						2			1	1	1	1	6
Civil Rights												1	1
Civil Rights - Not Specified												1	1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Screening						2							2
Screening - Inconsistency						1							1
Screening - Procedures/Process						1							1
2025		2	1	1									4
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1									1
Patdown		2											2
Patdown - Flyer		2											2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ELP	21	13	15	12	13	14	17	11	11	9	8	13	157
2024	8	8	5	7	8	10	12	11	11	9	8	13	110
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information	1												1
Civil Rights							2		1	1			4
Civil Rights - Age									1				1
Civil Rights - Race							2			1			3
Customer Service		4		3	2	3	3	2	5	3	4	1	30
Customer Service - TSO		4		3	2	3	3	2	5	3	4	1	30
Human Capital						1							1
Human Capital - Current Employee						1							1
Mishandling of Passenger Property				1		1	2			1		2	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1						1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	2					2	5
No Jurisdiction					1	1		1					3
No Jurisdiction - No Referral					1	1		1					3
Patdown								1		1	1	1	4
Patdown - Flyer								1		1	1	1	4
Persons w/ Disabilities (PWD)	2	1	1	1	1	1	1	1		1	1	2	13
Persons w/ Disabilities (PWD) - Diabetes	1											1	2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Mobility []	1										1	1	3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling						1		1					2
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked								1					1
Screening	5	3	4	2	4	2	4	5	5	2	2	7	45
Screening - Inconsistency	1					1				1		1	4
Screening - Lengthy Lines	1	1	2		2	1	1	1	1		1	1	12
Screening - Procedures/Process	3	2	2	2	2		3	4	4	1	1	5	29
2025	13	5	10	5	5	4	5						47
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights	1		1										2
Civil Rights - Constitutional Rights			1										1
Civil Rights - Perceived Religion	1												1
Claims							1						1
Claims - Status							1						1
Customer Service	2	2	2	2	2	2							12
Customer Service - TSO	2	2	2	2	2	2							12
Mishandling of Passenger Property			2										2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1										1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)			1			1	1						3
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Wounded Warrior			1										1
Property - Special Handling	2			1									3
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Missing Items - Checked	1												1
Screening	8	3	3	2	3		3						22
Screening - Children					1								1
Screening - Inconsistency	1			1									2
Screening - Lengthy Lines	1			1									2
Screening - Procedures/Process	6	3	3		2		2						16
Screening - Retrieving Abandoned/Confiscated Items							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ERI					2	1	2	2	2			1	10
2024								2	2			1	5
Civil Rights								1					1
Civil Rights - Race								1					1
Customer Service									2				2
Customer Service - TSO									2				2
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening												1	1
Screening - Procedures/Process												1	1
2025					2	1	2						5
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Screening					2		1						3
Screening - Procedures/Process					2		1						3

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EUG	5	5	1	1	2	3	2	2	1	2	1	1	26
2024	2	1	1		1		1	2	1	2	1	1	13
Civil Rights					1								1
Civil Rights - Age					1								1
Mishandling of Passenger Property	1		1								1		3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Dam	1		1										2
Patdown	1								1				2
Patdown - Flyer	1								1				2
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Carry-On								1					1
Screening		1					1	1		2		1	6
Screening - Inconsistency								1		1			2
Screening - Lengthy Lines												1	1
Screening - Procedures/Process		1											1
Screening - Retrieving Abandoned/Confiscated Items							1						1
Screening - Security Breach										1			1
2025	3	4		1	1	3	1						13
Mishandling of Passenger Property	1	2		1			1						5
Mishandling of Passenger Property - Damaged/Missii		1		1			1						3
Mishandling of Passenger Property - Dam	1	1											2
Property - Special Handling	1	1			1	2							5
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Item	1	1			1	1							4
Screening	1	1				1							3
Screening - Inconsistency						1							1
Screening - Procedures/Process	1	1											2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EVV		2	1	2	2	2	1			1		1	12
2024			1		2	1	1			1		1	7
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service					1	1							2
Customer Service - TSO					1	1							2
Patdown								1					1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)				1	1								2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Screening												1	1
Screening - Procedures/Process												1	1
2025		2		2		1							5
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Customer Service		1		1									2
Customer Service - TSO		1		1									2
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - General		1											1
Screening				1									1
Screening - Inconsistency				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EWN				1		1	1				1	1	5
2024				1			1				1	1	4
Customer Service				1			1				1		3
Customer Service - TSO				1			1				1		3
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
2025						1							1
Screening							1						1
Screening - Procedures/Process							1						1

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EWB	232	249	305	272	225	272	260	189	124	127	111	129	2,495
2024	102	135	145	141	119	163	150	189	124	127	111	129	1,635
Additional Information Required/Insufficient Information						1					1		2
Additional Information Required/Insufficient Information - EMAIL ONLY						1					1		2
Airline	1			4		1		1		2	2	4	15
Airline - Baggage Requirements										1			1
Airline - Lost Baggage				2						1	1		4
Airline - Policy/Regulations/Service				2		1		1			1	4	9
Airline - Wheelchair Assistance	1												1
Civil Rights	5	3	5	6	4	4	8	7	6	7	7	11	73
Civil Rights - Age	1								2				3
Civil Rights - Constitutional Rights		1		2	1							1	5
Civil Rights - National Origin											1	1	2
Civil Rights - Not Specified							1	2			1	1	5
Civil Rights - Other				1					1			1	3
Civil Rights - Perceived Religion			3	1	1		4	1	1	2	1	1	15
Civil Rights - Profiling				1									1
Civil Rights - Race	4	2	2	1	2	4	2	2	1	4	3	3	30
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1						1
Civil Rights - Sex								1	1	1	1	2	6
Civil Rights - Sexual Orientation								1				1	2
Claims		1					1		1				3
Claims - General							1						1
Claims - Status		1							1				2
CLEAR						1	1			1			3
CLEAR - Registered Traveler										1			1
CLEAR - TSA PreCheck Application Program						1	1						2
Customer Service	39	48	61	54	55	47	55	61	47	48	30	32	577
Customer Service - CSM						1	1		1				3
Customer Service - Others		1	1		2	2	1						7
Customer Service - TCC	2		1		1	1	1				1		7
Customer Service - TSO	37	47	59	54	52	43	52	61	46	48	29	32	560
DHS TRIP				1				2	1		3		7
DHS TRIP - General				1				2	1		3		7
Duplicate E-mail	1												1
Duplicate E-mail - General	1												1
Hazardous Materials Safety		1			2					1			4
Hazardous Materials Safety - General		1			2					1			4
HAZMAT Endorsement							1						1
HAZMAT Endorsement - General							1						1
Intranet/Internet Inquiries	1												1
Intranet/Internet Inquiries - General	1												1
Locks	4	3	1			2	2			1		1	14
Locks - Missing or Damaged Lock	4	3	1			2	2			1		1	14
Lost and Found	1	2	2	3	2	5	3	2	2	6	2	2	32
Lost and Found - Airport/TSA	1	2	2	3	2	5	3	2	2	6	2	2	32
Mishandling of Passenger Property	4	11	16	19	13	30	26	22	18	11	9	9	188
Mishandling of Passenger Property - Damaged	2	10	13	13	10	24	21	10	14	7	4	6	134
Mishandling of Passenger Property - Damaged/Missing	1		2	5	1	6	4	9	4	2	4	1	39
Mishandling of Passenger Property - Damaged/Missing/Injured		1	1		2	1	2	2	1	1	1	1	10
Mishandling of Passenger Property - Disposition	1			1				1		1		1	5
No Jurisdiction	3	2			1	5	6	4	2	5	9	6	43
No Jurisdiction - No Referral	1					2	1	2	1	4	2		13
No Jurisdiction - Refer to CBP	2	1				2	3	2	1	1	2	4	18
No Jurisdiction - Refer to Department of State							1						1
No Jurisdiction - Refer to Other		1			1	1	1				5	2	11
Notice of Violation/Civil Penalties						1			1				2
Notice of Violation/Civil Penalties - General						1			1				2
Ombudsman									1				1
Ombudsman - General									1				1
Patdown	1	5	1	2	2	4	2	5	1	1	2	3	29
Patdown - Children				1		1					1		3
Patdown - Flyer	1	3	1	1	2	3	2	4	1	1	1	3	23
Patdown - Flyer as Observer		2						1					3
Persons w/ Disabilities (PWD)	6	7	7	11	4	7	7	15	7	13	13	19	116
Persons w/ Disabilities (PWD) - Autism Spectrum						1		1	1	4	2	1	10
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										2			2
Persons w/ Disabilities (PWD) - Diabetes		1	1	1	1		3	2	1				10
Persons w/ Disabilities (PWD) - General		1				1		1			1	1	5
Persons w/ Disabilities (PWD) - Internal Medical Devices						1	1	2	2			2	8
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Medically	2	2		2	1	2	3	2	2	3	5	8	32
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1					1		1			3
Persons w/ Disabilities (PWD) - Mobility []	3		1	5	1	1		1	1		2	2	17
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												2	2
Persons w/ Disabilities (PWD) - Respiratory and Inhaled		1	1							1			3
Persons w/ Disabilities (PWD) - Service Animals						1		1					2
Persons w/ Disabilities (PWD) - Visual Impairment										1	1		2
Persons w/ Disabilities (PWD) - Wheelchair	1	2	2	3	1			4		1	2	1	17
Property - Special Handling	11	13	16	14	8	18	8	11	12	7	11	8	137
Property - Special Handling - Damaged Item	4	6	7	9	3	7	2	6	4	3	2	1	54
Property - Special Handling - Damaged Item	2		2	2			1	1	1		2		11
Property - Special Handling - Missing Item	3	5	5	1	2	7	4	3	5		3	5	43
Property - Special Handling - Missing Item	2	2	2	2	3	4	1	1	2	4	4	2	29

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Request for Assistance						1				1			2
Request for Assistance - Other						1				1			2
Screening	25	39	36	27	28	36	30	59	25	23	22	34	384
Screening - Children						1							1
Screening - Crew Member or Airline Employee				1					2		1		4
Screening - Inconsistency	1	1	2	3	2	4	3	5	1	2	1		25
Screening - Lengthy Lines	3	9	15	8	12	11	9	21	8	3	1	7	107
Screening - Procedures/Process	21	25	18	14	11	16	15	29	14	16	15	23	217
Screening - Retrieving Abandoned/Confiscated Items		4	1	1	2	2	3	4		2	4	4	27
Screening - Shoe Screening					1	2							3
2025	130	114	160	131	106	109	110						860
Additional Information Required/Insufficient Information	1		1			1							3
Additional Information Required/Insufficient Information - Other	1		1			1							3
Airline	2	2	7	4	1	3	5						24
Airline - Baggage Requirements	1												1
Airline - Lost Baggage	1		1				2						4
Airline - Policy/Regulations/Service			5	4	1	3	3						16
Airline - Wheelchair Assistance		2	1										3
Civil Rights	6	8	9	2	2	5	11						43
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights	3	1	2			1	1						8
Civil Rights - National Origin		3	1		1	1	2						8
Civil Rights - Not Specified			2			1	1						4
Civil Rights - Other			2	1									3
Civil Rights - Perceived Religion		1											1
Civil Rights - Race	1	3				2	3						9
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1	1								2
Civil Rights - Screening of Religious or Cultural Garments							2						2
Civil Rights - Sex	1		1				2						4
Civil Rights - Sexual Orientation	1												1
Claims	1		1										2
Claims - General	1												1
Claims - Status			1										1
CLEAR		3			1		1						5
CLEAR - Registered Traveler		1			1		1						3
CLEAR - TSA PreCheck Application Program		2											2
Customer Service	31	20	43	39	21	26	21						201
Customer Service - Others	1	1											2
Customer Service - TSO	30	19	43	39	21	26	21						199
DHS TRIP		1	1	2	2	1	1						8
DHS TRIP - General		1	1	2	2	1	1						8
Hazardous Materials Safety	1			2	4		2						9
Hazardous Materials Safety - General	1			2	4		2						9
Locks	1			2	1								4
Locks - Missing or Damaged Lock	1			2	1								4
Lost and Found	3	5	3	8	4	1	6						30
Lost and Found - Airport/TSA	3	5	3	8	4	1	6						30
Mishandling of Passenger Property	15	9	15	9	6	8	5						67
Mishandling of Passenger Property - Damaged	11	6	7	4	5	4	2						39
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	3	3	7	5	1	3	2						24
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disposition	1		1			1							3
No Jurisdiction	6	9	6	3	8	4	8						44
No Jurisdiction - No Referral	2	3	1	2	3	1	1						13
No Jurisdiction - Refer to CBP	4	4	3	1	4	2	7						25
No Jurisdiction - Refer to FAA			1										1
No Jurisdiction - Refer to Other		2	1		1	1							5
No Subject		1											1
No Subject - General		1											1
Notice of Violation/Civil Penalties		1	1										2
Notice of Violation/Civil Penalties - General		1	1										2
Patdown	1	4		2	1	2	4						14
Patdown - Flyer	1	4		2	1	2	3						13
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)	11	11	19	15	15	14	9						94
Persons w/ Disabilities (PWD) - Autism Spectrum		1				1							2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1		1	1						3
Persons w/ Disabilities (PWD) - Diabetes		1	1	2		3	1						8
Persons w/ Disabilities (PWD) - Diapers/Garments/Devices		1											1
Persons w/ Disabilities (PWD) - General	2				1	1							4
Persons w/ Disabilities (PWD) - Hearing Impairment	1			1			1						3
Persons w/ Disabilities (PWD) - Internal Medical Devices			2		3	1							6
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			2		1								3
Persons w/ Disabilities (PWD) - Medically Necessary		6	6	4	5		4						25
Persons w/ Disabilities (PWD) - Metal Implants	1		1	3	1								6
Persons w/ Disabilities (PWD) - Mobility Devices	3	1	3	1	1	5	1						15
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1	1							2
Persons w/ Disabilities (PWD) - Respiratory Devices	1		2		1								4
Persons w/ Disabilities (PWD) - Service Animals				1	1								2
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Persons w/ Disabilities (PWD) - Wheelchair	3		2	2		1	1						9
Property - Special Handling	13	13	17	21	18	12	10						104
Property - Special Handling - Damaged Items	3	3	4	2	7	5	4						28
Property - Special Handling - Damaged Items - Other	2		2	2	1								7
Property - Special Handling - Missing Items	4	5	5	9	5	5	4						37
Property - Special Handling - Missing Items - Other	4	5	6	8	5	2	2						32

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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
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	38	27	37	22	21	31	27						203
Screening - Crew Member or Airline Employee		1		1			1						3
Screening - Inconsistency	2	3	2	1		4	1						13
Screening - International Screening				1									1
Screening - Lengthy Lines	7	2	8	2	2	3	6						30
Screening - Opposite Sex				1									1
Screening - Procedures/Process	26	21	21	13	17	22	17						137
Screening - Retrieving Abandoned/Confis	3		6	3	2	2	2						18
SIDA (Security Identification Display Area)							1						1
SIDA (Security Identification Display Area) - General							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EYW	4	4	5	6	4	7	6	8	2	5	3	2	56
2024	1	1	3	2	1	4	3	8	2	5	3	2	35
Additional Information Required/Insufficient Information								1					1
Additional Information Required/Insufficient Information - EMAIL ONLY								1					1
Customer Service		1	3	1		3	3	4		3	1	1	20
Customer Service - TSO		1	3	1		3	3	4		3	1	1	20
Mishandling of Passenger Property				1				1					2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Patdown											2	1	3
Patdown - Flyer											2	1	3
Property - Special Handling								2	1				3
Property - Special Handling - Damaged Items - Carry-On								1	1				2
Property - Special Handling - Missing Items - Checked								1					1
Screening	1				1	1			1	2			6
Screening - Lengthy Lines						1			1				2
Screening - Procedures/Process	1									2			3
Screening - Retrieving Abandoned/Confiscated Items					1								1
2025	3	3	2	4	3	3	3						21
Civil Rights		1				1							2
Civil Rights - Not Specified		1											1
Civil Rights - Sex						1							1
Customer Service	1		1	3	1	1	1						8
Customer Service - TSO	1		1	3	1	1	1						8
No Jurisdiction		1											1
No Jurisdiction - No Referral		1											1
Patdown				1			1						2
Patdown - Flyer				1			1						2
Persons w/ Disabilities (PWD)	1				1								2
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling	1	1											2
Property - Special Handling - Damaged Items	1	1											2
Screening			1		1	1	1						4
Screening - Inconsistency					1								1
Screening - Procedures/Process			1			1	1						3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAI	1	7	3	1	2	7	5	3	4	4	5	3	45
2024		2	2		1	4	2	3	4		5	3	30
Additional Information Required/Insufficient Information										1			1
Additional Information Required/Insufficient Information - EMAIL ONLY										1			1
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights											1		1
Civil Rights - Race											1		1
Customer Service					1	2				1	1		5
Customer Service - CSM						1							1
Customer Service - TSO					1	1				1	1		4
Human Capital							1						1
Human Capital - Prospective Employment with TSA							1						1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property							1		1	1		1	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1		1	4
No Jurisdiction												1	1
No Jurisdiction - No Referral												1	1
Persons w/ Disabilities (PWD)			1					1	1		1		4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Property - Special Handling							1			1	1	1	4
Property - Special Handling - Damaged Items - Checked							1			1	1		3
Property - Special Handling - Missing Items - Checked											1		1
Screening			2	1			1		1			1	6
Screening - Inconsistency			1	1			1						3
Screening - Procedures/Process			1						1			1	3
2025	1	5	1	1	1	3	3						15
Customer Service		2		1			1						4
Customer Service - TSO		2		1			1						4
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		1											1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Screening	1	2	1				3	2					9
Screening - Crew Member or Airline Employee							2						2
Screening - Inconsistency		1											1
Screening - Procedures/Process	1		1				1	2					5
Screening - Retrieving Abandoned/Confiscated Items		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAR	5	3	5	2	5	4	2	1	3	2	3	3	38
2024	1	2	4	1	2	1	1	1	3	2	3	3	24
Civil Rights				1	1						2		4
Civil Rights - National Origin											1		1
Civil Rights - Other				1									1
Civil Rights - Race					1						1		2
Customer Service			2		1				2	1	1	1	8
Customer Service - Others										1			1
Customer Service - TSO			2		1				2		1	1	7
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Persons w/ Disabilities (PWD)				1					1				2
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	1						1	1		1		1	5
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Missing Items - Carry-On							1	1				1	3
Property - Special Handling - Missing Items	1												1
Screening		2	1			1							4
Screening - Procedures/Process		2	1			1							4
2025	4	1	1	1	3	3	1						14
Civil Rights				1									1
Civil Rights - National Origin				1									1
Customer Service	3				2	1							6
Customer Service - TSO	3				2	1							6
Patdown					1	1							2
Patdown - Flyer					1	1							2
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry-On			1										1
Screening	1	1				1	1						4
Screening - Inconsistency		1				1							2
Screening - Procedures/Process	1						1						2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAT	9	9	5	4	8	8	6	6	2	3	2	2	64
2024	5	6	1	1	2	7	3	6	2	3	2	2	40
Customer Service	2	3	1	1	2	4			2	1			16
Customer Service - TSO	2	3	1	1	2	4			2	1			16
Patdown								1		1			2
Patdown - Children										1			1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)	1					1		3			2		7
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Wheelchair	1					1		1			1		4
Screening	2	3				2	3	2		1		2	15
Screening - Inconsistency												2	2
Screening - Lengthy Lines	1					1	2	1		1			6
Screening - Procedures/Process	1	3					1	1					6
Screening - Retrieving Abandoned/Confiscated Items						1							1
2025	4	3	4	3	6	1	3						24
Civil Rights					1		1						2
Civil Rights - Perceived Religion							1						1
Civil Rights - Race					1								1
Customer Service	1	2	2										5
Customer Service - TSO	1	2	2										5
DHS TRIP						1							1
DHS TRIP - General						1							1
No Jurisdiction				2									2
No Jurisdiction - No Referral				2									2
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)	1	1			1								3
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Prostheses	1												1
Property - Special Handling					2		1						3
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked					1								1
Screening	2		1	1	2		1						7
Screening - Inconsistency	1			1									2
Screening - Procedures/Process	1		1		2		1						5

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAY	2	2	4		1	2	3			3	2	1	20
2024		1	1			1	2			3	2	1	11
Civil Rights						1	1						2
Civil Rights - Constitutional Rights							1						1
Civil Rights - Not Specified						1							1
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Screening							1			2	1	1	5
Screening - Lengthy Lines										1			1
Screening - Procedures/Process							1			1	1	1	4
2025	2	1	3		1	1	1						9
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service	1					1							2
Customer Service - TSO	1					1							2
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			1										1
Persons w/ Disabilities (PWD)		1					1						2
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FLG	1	3	2	1	2	2	1	2		1		2	17
2024	1	3	1		1	1		2		1		2	12
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service		1				1				1			3
Customer Service - TSO		1				1				1			3
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling								2					2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening		1			1							2	4
Screening - Inconsistency		1			1								2
Screening - Lengthy Lines												1	1
Screening - Retrieving Abandoned/Confiscated Items												1	1
2025			1	1	1	1	1						5
Civil Rights					1								1
Civil Rights - Sex					1								1
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Property - Special Handling				1			1						2
Property - Special Handling - Missing Items - Checked				1			1						2

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FLL	100	98	128	119	136	126	124	61	57	54	55	57	1,115
2024	43	47	43	38	53	51	47	61	57	54	55	57	606
Additional Information Required/Insufficient Information	1	1											2
Additional Information Required/Insufficient Information - General	1	1											2
Airline	1		3		2			2	1	2	2	3	16
Airline - Lost Baggage	1				2			1	1		1	1	7
Airline - Policy/Regulations/Service			3					1		2	1	2	9
Civil Rights			3	1	6	4	4	3	1	5	4	1	32
Civil Rights - Age						1		1		1	1		4
Civil Rights - Constitutional Rights						1					1		2
Civil Rights - National Origin						1				2			3
Civil Rights - Not Specified					1		3			1			5
Civil Rights - Other					1	1							2
Civil Rights - Profiling					1								1
Civil Rights - Race			2	1	2		1	2		1	2	1	12
Civil Rights - Sex			1		1				1				3
Claims					1					1	1		3
Claims - General					1					1			2
Claims - Status											1		1
CLEAR										1	1		2
CLEAR - Registered Traveler										1			1
CLEAR - TSA PreCheck Application Program											1		1
Customer Service	7	17	16	11	20	18	13	10	13	18	13	16	172
Customer Service - CSM				1		1							2
Customer Service - Others						1							1
Customer Service - TSO	7	17	16	10	20	16	13	10	13	18	13	16	169
DHS TRIP							1						1
DHS TRIP - General							1						1
Hazardous Materials Safety			1	1			1		1			1	5
Hazardous Materials Safety - General			1	1			1		1			1	5
Locks	1		1	1									3
Locks - Missing or Damaged Lock	1		1	1									3
Lost and Found			1				2		2	1	1		7
Lost and Found - Airport/TSA			1				2		2	1	1		7
Mishandling of Passenger Property	7	6	6	5	6	6	6	8	5	7	11	6	79
Mishandling of Passenger Property - Damaged	3	1	3	3	3	1	4	6	1	4	2	3	34
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	3	3	2	1	3	5	1	2	4	3	8	3	38
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disposition	1	2	1	1							1		6
No Jurisdiction				1		4		3	4	1	4	3	20
No Jurisdiction - No Referral						2		2		1		1	6
No Jurisdiction - Refer to CBP				1		2			1		4	1	9
No Jurisdiction - Refer to Other								1	3			1	5
No Subject			1	1		1							3
No Subject - General			1	1		1							3
Notice of Violation/Civil Penalties		1				1							2
Notice of Violation/Civil Penalties - General		1				1							2
Patdown	3	3		1	1	2	3	4	3	6	2	2	30
Patdown - Flyer	3	3		1	1	1	3	4	2	5	2	2	27
Patdown - Flyer as Observer						1			1	1			3
Persons w/ Disabilities (PWD)	3	2	1	3	2	5	5	6	9	2	5	9	52
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1								1		1	2	5
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1				1				2
Persons w/ Disabilities (PWD) - Diabetes	1		1	2					1			1	6
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - General									1		1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1		1	1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Equipment				1			2				1	1	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1	1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						3		1	1			3	8
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1						1					2
Persons w/ Disabilities (PWD) - Visual Impairment							2						2
Persons w/ Disabilities (PWD) - Wheelchair	1	1			1	1		3	2	1		1	11
Property - Special Handling	6	9	7	3	7	4	3	9	9	4	4	7	72
Property - Special Handling - Damaged Items	2	3	1	1	2		1	1	1	1	2	3	18
Property - Special Handling - Damaged Items - Lost	1		1		1			1	2	1	1	2	10
Property - Special Handling - Missing Items	2	5	1	2		2	1	5	2			1	21
Property - Special Handling - Missing Items - Lost	1	1	4		4	2	1	2	4	2	1	1	23
Screening	14	8	3	10	8	6	9	16	9	6	7	9	105
Screening - Crew Member or Airline Employee	1	1			1			3			1		7
Screening - Inconsistency	1	1		1	1	1	1	1	1		1		9
Screening - International Screening											1		1
Screening - Lengthy Lines	1	1	1	4	1	2			1	2		1	14
Screening - Procedures/Process	10	5	1	5	5	2	6	11	7	4	4	8	68
Screening - Retrieving Abandoned/Confiscated Items	1		1				2	1					5
Screening - Shoe Screening						1							1
2025	57	51	85	81	83	75	77						509
Additional Information Required/Insufficient Information		1	1			1							3
Additional Information Required/Insufficient Information - General		1	1			1							3
Airline	1	1	4	5	2	2	3						18
Airline - Lost Baggage			2	1	1	1	1						6
Airline - Policy/Regulations/Service	1	1	2	4	1	1	2						12
Civil Rights	5	5	7	6	5	4	7						39

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Age	1			1			1						3
Civil Rights - Constitutional Rights		1	2			1							4
Civil Rights - National Origin		2		1	2								5
Civil Rights - Not Specified	1					1	1						3
Civil Rights - Perceived Religion	1												1
Civil Rights - Race	2	1	3	1		1	1						9
Civil Rights - Screening of Religious Cultural and Ceremonial Items			1	1			2						4
Civil Rights - Sex		1	1	1	3	1	2						9
Civil Rights - Sexual Orientation				1									1
CLEAR		1	3	1		1							6
CLEAR - Registered Traveler						1							1
CLEAR - TSA PreCheck Application Program		1	3	1									5
Customer Service	8	9	16	10	17	12	19						91
Customer Service - Others			1										1
Customer Service - TSO	8	9	15	10	17	12	19						90
DHS TRIP		1	2			2	1						6
DHS TRIP - General		1	2			2	1						6
Hazardous Materials Safety			1		1								2
Hazardous Materials Safety - General			1		1								2
Human Capital							1						1
Human Capital - Prospective Employment with TSA							1						1
Intranet/Internet Inquiries							1						1
Intranet/Internet Inquiries - General							1						1
Locks				1		1							2
Locks - Missing or Damaged Lock				1		1							2
Lost and Found	1	2		2	1	2							8
Lost and Found - Airport/TSA	1	2		2	1	2							8
Mishandling of Passenger Property	7	3	6	8	5	5	6						40
Mishandling of Passenger Property - Damaged	3	1	3	7	3	5	3						25
Mishandling of Passenger Property - Damaged or Lost	4	2	3	1	2		3						15
No Jurisdiction	2	3	4	2	4		1						16
No Jurisdiction - No Referral	1	1	1	1	1		1						6
No Jurisdiction - Refer to CBP	1	1	2	1	3								8
No Jurisdiction - Refer to Other		1	1										2
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - General						1							1
Patdown	3	4	1	4	3	3	3						21
Patdown - Children							1						1
Patdown - Flyer	3	4	1	4	3	3	2						20
Persons w/ Disabilities (PWD)	7	8	10	12	6	13	9						65
Persons w/ Disabilities (PWD) - Autism Spectrum			1	1	1								3
Persons w/ Disabilities (PWD) - Breast Cancer	1												1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						2							2
Persons w/ Disabilities (PWD) - Diabetes	1	1	1	1		2							6
Persons w/ Disabilities (PWD) - General			1	1		2	1						5
Persons w/ Disabilities (PWD) - Hearing Impairment	1												1
Persons w/ Disabilities (PWD) - Internal Medical Devices		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary	1	1	1	3	3	1	1						11
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1	1			1	2						5
Persons w/ Disabilities (PWD) - Mobility Impairment	1	2	1	2		2							8
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Respiratory and Inhalers		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Visual Impairment			1										1
Persons w/ Disabilities (PWD) - Wheelchairs	2		2	4	1	3	5						17
Property - Special Handling	10	4	12	10	10	11	10						67
Property - Special Handling - Damaged Items	3	1	6	2	2	3	5						22
Property - Special Handling - Damaged Items - Checked		1	1	2	1								5
Property - Special Handling - Missing Items	6	2	1	1	1	3	1						15
Property - Special Handling - Missing Items - Checked	1		4	5	6	5	4						25
Request for Assistance			2			1							3
Request for Assistance - Other			2			1							3
Screening	13	9	16	20	29	16	16						119
Screening - Children				1	1								2
Screening - Crew Member or Airline Employee	1		3	1		1							6
Screening - Inconsistency	1		1	2	2								6
Screening - Lengthy Lines	1	1	1	2	8	3	3						19
Screening - Procedures/Process	10	7	11	13	18	12	13						84
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach		1											1

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FNL						1							1
2025						1							1
Customer Service						1							1
Customer Service - TSO						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FNT	3	2	4	3	4	1	3	1		2	1	1	25
2024	1	1	1	2		1	2	1		2	1	1	13
Customer Service				1		1							2
Customer Service - TSO				1		1							2
Mishandling of Passenger Property			1							1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--C			1							1	1		3
No Jurisdiction		1											1
No Jurisdiction - No Referral		1											1
Patdown	1			1			1	1		1		1	6
Patdown - Flyer	1			1			1	1				1	5
Patdown - Flyer as Observer										1			1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
2025	2	1	3	1	4		1						12
Customer Service		1	1		1								3
Customer Service - TSO		1	1		1								3
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)			1		1								2
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - General					1								1
Property - Special Handling			1	1			1						3
Property - Special Handling - Damaged Items - Carry-On			1				1						2
Property - Special Handling - Missing Items - Carry-On				1									1
Screening	1				1								2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1												1

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FOD						1							1
2024						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FPR			1		1								2
2024			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
2025					1								1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Diabetes					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FSD	1	7	6	1	3	2	3	1	6	4	2		36
2024	1	2	4			1	1	1	6	4	2		22
Civil Rights										2			2
Civil Rights - Age										1			1
Civil Rights - Race										1			1
Customer Service			3						4	1	1		9
Customer Service - TSO			3						4	1	1		9
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)		1					1	1		1			4
Persons w/ Disabilities (PWD) - Medically Necessary		1					1						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Screening	1	1	1			1			1		1		6
Screening - Procedures/Process	1	1	1			1			1		1		6
2025		5	2	1	3	1	2						14
Customer Service			2	1		1	2						6
Customer Service - TSO			2	1		1	2						6
Locks		1											1
Locks - General		1											1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
No Jurisdiction						1							1
No Jurisdiction - No Referral						1							1
Persons w/ Disabilities (PWD)		3											3
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Screening		1			1								2
Screening - Procedures/Process		1			1								2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FSM	1	1	3		1	2	4		1				13
2024	1	1	1		1	1	4		1				10
Civil Rights	1						1						2
Civil Rights - National Origin							1						1
Civil Rights - Race	1												1
Customer Service			1				1		1				3
Customer Service - TSO			1				1		1				3
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Patdown					1		1						2
Patdown - Flyer					1		1						2
Screening		1				1							2
Screening - Inconsistency						1							1
Screening - Procedures/Process		1											1
2025			2			1							3
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FWA	1	4	6	3	3	1	4		1	1	3	1	28
2024	2	2	2	1	1		1		1	1	3	1	14
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service									1				1
Customer Service - TSO									1				1
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property				1							2		3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											2		2
Patdown							1			1			2
Patdown - Flyer							1			1			2
Property - Special Handling		1	1										2
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Checked			1										1
Screening			1	1	1							1	4
Screening - Procedures/Process				1	1							1	3
Screening - Retrieving Abandoned/Confiscated Items			1										1
2025	1	2	4	1	2	1	3						14
Civil Rights		1		1									2
Civil Rights - Not Specified		1		1									2
CLEAR		1											1
CLEAR - Registered Traveler		1											1
Locks			1										1
Locks - General			1										1
Mishandling of Passenger Property			1		1	1							3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1			1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
No Jurisdiction	1		1										2
No Jurisdiction - No Referral	1		1										2
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Diabetes					1								1
Property - Special Handling			1				1						2
Property - Special Handling - Missing Items - Checked			1										2
Screening							2						2
Screening - Inconsistency							1						1
Screening - Procedures/Process							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GCC			1					1					2
2024			1					1					2
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Patdown								1					1
Patdown - Flyer								1					1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GEG	32	27	23	21	22	23	16	10	12	12	22	23	243
2024	8	9	7	9	7	9	7	10	12	12	22	23	135
Civil Rights	2			1		3			1				7
Civil Rights - Age									1				1
Civil Rights - Other						1							1
Civil Rights - Race	2			1		2							5
Customer Service	2	3	5	4	4	2	1	2	6	3	10	6	48
Customer Service - CSM						1							1
Customer Service - TSO	2	3	5	4	4	1	1	2	6	3	10	6	47
DHS TRIP													1
DHS TRIP - General													1
Locks		1											1
Locks - Missing or Damaged Lock		1											2
Mishandling of Passenger Property	1	1		1		2		1	1		1	3	11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1	1		1		1		1	1			1	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1						1	2
Patdown	1		1	2						1			5
Patdown - Flyer	1		1	2						1			5
Persons w/ Disabilities (PWD)					1	2		1	1	1	3	4	13
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks												1	1
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1					2	1	4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1					1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling			1				2	1	1	1	1	2	9
Property - Special Handling - Damaged Items - Carry-On										1		1	2
Property - Special Handling - Damaged Items - Checked			1				1	1	1		1		5
Property - Special Handling - Missing Items - Checked							1					1	2
Screening	2	4		1	2		4	5	2	6	7	6	39
Screening - Inconsistency										1		2	3
Screening - Lengthy Lines	1	1					2	1		1			6
Screening - Procedures/Process	1	3		1	2		2	4	2	3	7	4	29
Screening - Retrieving Abandoned/Confiscated Items										1			1
2025	24	18	16	12	15	14	9						108
Civil Rights	3	1	3	1	1	3	1						13
Civil Rights - Age	1		1	1									3
Civil Rights - Headwear		1											1
Civil Rights - National Origin	1												1
Civil Rights - Not Specified			1		1								2
Civil Rights - Race	1		1			1	1						4
Civil Rights - Sex						2							2
Customer Service	6	4	3	4	2		1						20
Customer Service - TSO	6	4	3	4	2		1						20
DHS TRIP	1												1
DHS TRIP - General	1												1
Locks		1			2	1							4
Locks - Missing or Damaged Lock		1			2	1							4
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property	4	4	2			2	1						13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	1				1							3
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	3	1	2			1	1						8
Mishandling of Passenger Property - Disarrayed Item	1												1
No Jurisdiction		1											1
No Jurisdiction - Refer to CBP		1											1
Patdown		1		1		2							4
Patdown - Flyer		1		1		2							4
Persons w/ Disabilities (PWD)					3	2	1						6
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					2								2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Property - Special Handling	2			3	1	1	1						8
Property - Special Handling - Damaged Items - Carry-On	2			1									3
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked				2	1		1						4
Screening	8	6	8	3	5	3	4						37
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	1	1			1								3
Screening - Lengthy Lines	2				1	1	2						6
Screening - Procedures/Process	5	5	7	3	3	2	2						27

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GFK	4		1	1	1	2	1		1	1	1		13
2024	1		1		1	1			1	1	1		7
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Customer Service					1	1							2
Customer Service - TSO					1	1							2
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Screening	1										1		2
Screening - Procedures/Process	1										1		2
2025	3			1		1	1						6
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
No Jurisdiction	1			1									2
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP				1									1
Property - Special Handling	1												1
Property - Special Handling - Damaged Items	1												1
Screening	1					1							2
Screening - Procedures/Process	1					1							2

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GJT	6	4	3	7	1	5	3	3	2	7	3	1	45
2024	5	3		4	1	3	3	3	2	7	3	1	35
Customer Service	3			2		2	2	1	1	5			16
Customer Service - TCC	1												1
Customer Service - TSO	2			2		2	2	1	1	5			15
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property	1							1					2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown		1			1	1							3
Patdown - Flyer					1	1							2
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Carry-On										1			1
Screening	1	2		1			1		1	1	3	1	11
Screening - Inconsistency				1			1						2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	1	2							1		2	1	7
Screening - Retrieving Abandoned/Confiscated Items										1			1
2025	1	1	3	3		2							10
Customer Service	1	1		1		1							4
Customer Service - TSO	1	1		1		1							4
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - General			1										1
Patdown				1		1							2
Patdown - Children						1							1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GLH	2		1	2									5
2024	2			2									4
Mishandling of Passenger Property	2			1									3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Dam	2												2
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
2025				1									1
Airline				1									1
Airline - Policy/Regulations/Service				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GNV	2	4	3	5	3	4	5	4		1	3	3	37
2024		1		4	2	2	1	4		1	3	3	21
Civil Rights				1									1
Civil Rights - Race				1									1
Customer Service					1	1		2			2	1	7
Customer Service - TSO					1	1		2			2	1	7
Human Capital												1	1
Human Capital - Prospective Employment with TSA												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Patdown				2				1					3
Patdown - Children				1									1
Patdown - Flyer				1				1					2
Persons w/ Disabilities (PWD)					1	1		1					3
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Carry		1											1
Screening				1			1			1	1		4
Screening - Procedures/Process				1			1			1	1		4
2025	2	3	3	1	1	2	4						16
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Customer Service		2		1		1	1						5
Customer Service - TSO		2		1		1	1						5
Human Capital			1										1
Human Capital - Prospective Employment with TSA			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening	2	1	1			1	2						7
Screening - Procedures/Process	2	1				1	2						6
Screening - Retrieving Abandoned/Confiscated Items			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GPI	1		1	1	3	3		1		4		2	16
2024	1		1	1	1	2		1		4		2	13
Customer Service	1		1	1	1					1			5
Customer Service - TSO	1		1	1	1					1			5
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Persons w/ Disabilities (PWD)						2				1		1	4
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1		1	2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Screening										1		1	2
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency												1	1
2025					2	1							3
Locks						1							1
Locks - Missing or Damaged Lock						1							1
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
Screening					1								1
Screening - Retrieving Abandoned/Confiscated Items					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GPT	6	7	3		5	2	7	6	2	2	5	1	46
2024	3	2			3	2	3	6	2	2	5	1	27
Civil Rights											1		1
Civil Rights - Race											1		1
Customer Service		1			1		1	2		1	3		9
Customer Service - TSO		1			1		1	2		1	3		9
DHS TRIP												1	1
DHS TRIP - General												1	1
Mishandling of Passenger Property	2	1											3
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	1	1											2
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)							1	1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1	1					2
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
Screening	1				1		1	2	2	1	1		9
Screening - Opposite Sex								1					1
Screening - Procedures/Process	1				1		1	1	2	1	1		8
2025	3	5	3		2	2	4						19
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights		1											1
Civil Rights - Sex		1											1
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property			2										2
Mishandling of Passenger Property - Damaged/Missing Items--C			2										2
No Jurisdiction						1							1
No Jurisdiction - Refer to CBP						1							1
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - General			1										1
Patdown	1	1											2
Patdown - Flyer	1	1											2
Persons w/ Disabilities (PWD)							2						2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling		2					1						3
Property - Special Handling - Damaged Items - Carry		1					1						2
Property - Special Handling - Damaged Items - Check		1											1
Screening	2				2	1							5
Screening - Inconsistency	1				2								3
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRB	1	2	2	1			2	1		1		1	11
2024			2					1		1		1	5
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights								1					1
Civil Rights - Race								1					1
Customer Service			1									1	2
Customer Service - TSO			1									1	2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
2025	1	2		1			2						6
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service		1											1
Customer Service - TSO		1											1
Screening	1			1			2						4
Screening - Procedures/Process	1			1			2						4

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRI	3	2			1						3		9
2024	3	2									3		8
Civil Rights	2	1									1		4
Civil Rights - Age	2												2
Civil Rights - Not Specified											1		1
Civil Rights - Sex		1											1
Customer Service	1	1											2
Customer Service - TSO	1	1											2
Persons w/ Disabilities (PWD)											2		2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
2025					1								1
Customer Service					1								1
Customer Service - TSO					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRK				1			3	1					5
2024				1				1					2
Customer Service				1									1
Customer Service - TSO				1									1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked								1					1
2025							3						3
Customer Service							2						2
Customer Service - TSO							2						2
Screening							1						1
Screening - Procedures/Process							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRR	10	7	11	10	6	3	8	5	6	9	4	4	83
2024	3	3	5	5	2	2	5	5	6	9	4	4	53
Civil Rights						1						1	2
Civil Rights - Race						1							1
Civil Rights - Sex												1	1
Customer Service	1	1		1	1		1	1	2	3	4	1	16
Customer Service - TSO	1	1		1	1		1	1	2	3	4	1	16
Intranet/Internet Inquiries			1										1
Intranet/Internet Inquiries - General			1										1
Locks				1			1						2
Locks - General							1						1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property		2	3	2				1		3			11
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back		2	1	1				1		2			7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1						1			2
Mishandling of Passenger Property - Damaged/Missing Items--Unattended			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)						1	2	2					7
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling	2		1	1			1					2	7
Property - Special Handling - Damaged Items - Carry-On			1	1			1						3
Property - Special Handling - Damaged Items - Checked Back	1											1	2
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked Back	1												1
Screening					1			1	3	1			6
Screening - Children					1								1
Screening - Procedures/Process								1	3	1			5
2025	7	4	6	5	4	1	3						30
Civil Rights			1			1							2
Civil Rights - National Origin						1							1
Civil Rights - Sex			1										1
Customer Service			1	1	1								3
Customer Service - TSO			1	1	1								3
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1	1	1	1									4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back	1	1		1									3
Mishandling of Passenger Property - Damaged/Missing Items--Unattended			1										1
No Jurisdiction		1											1
No Jurisdiction - Refer to Department of State		1											1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)	1		2	2	1		1						7
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1												1
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Persons w/ Disabilities (PWD) - Wounded Warrior							1						1
Property - Special Handling	2	1	1		1								5
Property - Special Handling - Damaged Items - Carry-On	1					1							2
Property - Special Handling - Damaged Items - Checked Back		1											1
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked Back	1												1
Screening	2			1	1		2						6
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1			1	1		2						5

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GSO	5	6	5	8	8	8	7	5	5	2	3	6	68
2024	4	2	1	4	5	5	4	5	5	2	3	6	46
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights				1									1
Civil Rights - Race				1									1
Customer Service				1	2	2	1		1		1		8
Customer Service - Others							1						1
Customer Service - TSO				1	2	2			1		1		7
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found							1		1				2
Lost and Found - Airport/TSA							1		1				2
Mishandling of Passenger Property		1			1	1	1			1			5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	1				1			3
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Patdown				1								1	2
Patdown - Flyer				1								1	2
Persons w/ Disabilities (PWD)	1				1		2				1	2	7
Persons w/ Disabilities (PWD) - Medical [1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1				1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1		1					1	3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Property - Special Handling	1			1		1			1				4
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked				1					1				2
Property - Special Handling - Missing Items - Checked						1							1
Screening	2		1					4	3	1	1	3	15
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency	1								1		1		3
Screening - Lengthy Lines								1	1				2
Screening - Procedures/Process	1		1					3	1			3	9
2025	1	4	4	4	3	3	3						22
Customer Service			2		1	1							4
Customer Service - TSO			2		1	1							4
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
No Jurisdiction					1								1
No Jurisdiction - Refer to CBP					1								1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)		1		1	1		1						4
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry-On			1										1
Screening	1	3		3		2	1						10
Screening - Crew Member or Airline Employee				1		1							2
Screening - Inconsistency						1							1
Screening - Procedures/Process	1	3		2			1						7

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GSP	6	9	13	12	3	14	15	6	3	6	7	6	100
2024	3	2	4	7	2	9	6	6	3	6	7	6	61
Civil Rights										1		1	2
Civil Rights - Age												1	1
Civil Rights - National Origin										1			1
Customer Service			1	4	1	3	2	2	2	4		1	20
Customer Service - CSM						1							1
Customer Service - TSO			1	4	1	2	2	2	2	4		1	19
Mishandling of Passenger Property	1						1	1			2	2	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											2	2	4
Mishandling of Passenger Property - Dam	1						1	1					3
Patdown					1	1	1					1	4
Patdown - Flyer						1						1	2
Patdown - General							1						1
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)				1				2			1	1	5
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												1	1
Persons w/ Disabilities (PWD) - Visual Impairment				1									1
Property - Special Handling				1		3	2	1			1		8
Property - Special Handling - Damaged Items - Carry-On						1					1		2
Property - Special Handling - Damaged Items - Checked				1			1						2
Property - Special Handling - Missing Items - Carry-On						1	1						2
Property - Special Handling - Missing Items - Checked						1		1					2
Screening	2	2	3	1		2			1	1	3		15
Screening - Inconsistency		1	3			1			1		1		7
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	1	1		1		1				1	1		6
Screening - Retrieving Abandoned/Confis	1												1
2025	3	7	9	5	1	5	9						39
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights			1			1	3						5
Civil Rights - Age							1						1
Civil Rights - Perceived Religion							1						1
Civil Rights - Race			1				1						2
Civil Rights - Sex						1							1
Customer Service	1		4	3		2	1						11
Customer Service - TSO	1		4	3		2	1						11
Freedom of Information Act (FOIA)							1						1
Freedom of Information Act (FOIA) - General							1						1
Mishandling of Passenger Property			1		1								2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Patdown		1											1
Patdown - Children		1											1
Persons w/ Disabilities (PWD)		1		1		1							3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Property - Special Handling		1	1				1						3
Property - Special Handling - Damaged Items - Carry		1					1						2
Property - Special Handling - Missing Items - Checked			1										1
Screening	2	4	1	1		1	3						12
Screening - Inconsistency	1	1											2
Screening - Procedures/Process	1	3	1	1		1	3						10

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GTR			2	3		3	1			1			10
2024			2	1		3	1			1			8
Customer Service										1			1
Customer Service - TSO										1			1
No Subject			1										1
No Subject - General			1										1
Patdown			1	1									2
Patdown - Flyer			1	1									2
Screening						3	1						4
Screening - Procedures/Process						3	1						4
2025				2									2
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GUC	1		1	1	1	2					1	1	8
2024	1		1	1		1					1	1	6
Customer Service				1							1	1	3
Customer Service - TSO				1							1	1	3
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)			1			1							2
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
2025					1	1							2
Screening					1	1							2
Screening - Inconsistency						1							1
Screening - Procedures/Process					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GUM	2	2		1	3	1	2				1	1	13
2024	1	1			1	1					1	1	6
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Property - Special Handling	1	1											2
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Missing Items	1												1
Screening						1						1	2
Screening - Procedures/Process												1	1
Screening - Retrieving Abandoned/Confiscated Items						1							1
2025	1	1		1	2		2						7
Customer Service				1			1						2
Customer Service - TSO				1			1						2
Persons w/ Disabilities (PWD)	1	1					1						3
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening					1								1
Screening - Procedures/Process					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HDN	1		2	6	6	4		2			1		22
2024	1		2	5	5	1		2			1		17
Civil Rights				1									1
Civil Rights - National Origin				1									1
Customer Service			1	3	4	1							9
Customer Service - CSM				1									1
Customer Service - TSO			1	2	4	1							8
Persons w/ Disabilities (PWD)				1	1								2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Property - Special Handling			1								1		2
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked											1		1
Screening	1							2					3
Screening - Procedures/Process	1							2					3
2025				1	1	3							5
Customer Service				1		2							3
Customer Service - TSO				1		2							3
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Screening					1								1
Screening - Procedures/Process					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HGR		1					1		2		1		5
2024							1		2		1		4
Customer Service											1		1
Customer Service - TSO											1		1
Patdown							1		2				3
Patdown - Children									1				1
Patdown - Flyer							1						1
Patdown - Flyer as Observer									1				1
2025		1											1
Patdown		1											1
Patdown - Flyer		1											1

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HLN	4	1	4		1	1				1	2		14
2024		1	3							1	2		7
Civil Rights			2										2
Civil Rights - Not Specified			1										1
Civil Rights - Race			1										1
No Jurisdiction											1		1
No Jurisdiction - Refer to FAA											1		1
Patdown										1			1
Patdown - Flyer										1			1
Screening		1	1								1		3
Screening - Inconsistency			1										1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process		1											1
2025	4		1		1	1							7
Customer Service	1												1
Customer Service - TSO	1												1
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Screening	1		1		1	1							4
Screening - Procedures/Process	1		1		1	1							4

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HNL	52	55	63	63	50	70	71	28	35	32	31	43	593
2024	23	26	23	28	21	25	32	28	35	32	31	43	347
Airline								1	1	1			3
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service								1	1				2
Civil Rights	2	3	2	4			3	3	1		1	2	21
Civil Rights - Constitutional Rights			1										1
Civil Rights - National Origin				1								1	2
Civil Rights - Not Specified												1	1
Civil Rights - Other									1				1
Civil Rights - Profiling		1						1					2
Civil Rights - Race	1	2		1			3	1			1		9
Civil Rights - Sex	1		1	2				1					5
Claims				1									1
Claims - Status				1									1
Customer Service	2	9	9	11	10	14	9	9	12	12	8	13	118
Customer Service - Others								1					1
Customer Service - TCC			1						1	1			3
Customer Service - TSO	2	9	8	11	10	14	9	8	11	11	8	13	114
DHS TRIP											1	1	2
DHS TRIP - General										1	1		2
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	3	3	3	4	1	1	3	5	4	5	5		37
Mishandling of Passenger Property - Dam	2			2		1	3	1	3	4	3		19
Mishandling of Passenger Property - Dam	1	3	3	2	1			4		1	2		17
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
No Jurisdiction		1							1	2	1	2	7
No Jurisdiction - No Referral		1							1	1	1	2	6
No Jurisdiction - Refer to CBP										1			1
Patdown	4		2		3	2	3		3	2	1	7	27
Patdown - Children	2		1				1		1				5
Patdown - Flyer	1		1		3	2	2		2	2	1	6	20
Patdown - Flyer as Observer												1	1
Patdown - General	1												1
Persons w/ Disabilities (PWD)	2	1	1	2	1	2	4	1	3	3	5	6	31
Persons w/ Disabilities (PWD) - Autism Sp	1									1			2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes				2			1						3
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1							1				2
Persons w/ Disabilities (PWD) - General	1				1								2
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1		1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1			1	3						5
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1		1	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1	1	2	2	6
Persons w/ Disabilities (PWD) - Service Animals												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1			1	1	3
Property - Special Handling	5	6	3	4	1	2	1	4	4	2	3	5	40
Property - Special Handling - Damaged It	2	1		2		2			2	1	1	2	13
Property - Special Handling - Damaged It	1	2		1			1		1	1	1	1	9
Property - Special Handling - Missing Items	2	1	1		1			1			1	1	8
Property - Special Handling - Missing Items - Checke		2	2	1				3	1			1	10
Request for Assistance							1						1
Request for Assistance - Other							1						1
Screening	5	3	3	1	3	4	8	5	4	4	6	7	53
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency				1			1		1		1	1	5
Screening - International Screening			1										1
Screening - Lengthy Lines	1						4	1			1	1	8
Screening - Procedures/Process	4	3	1		3	4	2	3	3	4	4	5	36
Screening - Retrieving Abandoned/Confiscated Items							1	1					2
2025	29	29	40	35	29	45	39						246
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Airline		1	1	1	1								4
Airline - Policy/Regulations/Service		1		1	1								3
Airline - Wheelchair Assistance			1										1
Civil Rights	2	4	3	2		3	1						15
Civil Rights - Civil Rights Violation (TSA Employee)		1											1
Civil Rights - National Origin	1		2	1									4
Civil Rights - Race		2	1	1		1							5
Civil Rights - Sex	1	1				2	1						5
Claims			1				1						2
Claims - General			1										1
Claims - Status							1						1
Customer Service	7	6	14	9	6	12	4						58
Customer Service - TSO	7	6	14	9	6	12	4						58
DHS TRIP							1						1
DHS TRIP - General							1						1
Locks	1				1	1	2						5
Locks - Missing or Damaged Lock	1				1	1	2						5
Lost and Found		1		2		1							4

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found - Airport/TSA			1	2		1							4
Mishandling of Passenger Property	2	2	2	3	5	2	4						20
Mishandling of Passenger Property - Damaged	2	1		2	2	2	3						12
Mishandling of Passenger Property - Damaged/Missing		1	2	1	3		1						8
No Jurisdiction	1		2	1	1	4	1						10
No Jurisdiction - No Referral			1		1	1							3
No Jurisdiction - Refer to CBP	1		1			2	1						5
No Jurisdiction - Refer to Other				1		1							2
Patdown	3	1	4	3		1	2						14
Patdown - Children	1												2
Patdown - Flyer	2	1	4	3		1	1						12
Persons w/ Disabilities (PWD)	3	4	5	3	5	4	6						30
Persons w/ Disabilities (PWD) - Autism Spectrum	1			1	2								4
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive	1	1					1						3
Persons w/ Disabilities (PWD) - General			1		1		1						3
Persons w/ Disabilities (PWD) - Hearing Impairment								2					2
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1	1	1	1	1						5
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1		1								2
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)		1					1						2
Persons w/ Disabilities (PWD) - Prostheses	1												1
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Mobility Device		1	2				1						4
Property - Special Handling	4	4	1	3	4	5	5						26
Property - Special Handling - Damaged Items	1	1			2								4
Property - Special Handling - Damaged Items - Checked		1	1	1	2	1							6
Property - Special Handling - Missing Items	1	1		1		2							5
Property - Special Handling - Missing Items - Checked	2	1		1		2	5						11
Screening	5	6	7	8	6	11	12						55
Screening - Children					1								1
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency	2		2	3	1		1						9
Screening - Lengthy Lines		2			2	4	1						9
Screening - Procedures/Process	2	4	5	4	2	7	9						33
Screening - Security Breach	1						1						2
SIDA (Security Identification Display Area)	1												1
SIDA (Security Identification Display Area) - Breach	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HOB	1		1		1	1	1	1	3	1			10
2024			1		1		1	1	3	1			8
Customer Service			1		1			1					3
Customer Service - TSO			1		1			1					3
Human Capital									1				1
Human Capital - Former Employee									1				1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Patdown							1						1
Patdown - Flyer							1						1
Screening									2				2
Screening - Procedures/Process									2				2
2025	1					1							2
Customer Service	1												1
Customer Service - Others	1												1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HOU	46	64	72	36	53	41	51	23	30	28	19	28	491
2024	29	39	38	26	38	27	29	23	30	28	19	28	354
Airline								1	1			1	3
Airline - Policy/Regulations/Service								1	1			1	3
Civil Rights		1	2	2	2		1	1	2	1	2		14
Civil Rights - Other			1										1
Civil Rights - Race		1		2	2		1	1	2	1	1		11
Civil Rights - Sex			1								1		2
Claims							1						1
Claims - General							1						1
CLEAR											1		1
CLEAR - TSA PreCheck Application Program											1		1
Customer Service	9	17	18	13	16	14	13	10	14	13	8	12	157
Customer Service - Others			1										1
Customer Service - TCC			1							1		1	3
Customer Service - TSO	9	17	16	13	16	14	13	10	14	12	8	11	153
DHS TRIP		1											1
DHS TRIP - General		1											1
Locks		1			1		1						3
Locks - Missing or Damaged Lock		1			1		1						3
Lost and Found			1									1	2
Lost and Found - Airport/TSA			1									1	2
Mishandling of Passenger Property	3		6	3	6	2		3	3	2		2	30
Mishandling of Passenger Property - Dam	1		1	2	3			2	2	1			12
Mishandling of Passenger Property - Dam	2		4	1	2			1	1			2	13
Mishandling of Passenger Property - Damaged/Missing Items--U			1		1	1				1			4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction	1		2	1	1		2		1	2		1	11
No Jurisdiction - No Referral			2						1	2		1	6
No Jurisdiction - Refer to CBP				1	1		1						3
No Jurisdiction - Refer to Other	1						1						2
Patdown	1	4		2				1	2	1	1	1	13
Patdown - Children										1			1
Patdown - Flyer	1	4		2				1			1	1	10
Patdown - General									1				1
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)	2	3	1		1		6	1	3	2	3	6	28
Persons w/ Disabilities (PWD) - General	1									1		1	3
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Medical [1	1							1			2	5
Persons w/ Disabilities (PWD) - Medically Necessary		1			1		4		2		2	1	11
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							2			1	1		4
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Service Animals												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1										2
Property - Special Handling	2	3	4	1	2	4	3	3	1	2	2	1	28
Property - Special Handling - Damaged Items - Carry		1	1	1		1				1	2		7
Property - Special Handling - Damaged Items - Checked					1		1						2
Property - Special Handling - Missing Items - Carry-C		1	1		1	2	2	2	1			1	11
Property - Special Handling - Missing Item	2	1	2			1		1		1			8
Request for Assistance							1						1
Request for Assistance - Other							1						1
Screening	11	9	4	4	9	6	2	3	3	5	2	3	61
Screening - Children	1							1					2
Screening - Gate Pass										1			1
Screening - Inconsistency	2	3		1	2	3	1						12
Screening - International Screening								1					1
Screening - Lengthy Lines	2		1		1	1			1	1			7
Screening - Procedures/Process	6	5	3	2	4	2		1	2	3	2	1	31
Screening - Retrieving Abandoned/Confiscated Items				1	2							2	5
Screening - Security Breach		1					1						2
2025	17	25	34	10	15	14	22						137
Airline	1	1	1										3
Airline - Lost Baggage	1												1
Airline - Policy/Regulations/Service		1	1										2
Civil Rights	1		4	1	1	1	2						10
Civil Rights - Age			1				1						2
Civil Rights - National Origin			1		1								2
Civil Rights - Race	1		2	1		1	1						6
Claims		1											1
Claims - Status		1											1
CLEAR	1												2
CLEAR - Registered Traveler	1						1						2
Customer Service	7	7	6	5	5	4	4						38
Customer Service - TSO	7	7	6	5	5	4	4						38
Locks				1			1						2
Locks - Missing or Damaged Lock				1			1						2
Lost and Found			2										2
Lost and Found - Airport/TSA			2										2
Mishandling of Passenger Property	1		4		2	5	3						15
Mishandling of Passenger Property - Damaged/Missing Items--C			2		1	5	2						10
Mishandling of Passenger Property - Dam	1						1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on			2		1								3
No Jurisdiction	1												1
No Jurisdiction - No Referral	1												1
Notice of Violation/Civil Penalties			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Notice of Violation/Civil Penalties - General			1										1
Persons w/ Disabilities (PWD)	1	6	3	1	3		3						17
Persons w/ Disabilities (PWD) - Diabetes													1
Persons w/ Disabilities (PWD) - General		1					1						2
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Medically	1		1										2
Persons w/ Disabilities (PWD) - Mobility Disability (N		2			1								3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Service Animals		1	1										2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1	2		1						5
Property - Special Handling	2	6	8	1	1	2	4						24
Property - Special Handling - Damaged Items - Carry		1	4		1	1							7
Property - Special Handling - Damaged Items - Check		1											1
Property - Special Handling - Missing Item	1		4			1	2						8
Property - Special Handling - Missing Item	1	4		1			2						8
Screening	2	4	5	1	3	2	4						21
Screening - Children			1										1
Screening - Inconsistency							1						1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	2	4	4		3	2	3						18

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HPN	9	4	11	6	4	9	11	2	9	4	3	2	74
2024	5	2	3	2	3	5	2	2	9	4	3	2	42
Civil Rights							1				1		2
Civil Rights - Race							1				1		2
Customer Service	1	1	2		1	2	1		2	2		1	13
Customer Service - TSO	1	1	2		1	2	1		2	2		1	13
DHS TRIP									1				1
DHS TRIP - 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		1		1					1		1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1					1		1		3
No Jurisdiction									1				1
No Jurisdiction - No Referral									1				1
Patdown	2			1	1								4
Patdown - Flyer	2			1	1								4
Persons w/ Disabilities (PWD)								1	1		1		3
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Property - Special Handling						1			1				2
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked									1				1
Screening	1		1			2			2	2		1	9
Screening - Inconsistency	1					1				1			3
Screening - Lengthy Lines			1										1
Screening - Procedures/Process						1			2	1		1	5
2025	4	2	8	4	1	4	9						32
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights						2							2
Civil Rights - Not Specified						1							1
Civil Rights - Profiling						1							1
CLEAR							1						1
CLEAR - Registered Traveler							1						1
Customer Service	1	1	3			1	1						7
Customer Service - TSO	1	1	3			1	1						7
Mishandling of Passenger Property	1		2										3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)	1		2	2	1		4						10
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Health			1										1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				2									2
Persons w/ Disabilities (PWD) - Mobility []	1												1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1		1						2
Property - Special Handling	1			1			1						3
Property - Special Handling - Damaged Items - Carry-On				1			1						2
Property - Special Handling - Missing Items - Carry-On	1												1
Screening			1	1		1	1						4
Screening - Inconsistency						1							1
Screening - Procedures/Process			1	1			1						3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HRL	2	4	2	4	4	1	5		1	2	1	1	27
2024	2	1		2	3	1	3		1	2	1	1	16
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service					1						1		2
Customer Service - TSO					1						1		2
Mishandling of Passenger Property	1			1			1						3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1			1						2
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction										2			2
No Jurisdiction - No Referral										1			1
No Jurisdiction - Refer to Other										1			1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Property - Special Handling		1					1		1			1	4
Property - Special Handling - Damaged Items - Carry		1							1			1	3
Property - Special Handling - Missing Items - Carry-On							1						1
Screening					2		1						3
Screening - Inconsistency					2								2
Screening - Procedures/Process							1						1
2025		3	2	2	1	1	2						11
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
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
No Jurisdiction					1								1
No Jurisdiction - Refer to CBP					1								1
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening		2					1						3
Screening - Procedures/Process		2					1						3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HSV	11	3	13	9	13	9	12	6	2	4	7	4	93
2024	5	1	6	4	4	3	3	6	2	4	7	4	49
Civil Rights				1				1					2
Civil Rights - Race				1				1					2
Customer Service	1		3	2	2	3	2	2	1	1		2	19
Customer Service - CSM			1				1						2
Customer Service - TSO	1		2	2	2	3	1	2	1	1		2	17
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property		1								1			2
Mishandling of Passenger Property - Damaged/Missin		1								1			2
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)			1								1	1	3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling	1										1		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Item	1												1
Screening	3		1	1	2		1	3	1	2	4	1	19
Screening - International Screening					1								1
Screening - Lengthy Lines	1						1				3		5
Screening - Procedures/Process	2		1	1	1			3	1	1	1	1	12
Screening - Security Breach										1			1
2025	6	2	7	5	9	6	9						44
Civil Rights					1								1
Civil Rights - National Origin					1								1
Customer Service	1	1		2	4	3	2						13
Customer Service - TSO	1	1		2	4	3	2						13
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
No Jurisdiction								3					3
No Jurisdiction - No Referral								1					1
No Jurisdiction - Refer to CBP							2						2
Persons w/ Disabilities (PWD)				1		1							2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening	4	1	6	2	4	2	3						22
Screening - Inconsistency					1								1
Screening - Lengthy Lines	1				2	2	2						7
Screening - Procedures/Process	3	1	5	2	1		1						13
Screening - Retrieving Abandoned/Confiscated Items			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HTS	1	2	2	2	1	4	2	2	2	4			22
2024	1	1	1	2	1	2		2	2	4			16
Airline										1			1
Airline - Lost Baggage										1			1
Civil Rights								1		1			2
Civil Rights - Not Specified										1			1
Civil Rights - Race								1					1
Customer Service				1				1	1				3
Customer Service - TSO				1				1	1				3
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1
Patdown		1											1
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)			1			2							3
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Property - Special Handling										2			2
Property - Special Handling - Damaged Items - Carry-On										2			2
Screening					1				1				2
Screening - Procedures/Process					1				1				2
2025		1	1			2	2						6
Mishandling of Passenger Property		1				2							3
Mishandling of Passenger Property - Damaged/Missii		1				2							3
Screening				1			2						3
Screening - Procedures/Process				1			2						3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HVN	6	5	15	18	7	5	10	3	2	3		1	75
2024	2	1	3	3	2	3	3	3	2	3		1	26
Animals	1												1
Animals - Carry-On	1												1
Civil Rights								1					1
Civil Rights - National Origin								1					1
Customer Service			1		1	2	2			1		1	8
Customer Service - CSM			1										1
Customer Service - TSO					1	2	2			1		1	7
Mishandling of Passenger Property			1	1	1		1		1				5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1		1				3
Mishandling of Passenger Property - Damaged/Missing Items--Unchecked Bag			1		1								2
Persons w/ Disabilities (PWD)		1						1		1			3
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening	1		1	1		1		1	1	1			7
Screening - Crew Member or Airline Employee						1			1				2
Screening - Inconsistency	1									1			2
Screening - Lengthy Lines				1									1
Screening - Procedures/Process			1										1
Screening - Retrieving Abandoned/Confiscated Items								1					1
2025	4	4	12	15	5	2	7						49
Airline			1	1									2
Airline - Policy/Regulations/Service				1									1
Airline - Wheelchair Assistance			1										1
Civil Rights		1					1						2
Civil Rights - Race		1											1
Civil Rights - Sex							1						1
Customer Service	2	1	3	3	1	2	1						13
Customer Service - TSO	2	1	3	3	1	2	1						13
Freedom of Information Act (FOIA)							1						1
Freedom of Information Act (FOIA) - General							1						1
Lost and Found			1	1									2
Lost and Found - Airport/TSA			1	1									2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1									1
Persons w/ Disabilities (PWD)		1	2		2								5
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1		1								2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling	2	1											3
Property - Special Handling - Damaged Items	1	1											2
Property - Special Handling - Missing Items	1												1
Screening			5	9	2		4						20
Screening - Inconsistency				2									2
Screening - Lengthy Lines			3	5	1		2						11
Screening - Procedures/Process			2	2			2						6
Screening - Security Breach					1								1

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HXD	3	1			3	2		3	1	1		1	15
2024	1				3			3	1	1		1	10
Customer Service					1			1	1				3
Customer Service - TSO					1			1	1				3
No Jurisdiction					1								1
No Jurisdiction - No Referral					1								1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Screening	1				1			2		1			5
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	1				1			1		1			4
2025	2	1				2							5
Customer Service		1											1
Customer Service - TSO		1											1
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Screening						1							1
Screening - Procedures/Process						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HYS		1		2	1					2			6
2024				1	1					2			4
Customer Service				1									1
Customer Service - Others				1									1
Mishandling of Passenger Property										2			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Screening						1							1
Screening - Procedures/Process						1							1
2025		1		1									2
Mishandling of Passenger Property		1		1									2
Mishandling of Passenger Property - Damaged/Missii		1		1									2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IAD	64	59	52	47	45	69	71	55	38	41	33	36	610
2024	24	26	27	25	19	44	29	55	38	41	33	36	397
Additional Information Required/Insufficient Information	1							1	1				3
Additional Information Required/Insufficient Information	1							1	1				3
Airline		3	1			1				1	1		7
Airline - Lost Baggage						1							1
Airline - Policy/Regulations/Service		3	1							1	1		6
Civil Rights		2	1	1	3	3	1	3	1	2	2	4	23
Civil Rights - Age				1		1							2
Civil Rights - Headwear										1			1
Civil Rights - National Origin		1						1					2
Civil Rights - Other												1	1
Civil Rights - Perceived Religion		1											1
Civil Rights - Race			1		2	1		2		1	2	1	10
Civil Rights - Sex					1	1	1		1			2	6
CLEAR											1		1
CLEAR - TSA PreCheck Application Program											1		1
Customer Service	5	7	8	9	8	17	9	15	14	14	4	8	118
Customer Service - CSM								1					1
Customer Service - Others			1										1
Customer Service - TCC					1								1
Customer Service - TSO	5	7	7	9	7	17	9	14	14	14	4	8	115
DHS TRIP		1	1	1							2		5
DHS TRIP - General		1	1	1							2		5
Locks				2	1	1		1				1	6
Locks - Missing or Damaged Lock				2	1	1		1				1	6
Lost and Found	1			1					1			1	4
Lost and Found - Airport/TSA	1			1					1			1	4
Mishandling of Passenger Property	4	1	6	7	4	3	3	7	4	7	7	1	54
Mishandling of Passenger Property - Damaged/Missing	4		2	1	3	1	2	4	3	5	2		27
Mishandling of Passenger Property - Damaged/Missing Items--Unattended		1	2	4	1	2	1	2	1	2	4	1	21
Mishandling of Passenger Property - Damaged/Missing Items--Unattended			1	2									3
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1					1			1		3
No Jurisdiction	3		2			1	3	2	1		3	2	17
No Jurisdiction - No Referral	1						1						3
No Jurisdiction - Refer to CBP			2			1	2	2			2	2	11
No Jurisdiction - Refer to Other	2										1		3
Patdown	1	1					2	2		1	2	1	10
Patdown - Flyer	1	1					2	2			1	1	8
Patdown - Flyer as Observer										1			1
Patdown - General											1		1
Persons w/ Disabilities (PWD)		1		1		2	1	4	2	2	2	4	19
Persons w/ Disabilities (PWD) - Autism Spectrum						1		1			1		3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diabetes								2					2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Equipment				1		1				1		2	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1	1		2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1	1				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Mobility Device		1										1	2
Property - Special Handling	4	2	2	3	1	5	1	4	3	3	4	2	34
Property - Special Handling - Damaged Items	1	1	1	1	1	1	1	2		1	2	2	14
Property - Special Handling - Damaged Items - Checked			1	1									2
Property - Special Handling - Missing Items	1	1		1		3		1	2	1	1		11
Property - Special Handling - Missing Items - Checked	2					1		1	1	1	1		7
Screening	5	8	6		2	11	9	16	11	12	5	11	96
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency		1	1		1	1		1		3	2	3	13
Screening - Lengthy Lines	1	1	3			3	3	1	1	3			16
Screening - Procedures/Process	3	6	2		1	5	5	13	10	5	3	7	60
Screening - Retrieving Abandoned/Confiscated Items	1					1	1	1		1		1	6
2025	40	33	25	22	26	25	42						213
Airline					1	1							2
Airline - Lost Baggage					1	1							2
Civil Rights	3			2	2		1						8
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin				1									1
Civil Rights - Not Specified						1							1
Civil Rights - Race	1				1								2
Civil Rights - Screening of Religious or Cultural Garments				1									1
Civil Rights - Sex								1					1
Customer Service	6	4	5	7		5	7						34
Customer Service - Others	3												3
Customer Service - TSO	3	4	5	7		5	7						31
DHS TRIP						1							1
DHS TRIP - General						1							1
General Aviation						1							1
General Aviation - General						1							1
Hazardous Materials Safety								1					1
Hazardous Materials Safety - General								1					1
Locks	1	1			1	1	2						6
Locks - Missing or Damaged Lock	1	1			1	1	2						6
Lost and Found	1	2	1	1	1		2						8
Lost and Found - Airport/TSA	1	2	1	1	1		2						8

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property	5	3	3	3	7	2	4						27
Mishandling of Passenger Property - Dam	2	2	1	2	2	2	3						14
Mishandling of Passenger Property - Dam	3	1	1		4		1						10
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	1	1								3
No Jurisdiction	7	2	2	3	1	3	2						20
No Jurisdiction - No Referral	2			2									4
No Jurisdiction - Refer to CBP	4	2	2	1	1	3	2						15
No Jurisdiction - Refer to Other	1												1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	2	7	3	1	4	2	7						26
Persons w/ Disabilities (PWD) - Autism Spectrum		1					1						2
Persons w/ Disabilities (PWD) - Cognitive /Developm		1											1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General			1		1								2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary		2			1								3
Persons w/ Disabilities (PWD) - Metal Imp	1	2				1	1						5
Persons w/ Disabilities (PWD) - Mobility Disability (N		1	1		2		1						5
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1			1	1						3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1			2						3
Property - Special Handling	6	4	6	1	1	5	7						30
Property - Special Handling - Damaged It	1	1	4			1	3						10
Property - Special Handling - Damaged Items - Chec		1					1						2
Property - Special Handling - Missing Item	2	1	2		1	1	1						8
Property - Special Handling - Missing Item	3	1		1		3	2						10
Screening	8	10	5	4	8	4	9						48
Screening - Inconsistency	1	2			1	1							5
Screening - Lengthy Lines	2	3	1		1		1						8
Screening - Procedures/Process	5	5	4	4	6	3	7						34
Screening - Retrieving Abandoned/Confiscated Items							1						1

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IAH	177	143	168	165	146	162	191	98	102	85	99	76	1,612
2024	71	67	67	62	67	85	95	98	102	85	99	76	974
Additional Information Required/Insufficient Information	1	1											2
Additional Information Required/Insufficient Information - Flyer	1	1											2
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Airline			1	1	1			1		2		1	7
Airline - Lost Baggage				1	1								2
Airline - Policy/Regulations/Service			1					1		2		1	5
Civil Rights	3	6	3	5	3	5	6	9	4	7	7	1	59
Civil Rights - Age							2	1					3
Civil Rights - Constitutional Rights		1	1										2
Civil Rights - National Origin			1	1									2
Civil Rights - Not Specified							1		1				3
Civil Rights - Other						1	1					1	3
Civil Rights - Perceived Religion		1						1			1		3
Civil Rights - Profiling	1					1							2
Civil Rights - Race	1	3	1	2	3	2	2	5	3	5	4		31
Civil Rights - Sex	1	1		1		1		1		1	2		8
Civil Rights - Sexual Orientation				1				1					2
Claims							1		1				2
Claims - General							1						1
Claims - Status									1				1
Customer Service	28	26	27	23	24	39	38	36	39	29	32	25	366
Customer Service - CSM					1								1
Customer Service - Others						1				2			3
Customer Service - TCC						1				1		1	3
Customer Service - TSO	28	26	27	23	23	37	38	36	39	26	32	24	359
DHS TRIP					1	1				2	1	2	7
DHS TRIP - General					1	1				2	1	2	7
Hazardous Materials Safety											1		1
Hazardous Materials Safety - General											1		1
Locks			1					1	1	3		2	8
Locks - General									1				1
Locks - Missing or Damaged Lock			1					1		3		2	7
Lost and Found				3	2			4	5	3	3	5	25
Lost and Found - Airport/TSA				3	2			4	5	3	3	5	25
Mishandling of Passenger Property	1	6	8	9	11	11	6	8	7	8	8	6	89
Mishandling of Passenger Property - Damaged/Missing Items--C	1	4	4	7	3	9	3	4	4	4	6	5	54
Mishandling of Passenger Property - Damaged/Missing Items--C			4		6	2	3	2	2	3	1		23
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Item				1	1			1		1	1		5
Mishandling of Passenger Property - Disarrayed Item		2		1	1			1	1			1	7
No Jurisdiction		3	2		2	3	1	4	8	4	6	4	37
No Jurisdiction - No Referral			1			1		1	2	2	2	2	11
No Jurisdiction - Refer to CBP		3	1		2	1	1	2	4	1	2	2	19
No Jurisdiction - Refer to Other						1		1	2	1	2		7
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Ombudsman			1										1
Ombudsman - General			1										1
Patdown	8	2	6	6		3	7		4	4	7	4	51
Patdown - Children	1									1	1		3
Patdown - Flyer	7	2	6	6		3	5		3	2	6	3	43
Patdown - Flyer as Observer							2		1	1		1	5
Persons w/ Disabilities (PWD)	5	6	3	2	8	5	10	10	7	7	7	13	83
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1					1		1		1	1		5
Persons w/ Disabilities (PWD) - Breast Cancer					2								2
Persons w/ Disabilities (PWD) - Cancer (General)	1	1			2								4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diabetes		1	1		1			2				1	6
Persons w/ Disabilities (PWD) - General		1	1			2	2	1				3	10
Persons w/ Disabilities (PWD) - Hearing Impairment							2	1				4	7
Persons w/ Disabilities (PWD) - Internal Medical Devices								1		1			2
Persons w/ Disabilities (PWD) - Medical Devices - At		1								1	1		3
Persons w/ Disabilities (PWD) - Medically	1	2			1		1	3	3	1	2	2	16
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1	1	1	1	1		2	2		9
Persons w/ Disabilities (PWD) - Prostheses	1					1				1			3
Persons w/ Disabilities (PWD) - Service Animals							3		1			2	6
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelchair	1		1	1	1		1		2		1		8
Property - Special Handling	9	7	7	4	6	3	13	9	10	5	8	6	87
Property - Special Handling - Damaged Item	2	1	3		1	2	4	4	1	3	3	3	27
Property - Special Handling - Damaged Item - Flyer	3	1		1			2	2	1		1		11
Property - Special Handling - Missing Item	2	2		2	4	1	6	2		1	4	3	27
Property - Special Handling - Missing Item - Flyer	2	3	4	1	1		1	1	8	1			22
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening	16	10	8	8	8	15	13	16	16	11	18	7	146
Screening - Crew Member or Airline Employee	2												2
Screening - Inconsistency	1	1		2		4		3	1		1		13
Screening - International Screening						2							2
Screening - Lengthy Lines			1			3		2	5	2	4	1	18
Screening - Procedures/Process	13	9	7	3	7	5	10	10	10	8	13	6	101
Screening - Retrieving Abandoned/Confiscated Items				2	1	1	3	1					8
Screening - Security Breach				1						1			2
2025	106	76	101	103	79	77	96						638

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Airline	1	1	2	4	1	3	1						13
Airline - Lost Baggage				1		1							2
Airline - Policy/Regulations/Service	1	1	2	2	1	1	1						9
Airline - Wheelchair Assistance				1		1							2
Civil Rights	6	8	5	4	3	7	4						37
Civil Rights - Age		2		1									3
Civil Rights - Constitutional Rights				1									1
Civil Rights - National Origin	2	3	2				4						11
Civil Rights - Not Specified		1				1	1	1					4
Civil Rights - Perceived Religion						1							1
Civil Rights - Profiling							1						1
Civil Rights - Race	3	1	1	2	1	1	2						11
Civil Rights - Screening of Religious or Cultural Practices	1												1
Civil Rights - Sex		1	1					1					3
Civil Rights - Sexual Orientation			1										1
Claims							1						1
Claims - Status							1						1
Customer Service	31	17	26	25	15	18	26						158
Customer Service - Others			2										2
Customer Service - TSO	31	17	24	25	15	18	26						156
Human Capital			1										1
Human Capital - Current Employee			1										1
Locks	1	1					2	1					5
Locks - Missing or Damaged Lock	1	1					2	1					5
Lost and Found	3	1	4	1	2	2	2						15
Lost and Found - Airport/TSA	3	1	4	1	2	2	2						15
Mishandling of Passenger Property	5	5	8	7	3	5	6						39
Mishandling of Passenger Property - Damaged	3	5	5	6	1	2	4						26
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	2		2	1	2	3	1						11
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
No Jurisdiction	4	1	1	7	5	3	4						25
No Jurisdiction - No Referral	1	1		3	1	1	2						9
No Jurisdiction - Refer to CBP	3		1	3	4	2	2						15
No Jurisdiction - Refer to Other				1									1
Patdown	10	6	5	5	5	4	3						38
Patdown - Children	1	1											2
Patdown - Flyer	8	4	4	5	5	3	3						32
Patdown - Flyer as Observer	1	1	1										3
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)	11	14	17	13	13	10	11						89
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1		1	1		3	1						7
Persons w/ Disabilities (PWD) - Breast Cancer			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				3									3
Persons w/ Disabilities (PWD) - Cognitive Disabilities	1	1	1										4
Persons w/ Disabilities (PWD) - Diabetes	1	1			1		1						4
Persons w/ Disabilities (PWD) - General	1	1	1	1	1	1	1						7
Persons w/ Disabilities (PWD) - Hearing Impairment		1	1				1						3
Persons w/ Disabilities (PWD) - Internal Medical Devices	1		1										2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					2								2
Persons w/ Disabilities (PWD) - Medically Necessary	5	4	5	2	3	2	4						25
Persons w/ Disabilities (PWD) - Metal Implants (joint)		2	1			1	1						5
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)		3	2	4		1	1						11
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					2								2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1	1						2
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1			1								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2	2	2	1							7
Property - Special Handling	12	7	11	14	4	8	8						64
Property - Special Handling - Damaged Items	2	1	4	7	1	4							19
Property - Special Handling - Damaged Items	1		2	2			1						6
Property - Special Handling - Missing Items	7	3	5	3		3	3						24
Property - Special Handling - Missing Items	2	3		2	3	1	4						15
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	22	15	21	22	28	14	30						152
Screening - Crew Member or Airline Employee			2	1									3
Screening - Inconsistency	2	3	1	4	3	1							14
Screening - Lengthy Lines	3	4	5	4	6	1	12						35
Screening - Procedures/Process	16	8	9	11	17	12	16						89
Screening - Retrieving Abandoned/Confiscated Items	1		4	2	1		2						10
Screening - Traveling with Cash					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ICT	10	11	5	11	8	6	5	5	3	2	1	1	68
2024	8	5	4	3	3	1	2	5	3	2	1	1	38
Civil Rights			1					2					3
Civil Rights - Age								1					1
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Race								1					1
Customer Service	6	1	1	2	1			2		1			14
Customer Service - TCC	1												1
Customer Service - TSO	5	1	1	2	1			2		1			13
Mishandling of Passenger Property		2		1	1	1		1					6
Mishandling of Passenger Property - Damaged/Missin		2			1			1					4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1							2
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Property - Special Handling			1				1		1				3
Property - Special Handling - Damaged Items - Checked							1		1				2
Property - Special Handling - Missing Items - Checked			1										1
Screening	2	2					1		2	1	1	1	10
Screening - Inconsistency	1												1
Screening - Procedures/Process	1	2					1		2	1	1	1	9
2025	2	6	1	8	5	5	3						30
Airline		1		2									3
Airline - Policy/Regulations/Service		1		2									3
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service	1			1		3							5
Customer Service - TSO	1			1		3							5
Mishandling of Passenger Property	1	1		1	2								5
Mishandling of Passenger Property - Dam	1			1									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2								2
Mishandling of Passenger Property - Disarrayed Item		1											1
Persons w/ Disabilities (PWD)		2					1						3
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling				2	3	1	2						8
Property - Special Handling - Damaged Items - Carry-On					2	1							3
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked				2	1		1						4
Screening		1	1	2		1							5
Screening - Procedures/Process		1	1	2									4
Screening - Retrieving Abandoned/Confiscated Items						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IDA	2	2	1	3	1	2	1	3	1	1	2	2	21
2024	2	2	1	3		1		3	1	1	2	2	18
Customer Service			1					1		1	2	1	6
Customer Service - TSO			1					1		1	2	1	6
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			2									3
Mishandling of Passenger Property - Dam	1			1									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Notice of Violation/Civil Penalties									1				1
Notice of Violation/Civil Penalties - General									1				1
Patdown		1		1									2
Patdown - Flyer		1		1									2
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening		1				1						1	3
Screening - Inconsistency						1							1
Screening - Lengthy Lines		1											1
Screening - Procedures/Process												1	1
2025					1	1	1						3
Customer Service						1							1
Customer Service - TSO						1							1
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Patdown					1								1
Patdown - Flyer					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IFP	1	2	3	2	3	1	1	1			2		16
2024	1	1				1	1	1			2		7
Civil Rights						1					1		2
Civil Rights - National Origin						1							1
Civil Rights - Race											1		1
Mishandling of Passenger Property	1												1
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) - General							1						1
Screening		1									1		2
Screening - Procedures/Process		1									1		2
2025		1	3	2	3								9
Civil Rights			1										1
Civil Rights - Age			1										1
Customer Service		1			1								2
Customer Service - TSO		1			1								2
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Persons w/ Disabilities (PWD)				1	2								3
Persons w/ Disabilities (PWD) - General				1	1								2
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Screening			1	1									2
Screening - Procedures/Process			1	1									2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ILG	1	1	1	3	1	3	2	1	2	3	1	2	21
2024				1	1	2	2	1	2	3	1	2	15
Customer Service						1	1					1	3
Customer Service - TSO						1	1					1	3
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Patdown				1			1			2			4
Patdown - Children										1			1
Patdown - Flyer				1			1			1			3
Persons w/ Disabilities (PWD)								1		1	1		3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Screening						1			1			1	3
Screening - Procedures/Process						1			1			1	3
2025	1	1	1	2		1			1				6
Customer Service		1											1
Customer Service - TSO		1											1
Persons w/ Disabilities (PWD)			1	1		1							3
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1	1		1							3
Screening	1			1									2
Screening - Procedures/Process	1			1									2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ILM	6	3	4	5	1	5	6	3	2	3	3	2	43
2024	3	1	3	1	1	1	3	3	2	3	3	2	26
Civil Rights	1								1				2
Civil Rights - Race	1								1				2
Customer Service			1	2		1		1	1		1		7
Customer Service - TSO			1	2		1		1	1		1		7
DHS TRIP								1					1
DHS TRIP - General								1					1
Mishandling of Passenger Property					1		1						2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
No Jurisdiction												1	1
No Jurisdiction - Refer to CBP												1	1
Persons w/ Disabilities (PWD)							1			1		1	3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Property - Special Handling				1							1		2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked											1		1
Screening	2		1				1	1		2	1		8
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency			1				1						2
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	1									2	1		4
2025	3	2	1	4		4	3						17
Customer Service		1	1	2									4
Customer Service - TSO		1	1	2									4
Mishandling of Passenger Property				1			1						2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Persons w/ Disabilities (PWD)				1		1							2
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1
Screening	3	1				2	2						8
Screening - Inconsistency	1												1
Screening - Lengthy Lines	1					1							2
Screening - Procedures/Process	1	1				1	2						5

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IMT	1			1		1			1				4
2024						1			1				2
Patdown						1			1				2
Patdown - Flyer						1			1				2
2025	1			1									2
Screening	1			1									2
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IND	38	32	23	31	29	21	24	31	23	27	10	20	309
2024	19	13	11	13	12	7	12	31	23	27	10	20	198
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Airline		1						1					2
Airline - Lost Baggage								1					1
Airline - Policy/Regulations/Service		1											1
Business, Suggestions, and Ideas							1						1
Business, Suggestions, and Ideas - General							1						1
Civil Rights	1	1	2					2	2	3		2	13
Civil Rights - National Origin												1	1
Civil Rights - Not Specified												1	1
Civil Rights - Other			2										2
Civil Rights - Perceived Religion		1											1
Civil Rights - Race								2	1	3			6
Civil Rights - Sex	1								1				2
Customer Service	3	5	2	2	3	3	4	9	9	1	2	4	47
Customer Service - Others					1								1
Customer Service - TSO	3	5	2	2	2	3	4	9	9	1	2	4	46
Locks			2										2
Locks - Missing or Damaged Lock			2										2
Mishandling of Passenger Property	2		3	1	2	1			1	2	1		13
Mishandling of Passenger Property - Dam	1		1						1				3
Mishandling of Passenger Property - Dam	1		2	1	2					2	1		9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction				1				1		1	1	1	5
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to Other								1		1	1	1	4
Patdown	4		1		3		1	1	3	3			16
Patdown - Children	1								1				2
Patdown - Flyer	3				1		1	1	1	3			10
Patdown - Flyer as Observer		1							1				2
Patdown - Non-Flyer					2								2
Persons w/ Disabilities (PWD)	3	1		3	1	1	3	3	2	4		1	22
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Diabetes	1									2			3
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1	1		1	2		1		1	7
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1		1	2	1	1				6
Persons w/ Disabilities (PWD) - Prosthesi	1			1						1			3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling	1			3	1			3		1		4	13
Property - Special Handling - Damaged Items - Carry-On				1				1				1	3
Property - Special Handling - Damaged Items - Checked												2	2
Property - Special Handling - Missing Item	1			2				2				1	6
Property - Special Handling - Missing Items - Checked					1					1			2
Screening	5	5	1	3	2	2	2	11	6	12	6	6	61
Screening - Children		1											1
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency		1		1			1			2	1		6
Screening - Lengthy Lines	1			1		1		5	3	4	2	3	20
Screening - Procedures/Process	4	3	1		2	1	1	6	3	6	3	2	32
Screening - Retrieving Abandoned/Confiscated Items				1									1
2025	19	19	12	18	17	14	12						111
Airline			2										2
Airline - Policy/Regulations/Service			2										2
Civil Rights	1	2	2	2		1	2						10
Civil Rights - Age	1			1									2
Civil Rights - National Origin			1			1							2
Civil Rights - Not Specified			1										1
Civil Rights - Race		1		1			1						3
Civil Rights - Sex		1					1						2
Customer Service	8	7	2	3	6	1	3						30
Customer Service - CSM					1								1
Customer Service - TSO	8	7	2	3	5	1	3						29
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property			1	2		1	2						6
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1		1	1						4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1						2
No Jurisdiction				1	1	1	1						4
No Jurisdiction - No Referral						1							1
No Jurisdiction - Refer to CBP				1									1
No Jurisdiction - Refer to Department of State							1						1
No Jurisdiction - Refer to Other					1								1
Notice of Violation/Civil Penalties					1	2							3
Notice of Violation/Civil Penalties - General					1	2							3
Patdown	2				3	1							6
Patdown - Children	1				1								2
Patdown - Flyer	1				2	1							4
Persons w/ Disabilities (PWD)	3	4	1		2	2	2						14
Persons w/ Disabilities (PWD) - Cognitive /Developm		1											1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically	1	1			1								3
Persons w/ Disabilities (PWD) - Mobility Disability (N		2	1			2							5

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Prosthesi		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							2						2
Property - Special Handling				4		1							5
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On				1		1							2
Property - Special Handling - Missing Items - Checked				1									1
Screening	5	6	3	6	4	4	2						30
Screening - Inconsistency		2		1		1	1						5
Screening - Lengthy Lines	1	2		4		1							8
Screening - Procedures/Process	4	2	2	1	4	2	1						16
Screening - Retrieving Abandoned/Confiscated Items			1										1

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ISP	3	1	6	6	3		6	7	2	2	1	2	39
2024			3	2	1		2	7	2	2	1	2	22
Civil Rights										1			1
Civil Rights - Age										1			1
Customer Service			2	2	1			6	1				12
Customer Service - TSO			2	2	1			6	1				12
Locks			1										1
Locks - Missing or Damaged Lock			1										1
No Jurisdiction									1				1
No Jurisdiction - Refer to CBP									1				1
Screening							2	1		1	1	2	7
Screening - Inconsistency								1					1
Screening - Lengthy Lines							1				1		2
Screening - Procedures/Process										1		2	3
Screening - Retrieving Abandoned/Confiscated Items							1						1
2025	3	1	3	4	2		4						17
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service	1			2			1						4
Customer Service - TSO	1			2			1						4
DHS TRIP			1										1
DHS TRIP - General			1										1
Persons w/ Disabilities (PWD)							2						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							2						2
Screening	2	1	1	2	2		1						9
Screening - Children		1											1
Screening - Lengthy Lines			1	2	1								4
Screening - Procedures/Process	2				1		1						4

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ITH	1	1		2	2	1		1					8
2024					2	1		1					4
Customer Service					1			1					2
Customer Service - TSO					1			1					2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Screening					1								1
Screening - Procedures/Process					1								1
2025	1	1		2									4
Patdown				1									1
Patdown - Flyer				1									1
Screening	1	1		1									3
Screening - Lengthy Lines	1	1											2
Screening - Procedures/Process				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ITO	5	5	5	8	2	9	3	1	1		2		41
2024	3	2	2	2	1	9	1	1	1		2		24
Civil Rights						1		1					2
Civil Rights - Race								1					1
Civil Rights - Sex						1							1
Customer Service	2	1		1		1			1				6
Customer Service - TSO	2	1		1		1			1				6
Locks			1			1							2
Locks - Missing or Damaged Lock			1			1							2
Mishandling of Passenger Property			1			1							2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
No Jurisdiction											1		1
No Jurisdiction - No Referral											1		1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - General				1									1
Property - Special Handling		1			1								2
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Items - Checked					1								1
Screening	1					5	1				1		8
Screening - Crew Member or Airline Employee											1		1
Screening - Lengthy Lines						3							3
Screening - Procedures/Process	1					2	1						4
2025	2	3	3	6	1		2						17
Customer Service	1		1										2
Customer Service - TSO	1		1										2
Mishandling of Passenger Property	1		1				1						3
Mishandling of Passenger Property - Dam	1						1						2
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
No Jurisdiction		1											1
No Jurisdiction - No Referral		1											1
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)				2									2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				2									2
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening		1	1	3	1		1						7
Screening - Inconsistency							1						1
Screening - Lengthy Lines		1		2									3
Screening - Procedures/Process			1	1	1								3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IWA	3	7	7	7	10	14	12	4	3	9	3	1	80
2024		4	6	4	5	6	4	4	3	9	3	1	49
Civil Rights			1		1								2
Civil Rights - National Origin					1								1
Civil Rights - Race			1										1
Customer Service		1	3	2	1	2	1	3		2	1		16
Customer Service - TSO		1	3	2	1	2	1	3		2	1		16
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property			1			1	1		1				4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1		1				2
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1							2
No Jurisdiction										1			1
No Jurisdiction - No Referral										1			1
Patdown		1								1		1	3
Patdown - Flyer		1								1		1	3
Persons w/ Disabilities (PWD)			1	1		1		1	1				5
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling		2				1	1			1			5
Property - Special Handling - Damaged Items - Carry-On							1			1			2
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checke		2											2
Screening				1	2	1	1		1	4	2		12
Screening - Inconsistency					1					1			2
Screening - Procedures/Process				1	1		1		1	3	1		8
Screening - Retrieving Abandoned/Confiscated Items							1				1		2
2025	3	3	1	3	5	8	8						31
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights					1	1							2
Civil Rights - Age						1							1
Civil Rights - Race					1								1
Customer Service	3				2	1	3						9
Customer Service - TSO	3				2	1	3						9
Mishandling of Passenger Property			1		1	1	1						4
Mishandling of Passenger Property - Damaged/Missing Items--C			1		1	1	1						4
No Jurisdiction		1											1
No Jurisdiction - No Referral		1											1
Persons w/ Disabilities (PWD)		1		1		1							3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling							3						3
Property - Special Handling - Damaged Items - Checked							2						2
Property - Special Handling - Missing Items - Checked							1						1
Screening		1		2	1	3	1						8
Screening - Inconsistency		1			1	1							3
Screening - Procedures/Process				2		2	1						5

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JAC	4	1	2		5	2	3		7	3	3	9	39
2024	1				2		1		7	3	3	9	26
Additional Information Required/Insufficient Information											1		1
Additional Information Required/Insufficient Information - EMAIL ONLY											1		1
Civil Rights												1	1
Civil Rights - Constitutional Rights												1	1
Customer Service					2				4	1		3	10
Customer Service - CSM					1								1
Customer Service - TSO					1				4	1		3	9
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Property - Special Handling										2	1		3
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked										2			2
Screening	1						1		2		1	3	8
Screening - Inconsistency												1	1
Screening - Lengthy Lines									1			1	2
Screening - Procedures/Process	1						1		1		1		4
Screening - Security Breach												1	1
2025	3	1	2		3	2	2						13
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1
Civil Rights		1											1
Civil Rights - Age		1											1
Customer Service					3	2	1						6
Customer Service - Others					1								1
Customer Service - TSO					2	2	1						5
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	1						1						2
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Screening	1												1
Screening - Lengthy Lines	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JAN	9	12	10	9	4	7	8	4	5	7	3	3	81
2024	2	4	3	1	2	1	4	4	5	7	3	3	39
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights								1					1
Civil Rights - Race								1					1
Customer Service	1	2	1	1			1	1	2	3	1	1	14
Customer Service - TSO	1	2	1	1			1	1	2	3	1	1	14
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property							1		1				2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)		1								2	1		4
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Screening	1	1	2		2	1	2	2	1	1	1	1	15
Screening - Inconsistency					1								1
Screening - Lengthy Lines		1				1	1	1	1				5
Screening - Procedures/Process	1		2				1	1		1	1	1	8
Screening - Retrieving Abandoned/Confiscated Items					1								1
2025	7	8	7	8	2	6	4						42
Claims			1										1
Claims - Status			1										1
Customer Service	1	3	5	2	1	2							14
Customer Service - TSO	1	3	5	2	1	2							14
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1	1				1	1						4
Mishandling of Passenger Property - Damaged/Missin		1				1							2
Mishandling of Passenger Property - Dam	1						1						2
Patdown							1						1
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)		1		1									2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Property - Special Handling				1		1							2
Property - Special Handling - Missing Items - Checked				1		1							2
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	5	3		4	1		2						15
Screening - Inconsistency					1								1
Screening - Lengthy Lines	3	2		2			1						8
Screening - Procedures/Process	2	1		2			1						6
TWIC							1						1
TWIC - Status							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JAX	45	37	53	46	45	41	45	19	31	22	22	20	426
2024	23	18	23	21	23	15	18	19	31	22	22	20	255
Advanced Imaging Technology (AIT)			1						1				2
Advanced Imaging Technology (AIT) - Flyer			1						1				2
Airline					1	1	1			1	1		5
Airline - Baggage Requirements							1						1
Airline - Policy/Regulations/Service					1	1					1		3
Airline - Wheelchair Assistance										1			1
Civil Rights			3						1			2	6
Civil Rights - Age									1				1
Civil Rights - National Origin												1	1
Civil Rights - Other			1										1
Civil Rights - Profiling			1										1
Civil Rights - Race			1										1
Civil Rights - Sex												1	1
Claims					1								1
Claims - General					1								1
Customer Service	7	7	6	3	8	4	9	9	13	6	8	9	89
Customer Service - CSM						2							2
Customer Service - TSO	7	7	6	3	8	2	9	9	13	6	8	9	87
DHS TRIP		1											1
DHS TRIP - General		1											1
Locks	1		1	1	1			1			2		7
Locks - Missing or Damaged Lock	1		1	1	1			1			2		7
Lost and Found			1		1								2
Lost and Found - Airport/TSA			1		1								2
Mishandling of Passenger Property	2	1	4	3	1	3	1	1	3	4	3	1	27
Mishandling of Passenger Property - Damaged	2	1	2	2	1	2		1	1	3	3		18
Mishandling of Passenger Property - Damaged/Missing Items--C			2			1	1		1	1		1	7
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1					1				2
No Jurisdiction		1	1		1	1	1					2	7
No Jurisdiction - No Referral		1	1		1								3
No Jurisdiction - Refer to FAA												1	1
No Jurisdiction - Refer to Other						1	1					1	3
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown	2			2				1	1	1	2	1	10
Patdown - Flyer	2			2				1	1	1	2	1	10
Persons w/ Disabilities (PWD)	1	1	2	1				1	1	3	2	1	13
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diabetes										1	1		2
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1	1				1				1	4
Persons w/ Disabilities (PWD) - Ostomy/C	1												1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	2				1	1			2	3	1		10
Property - Special Handling - Damaged It	1					1			2	2	1		7
Property - Special Handling - Missing Item	1				1					1			3
Screening	8	7	4	10	8	5	6	6	9	4	3	4	74
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency	1	3			1					1	1	1	8
Screening - Lengthy Lines	2		2	2	2	2	3	1	2				16
Screening - Procedures/Process	4	4	1	8	5	3	3	5	6	3	2	3	47
Screening - Retrieving Abandoned/Confiscated Items			1						1				2
2025	22	19	30	25	22	26	27						171
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights		2	4		1	1	1						9
Civil Rights - Age			2										2
Civil Rights - National Origin		2											2
Civil Rights - Not Specified			1										1
Civil Rights - Race			1		1	1							3
Civil Rights - Sex							1						1
Customer Service	8	5	9	4	7	7	6						46
Customer Service - TSO	8	5	9	4	7	7	6						46
General Aviation						1							1
General Aviation - Flight Training Security Program (FTSP)						1							1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found	1			1	2								4
Lost and Found - Airport/TSA	1			1	2								4
Mishandling of Passenger Property	2	1	2	2	1	4	1						13
Mishandling of Passenger Property - Dam	2	1	2	2	1	4	1						13
No Jurisdiction			3	2	1								6
No Jurisdiction - No Referral			2										2
No Jurisdiction - Refer to CBP			1	1	1								3
No Jurisdiction - Refer to Department of State				1									1
Patdown		1	1			1	2						5
Patdown - Flyer		1	1			1	2						5
Persons w/ Disabilities (PWD)	3		2	7	5	5	3						25
Persons w/ Disabilities (PWD) - Cancer (g	1			1									2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes				1		1							2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - General						2							2
Persons w/ Disabilities (PWD) - Internal Medical Devices					2								2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1		1							2
Persons w/ Disabilities (PWD) - Metal Implants		1	1	1			3						6
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1	1								2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				2									2
Persons w/ Disabilities (PWD) - Wheelchair		1	1										2
Persons w/ Disabilities (PWD) - Wounded Warrior					1								1
Property - Special Handling		1	3	3	3	2	8						20
Property - Special Handling - Damaged Items - Carry-On			2	1	3	1	4						11
Property - Special Handling - Damaged Items - Checked			1	2		1	3						7
Property - Special Handling - Missing Items - Carry-On		1											1
Property - Special Handling - Missing Items - Checked							1						1
Screening	8	7	6	6	2	5	6						40
Screening - Gate Pass			1										1
Screening - Inconsistency	2		1				1						4
Screening - Lengthy Lines	1	2	1			2							6
Screening - Procedures/Process	5	5	3	5	2	2	5						27
Screening - Retrieving Abandoned/Confiscated Items				1		1							2

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JFK	279	317	348	295	270	300	310	156	204	168	218	178	3,043
2024	123	125	156	130	133	157	143	156	204	168	218	178	1,891
Additional Information Required/Insufficient Information	1										1	2	4
Additional Information Required/Insufficient Information - Flyer	1										1	2	4
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Airline	2	1		4	2	4	1	4	4	5	9	2	38
Airline - Lost Baggage	1			2		1		2		2	4		12
Airline - Policy/Regulations/Service	1	1		1	2	2	1	2	4	3	4	2	23
Airline - Wheelchair Assistance				1		1					1		3
Cargo					2								2
Cargo - Indirect Air Carrier (IAC)					1								1
Cargo - Known Shipper					1								1
Civil Rights	3	2	5	11	11	13	6	12	8	11	13	19	114
Civil Rights - Age								1			1	4	6
Civil Rights - Constitutional Rights												1	1
Civil Rights - National Origin				4	2		2	3	2		3	3	19
Civil Rights - Not Specified					2	2				1		2	7
Civil Rights - Other										1	1		2
Civil Rights - Perceived Religion				2			1	2	2		1		9
Civil Rights - Profiling						1							1
Civil Rights - Race	1	1	3	4	6	7	3	4	4	6	6	8	53
Civil Rights - Screening of Religious or Cultural Practices	1			1									2
Civil Rights - Sex	1	1	2		1	2		2		2	1	1	13
Civil Rights - Sexual Orientation										1			1
Claims						1	1	1	1				4
Claims - General							1	1	1				3
Claims - Status						1							1
Customer Service	43	51	79	56	60	58	56	51	63	50	64	55	686
Customer Service - CSM			1	2		2		1		1		2	9
Customer Service - Others						1	1						2
Customer Service - TCC								1					1
Customer Service - TSO	43	51	78	54	60	55	55	49	63	49	64	53	674
DHS TRIP	1				1	1		2	1		3	2	11
DHS TRIP - General	1				1			2			3	2	9
DHS TRIP - Status						1			1				2
Hazardous Materials Safety		1		2	1			3	4	1	3	1	16
Hazardous Materials Safety - General		1		2	1			3	4	1	3	1	16
Locks	2					1	3	3	2	1	3	1	16
Locks - Missing or Damaged Lock	2					1	3	3	2	1	3	1	16
Lost and Found			2	1	2	1	2	3	3	4	3	3	24
Lost and Found - Airport/TSA			2	1	2	1	2	3	3	4	3	3	24
Mishandling of Passenger Property	5	7	10	11	11	17	12	14	22	19	20	13	161
Mishandling of Passenger Property - Damaged Item	3	3	2	6	5	8	9	4	12	15	10	6	83
Mishandling of Passenger Property - Damaged Item - Unspecified Item	2	3	8	4	5	9	2	9	9	4	9	7	71
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Item				1					1				2
Mishandling of Passenger Property - Disarrayed Item		1			1		1	1			1		5
No Jurisdiction	5	5	4	1	4	9	6	13	9	7	7	6	76
No Jurisdiction - No Referral	2	2	1		2	5	1	3	1	2	2	2	23
No Jurisdiction - Refer to CBP	1	3	3	1	2	3	4	8	7	3	5	3	43
No Jurisdiction - Refer to Other	2					1	1	2	1	2		1	10
Ombudsman			1										1
Ombudsman - General			1										1
Patdown	3	5	3	2	3	4	5	6	7	9	7	5	59
Patdown - Children		1					1			1			3
Patdown - Flyer	2	3	3	1	3	3	4	5	7	8	7	5	51
Patdown - Flyer as Observer	1	1		1		1		1					5
Persons w/ Disabilities (PWD)	7	7	10	6	10	11	10	14	21	15	23	17	151
Persons w/ Disabilities (PWD) - Autism Spectrum			1					1	2	2	2	2	10
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					2								2
Persons w/ Disabilities (PWD) - Cognitive	1						1		1		2		5
Persons w/ Disabilities (PWD) - Diabetes	1					1			3		2	2	9
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1					1		2
Persons w/ Disabilities (PWD) - General	1		2			3		1	3	1	3	2	16
Persons w/ Disabilities (PWD) - Hearing Impairment							2	2	1	1	1		7
Persons w/ Disabilities (PWD) - Internal Medical Device		1		1					1		2		5
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												2	2
Persons w/ Disabilities (PWD) - Medically	1	2	1		2		1	1	4	1	5	4	22
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1	1				2	1	3	2		2	12
Persons w/ Disabilities (PWD) - Mobility	1	2	1		2	1	2	2	2	6	1	1	21
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1		1						2
Persons w/ Disabilities (PWD) - Service Animal	1			1		2							4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				2		1					1		4
Persons w/ Disabilities (PWD) - Visual Impairment	1					1		2					4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	3	2	3	1	1	4	1	2	3	2	23
Property - Special Handling	11	14	21	15	10	7	10	8	20	17	16	15	164
Property - Special Handling - Damaged Item	3	3	5	3	1	2	2	2	5	3	1	6	36
Property - Special Handling - Damaged Items - Checked	1		3	3	1	1		1	1	1	1	1	14
Property - Special Handling - Missing Item	5	5	9	5	7	2	5	1	6	7	5	4	61
Property - Special Handling - Missing Item - Checked	3	5	4	4	1	2	3	4	8	6	9	4	53
Request for Assistance	1		1		2					1		1	6
Request for Assistance - Other	1		1		2					1		1	6
Screening	38	32	20	21	14	29	31	22	39	28	46	36	356
Screening - Children	1												1
Screening - Crew Member or Airline Employee	2	1			1		1	1					6

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency	5	3		1	1	2	1	3		3	5	2	26
Screening - Lengthy Lines	5	8	10	3	3	12	5	6	11	7	13	10	93
Screening - Procedures/Process	24	19	10	14	8	13	20	11	27	18	26	21	211
Screening - Retrieving Abandoned/Confiscated	1			2	1	2	3	1	1		2	3	16
Screening - Security Breach		1		1			1						3
TWIC	1												1
TWIC - General	1												1
2025	156	192	192	165	137	143	167						1,152
Additional Information Required/Insufficient Information	1		1	1									3
Additional Information Required/Insufficient Information - General	1		1	1									3
Advanced Imaging Technology (AIT)			1										1
Advanced Imaging Technology (AIT) - General			1										1
Airline	3	5	7	4	2	5	3						29
Airline - Lost Baggage	1		2	1		1	2						7
Airline - Policy/Regulations/Service	2	4	4	3	2	3							18
Airline - Wheelchair Assistance		1	1			1	1						4
Civil Rights	10	14	11	11	2	9	13						70
Civil Rights - Age	2	1	1	1			3						8
Civil Rights - Constitutional Rights		1		1	1								3
Civil Rights - National Origin	3	4	2	2	1		3						17
Civil Rights - Not Specified	2	2				1	1						6
Civil Rights - Perceived Religion						1	1						2
Civil Rights - Profiling		1											1
Civil Rights - Race	2	4	6	5		3	3						23
Civil Rights - Sex	1	1	2	2		2	2						10
Claims	2												2
Claims - General	1												1
Claims - Status	1												1
CLEAR	2						1						3
CLEAR - Registered Traveler	2						1						3
Customer Service	41	57	50	48	40	38	48						322
Customer Service - CSM				1									1
Customer Service - Others						1	1						2
Customer Service - TCC							1						1
Customer Service - TSO	41	57	50	47	40	37	46						318
DHS TRIP	3	2	1	2	3		1						12
DHS TRIP - General	3	2	1	2	3		1						12
Flying Armed		1											1
Flying Armed - General		1											1
Freedom of Information Act (FOIA)					1								1
Freedom of Information Act (FOIA) - General					1								1
Hazardous Materials Safety		2	1	3	4	2	3						15
Hazardous Materials Safety - General		2	1	3	4	2	3						15
Human Capital						1							1
Human Capital - Former Employee						1							1
Locks	1	1		2		2	3						9
Locks - General							2						2
Locks - Missing or Damaged Lock	1	1		2		2	1						7
Lost and Found	3	2	5	3	3	1	2						19
Lost and Found - Airport/TSA	3	2	5	3	3	1	2						19
Mishandling of Passenger Property	10	16	13	13	11	12	12						87
Mishandling of Passenger Property - Damaged	2	5	6	6	7	7	4						37
Mishandling of Passenger Property - Damaged - General	7	9	7	6	4	5	8						46
Mishandling of Passenger Property - Disposition	1	2		1									4
No Jurisdiction	2	8	5	14	11	10	13						63
No Jurisdiction - No Referral	1	2	2	3	2	1	6						17
No Jurisdiction - Refer to CBP	1	4	2	9	7	7	6						36
No Jurisdiction - Refer to Department of State		1											1
No Jurisdiction - Refer to FAA				1		1							2
No Jurisdiction - Refer to Other		1	1	1	2	1	1						7
Patdown	3	6	9	4	6	5	1						34
Patdown - Children				1									1
Patdown - Flyer	3	6	6	3	6	5	1						30
Patdown - Flyer as Observer			2										2
Patdown - General			1										1
Persons w/ Disabilities (PWD)	14	23	21	17	20	12	9						116
Persons w/ Disabilities (PWD) - Autism Spectrum	1	3	1	2	2		1						10
Persons w/ Disabilities (PWD) - Cancer (general) Not		2											2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental			3	1		2							6
Persons w/ Disabilities (PWD) - Diabetes			1	1			2						4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks					1								1
Persons w/ Disabilities (PWD) - General	1	2	3			1							7
Persons w/ Disabilities (PWD) - Hearing Impaired	1	1	1	1									4
Persons w/ Disabilities (PWD) - Internal Medical Devices		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary	2	3	1	5	8	3	1						23
Persons w/ Disabilities (PWD) - Metal Implants	1	1		1	1		1						5
Persons w/ Disabilities (PWD) - Mobility Devices	2	2	5	2	1	2	1						15
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Respiratory	1					1							2
Persons w/ Disabilities (PWD) - Service Animals		1	2		2								5
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1					1						2
Persons w/ Disabilities (PWD) - Visual Impairment					1								1
Persons w/ Disabilities (PWD) - Wheelchair	5	5	3	4	3	3	2						25
Property - Special Handling	21	16	23	16	12	17	14						119

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Items	8	6	6	5	6	7	3						41
Property - Special Handling - Damaged Items - Checked		1		1		1	2						5
Property - Special Handling - Missing Items	6	3	8	4	3	5	4						33
Property - Special Handling - Missing Items - Checked	7	6	9	6	3	4	5						40
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening	40	39	43	27	22	29	44						244
Screening - Crew Member or Airline Employee	2				1								3
Screening - Inconsistency	1	1	2	4		2	3						13
Screening - Lengthy Lines	10	3	13	6	2	5	9						48
Screening - Procedures/Process	24	35	26	14	19	22	31						171
Screening - Retrieving Abandoned/Confiscated Items	2		2	1			1						6
Screening - Security Breach	1			2									3

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

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JNU	5	1	5		1	3	9	1	1	2	3		31
2024	4		2			2	3	1	1	2	3		18
Customer Service	1									1			2
Customer Service - TSO	1									1			2
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Mishandling of Passenger Property			1								1		2
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
No Jurisdiction						1							1
No Jurisdiction - No Referral						1							1
Patdown	2									1			3
Patdown - Flyer										1			1
Patdown - Flyer as Observer	2												2
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Carry-On								1					1
Screening	1		1			1	2		1		2		8
Screening - Inconsistency						1			1				2
Screening - Procedures/Process	1		1				1				2		5
Screening - Retrieving Abandoned/Confiscated Items							1						1
2025	1	1	3		1	1	6						13
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights							2						2
Civil Rights - Constitutional Rights							1						1
Civil Rights - National Origin							1						1
Customer Service					1		2						3
Customer Service - TSO					1		2						3
Persons w/ Disabilities (PWD)			1				1						2
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1				1						2
Screening	1	1	1			1	1						5
Screening - Lengthy Lines		1	1			1							3
Screening - Procedures/Process	1						1						2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JQF	1	3	2	1	1	1		1	1		2		13
2024		1			1	1		1	1		2		7
Customer Service					1			1	1				3
Customer Service - TSO					1			1	1				3
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Screening		1									1		2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process		1											1
2025	1	2	2	1									6
Civil Rights				1									1
Civil Rights - Race				1									1
Mishandling of Passenger Property		1	1										2
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Screening		1											1
Screening - Inconsistency		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JST				1					1				2
2024									1				1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Carry-On									1				1
2025				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
KOA	23	17	14	22	16	20	20	4	5	11	8	6	166
2024	7	6	4	8	7	9	9	4	5	11	8	6	84
Civil Rights						1			1			1	3
Civil Rights - Constitutional Rights												1	1
Civil Rights - National Origin									1				1
Civil Rights - Race						1							1
Customer Service	2	2	1	6	2	3	2	1	1	8	1	3	32
Customer Service - CSM					1	1							2
Customer Service - TCC		1											1
Customer Service - TSO	2	1	1	6	1	2	2	1	1	8	1	3	29
Lost and Found			1								1		2
Lost and Found - Airport/TSA			1								1		2
Mishandling of Passenger Property	3	1			1	3	2				4		14
Mishandling of Passenger Property - Damaged	1				1	1	1				3		7
Mishandling of Passenger Property - Damaged/Missing	2	1				2	1						6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
No Jurisdiction										1		1	2
No Jurisdiction - No Referral												1	1
No Jurisdiction - Refer to Other										1			1
Patdown				1	1								2
Patdown - Flyer				1	1								2
Persons w/ Disabilities (PWD)	1	1					4		1				7
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Medically Necessary		1					1		1				3
Persons w/ Disabilities (PWD) - Metal Implants	1						1						2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling			1	1	1			1			1		5
Property - Special Handling - Damaged Items - Carry-On			1	1							1		3
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked					1								1
Screening	1	2	1		2	2	1	2	2	2	1	1	17
Screening - Inconsistency		1							1				2
Screening - Lengthy Lines						2							2
Screening - Procedures/Process	1	1	1		1		1	2	1	2	1	1	12
Screening - Retrieving Abandoned/Confiscated Items					1								1
2025	16	11	10	14	9	11	11						82
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service	3	2	2	5	2	6	6						26
Customer Service - Others			1										1
Customer Service - TCC	1												1
Customer Service - TSO	2	2	1	5	2	6	6						24
Lost and Found	1			1									2
Lost and Found - Airport/TSA	1			1									2
Mishandling of Passenger Property	2	1	1	1	1	1							7
Mishandling of Passenger Property - Damaged	2		1		1								4
Mishandling of Passenger Property - Damaged/Missing		1		1		1							3
No Jurisdiction	1		2										3
No Jurisdiction - Refer to CBP			2										2
No Jurisdiction - Refer to Other	1												1
Patdown					1	1	1						3
Patdown - Children					1	1							2
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)	4	5	5	3	1	1							19
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Hearing Impaired	4		1										5
Persons w/ Disabilities (PWD) - Medically Necessary		5	3	3		1							12
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Property - Special Handling	2			1	2	1	3						9
Property - Special Handling - Damaged Items	2				2		1						5
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On				1			2						3
Screening	2	3		3	2	1	1						12
Screening - Inconsistency		1											1
Screening - Procedures/Process	2	2		3	2	1	1						11

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
KTN	1	2	2		2			1		1	2	1	12
2024	1	1	1					1		1	2	1	8
Customer Service		1	1								1	1	4
Customer Service - TCC												1	1
Customer Service - TSO			1	1							1		3
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Property - Special Handling		1											1
Property - Special Handling - Missing Item		1											1
Screening								1					1
Screening - Lengthy Lines								1					1
2025		1	1		2								4
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Screening		1			2								3
Screening - Procedures/Process		1			2								3

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAF										1			1
2024										1			1
Business, Suggestions, and Ideas										1			1
Business, Suggestions, and Ideas - General										1			1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAL	1	2	2	1		2	3		1			1	13
2024									1			1	2
Customer Service									1				1
Customer Service - TSO									1				1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
2025	1	2	2	1		2	3						11
Civil Rights	1												1
Civil Rights - Not Specified	1												1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Persons w/ Disabilities (PWD)		1				1							2
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1				1							2
Property - Special Handling		1		1			1						3
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Check		1					1						2
Screening			2			1	1						4
Screening - Inconsistency			1										1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process			1										1
Screening - Retrieving Abandoned/Confiscated Items						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAN		2	2	1				1	2	1	1	2	12
2024		2	1	1				1	2	1	1	2	11
Civil Rights			1					1					2
Civil Rights - Not Specified			1										1
Civil Rights - Race								1					1
Customer Service		1		1					1			2	5
Customer Service - TSO		1		1					1			2	5
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Screening		1								1	1		3
Screening - Inconsistency										1			1
Screening - Procedures/Process			1										1
Screening - Retrieving Abandoned/Confiscated Items											1		1
2025				1									1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAS	240	191	221	198	170	210	256	113	116	98	105	104	2,022
2024	107	89	83	85	62	92	106	113	116	98	105	104	1,160
Additional Information Required/Insufficient Information	1								1				2
Additional Information Required/Insufficient Information - Email	1								1				2
Airline			2	1			1	1	3	3	1	1	13
Airline - Lost Baggage							1			1		1	3
Airline - Policy/Regulations/Service			2					1	3		1		9
Airline - Wheelchair Assistance				1						2			1
Civil Rights	4	2	5	5	5	5	6	9	2	5	4	1	53
Civil Rights - Age				1									1
Civil Rights - Civil Rights Violation (TSA Employee)										1			1
Civil Rights - National Origin	1						2						3
Civil Rights - Not Specified				1			1						2
Civil Rights - Other	2		1						2				5
Civil Rights - Perceived Religion					1		1						2
Civil Rights - Profiling			1										1
Civil Rights - Race	1	1	2	1	2	2	4	2	2	4	2	1	24
Civil Rights - Sex		1	1	2	1		1	5			2		13
Civil Rights - Sexual Orientation					1								1
Claims							1				1	1	3
Claims - General							1						1
Claims - Status											1	1	2
CLEAR					1	2		1	1		2		7
CLEAR - Registered Traveler						2		1	1				4
CLEAR - TSA PreCheck Application Program					1						2		3
Customer Service	36	29	23	31	22	41	44	37	44	31	30	29	397
Customer Service - CSM						1							1
Customer Service - Others		2		1	1	4	1				2		11
Customer Service - TCC		1			1		1						3
Customer Service - TSO	36	26	23	30	20	36	42	37	44	31	28	29	382
Intranet/Internet Inquiries													1
Intranet/Internet Inquiries - General													1
Locks	3	1			1			2	1	1	2	2	13
Locks - Missing or Damaged Lock	3	1			1			2	1	1	2	2	13
Lost and Found			2	1			1	1	2	1	3	1	12
Lost and Found - Airport/TSA			2	1			1	1	2	1	3	1	12
Mishandling of Passenger Property	10	11	13	15	14	13	16	17	20	12	17	18	176
Mishandling of Passenger Property - Damaged	7	10	11	9	10	11	9	9	15	10	11	9	121
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	3	1	2	6	3	2	6	6	5	2	6	6	48
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1	1				1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1			1				2	4
No Jurisdiction	3		1	1		3	1	1	1	1	1	2	15
No Jurisdiction - No Referral			1			3	1			1	1	2	9
No Jurisdiction - Refer to CBP	2							1	1				4
No Jurisdiction - Refer to Other	1			1									2
Patdown	5	4	3	3		2	1	2	7	4	1	5	37
Patdown - Flyer	5	4	2	3		2	1	2	7	4	1	5	36
Patdown - General			1										1
Persons w/ Disabilities (PWD)	10	4	3	3	4	3	6	9	8	5	16	15	86
Persons w/ Disabilities (PWD) - Autism Spectrum		1						1		2	1		5
Persons w/ Disabilities (PWD) - Breast Cancer	1						1				1		3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1				1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1		1			2	4
Persons w/ Disabilities (PWD) - Diabetes	2				1				1		1	1	6
Persons w/ Disabilities (PWD) - General					1		2	1				1	5
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Internal Medical Device		1						2				1	4
Persons w/ Disabilities (PWD) - Medical Device	1				1				1				3
Persons w/ Disabilities (PWD) - Medically Necessary	3	1				2	1	2	2	1	7	4	23
Persons w/ Disabilities (PWD) - Metal Implants (joint)													1
Persons w/ Disabilities (PWD) - Mobility Device	2				1						1	3	7
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1						1			2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1			1			1	3
Persons w/ Disabilities (PWD) - Visual Impairment									1	1	1		3
Persons w/ Disabilities (PWD) - Wheelchair	1	1		2				2	1		4		13
Property - Special Handling	19	20	20	11	4	7	9	12	7	14	6	14	143
Property - Special Handling - Damaged Items	12	13	6	6	3	5	3	5	2	6	2	7	70
Property - Special Handling - Damaged Items - Checked		2		2	1		1			2		2	10
Property - Special Handling - Missing Items	2	4	8	2		1	2	4	4	3	2	2	34
Property - Special Handling - Missing Items - Checked	5	1	6	1		1	3	3	1	3	2	3	29
Screening	16	18	11	14	11	16	20	21	18	21	21	14	201
Screening - Children										1			1
Screening - Crew Member or Airline Employee	2												2
Screening - Inconsistency		4	1	1	1	2	1	3	2	4	3		22
Screening - Lengthy Lines	4	1	3	2	1	5	4	5	5	2	7	2	41
Screening - Procedures/Process	10	12	7	10	8	7	15	13	11	12	9	12	126
Screening - Retrieving Abandoned/Confiscated Items		1		1		1				1			4
Screening - Security Breach					1					1	1		3
Screening - Shoe Screening						1					1		2
SIDA (Security Identification Display Area)									1				1
SIDA (Security Identification Display Area) - General									1				1
2025	133	102	138	113	108	118	150						862
Additional Information Required/Insufficient Information			1				1						2
Additional Information Required/Insufficient Information - EMAIL			1				1						2
Airline	2	1	4	1	4	2	2						16

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Airline - Lost Baggage		1											1
Airline - Policy/Regulations/Service	2		4	1	4	2	1						14
Airline - Positive Bag Match Program							1						1
Civil Rights	6	8	9	1	8	10	6						48
Civil Rights - Age	1		1		1	2	1						6
Civil Rights - Constitutional Rights			1		1	1							3
Civil Rights - National Origin	1	1				1	1						4
Civil Rights - Not Specified			1			1	1						3
Civil Rights - Perceived Religion			1			1							2
Civil Rights - Profiling						1							1
Civil Rights - Race	3	4	3	1	5	3	3						22
Civil Rights - Sex	1	2	2										5
Civil Rights - Sexual Orientation		1			1								2
Claims	1				1								2
Claims - General	1												1
Claims - Status					1								1
CLEAR						1	1						2
CLEAR - Registered Traveler						1	1						2
Customer Service	29	19	33	26	28	29	36						200
Customer Service - Others			1										1
Customer Service - TSO	29	19	32	26	28	29	36						199
DHS TRIP	1						1						2
DHS TRIP - General	1						1						2
Locks	1	3			1	4	2						11
Locks - Missing or Damaged Lock	1	3			1	4	2						11
Lost and Found	1	1	3	2	1		2						10
Lost and Found - Airport/TSA	1	1	3	2	1		2						10
Mishandling of Passenger Property	16	17	26	17	12	11	15						114
Mishandling of Passenger Property - Dam	14	9	14	9	7	9	9						71
Mishandling of Passenger Property - Dam	2	8	9	6	3	1	3						32
Mishandling of Passenger Property - Damaged/Missing Items--U			2										2
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	2	2	1	3						9
No Jurisdiction	3	2	8	1	3	1	1						19
No Jurisdiction - No Referral	1	2	6		2	1							12
No Jurisdiction - Refer to CBP				1	1		1						3
No Jurisdiction - Refer to FAA			1										1
No Jurisdiction - Refer to Other	2		1										3
Patdown	5	3		4	2	6	2						22
Patdown - Flyer	5	3		3	2	3	2						18
Patdown - Flyer as Observer				1		3							4
Persons w/ Disabilities (PWD)	20	7	11	14	12	11	19						94
Persons w/ Disabilities (PWD) - Autism Spectrum				2			1						3
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1		2	2						5
Persons w/ Disabilities (PWD) - Diabetes			1	1	3		1						6
Persons w/ Disabilities (PWD) - Diapers/C	1		1										2
Persons w/ Disabilities (PWD) - General	3	1	1		2	1	3						11
Persons w/ Disabilities (PWD) - Hearing Impairment				3			1						4
Persons w/ Disabilities (PWD) - Internal M	1			1	2	2	1						7
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically	3	2	1	1		2	4						13
Persons w/ Disabilities (PWD) - Metal Imp	1		1		1		1						4
Persons w/ Disabilities (PWD) - Mobility D	2		1	2	2	2	1						10
Persons w/ Disabilities (PWD) - Ostomy/C	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Respirato	1	1	1	1		1							5
Persons w/ Disabilities (PWD) - Service A	1	1		1									3
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1	1										2
Persons w/ Disabilities (PWD) - Wheelcha	6	1	3		1	1	3						15
Property - Special Handling	25	12	18	16	11	16	20						118
Property - Special Handling - Damaged It	16	6	9	8	6	9	11						65
Property - Special Handling - Damaged It	1	1	1										3
Property - Special Handling - Missing Item	5	3	5	4	2	3	4						26
Property - Special Handling - Missing Item	3	2	3	4	3	4	5						24
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	23	29	25	30	25	27	42						201
Screening - Children		1											1
Screening - Inconsistency	3		3	2	2	2	2						14
Screening - Lengthy Lines	5	5	4	10	2	4	2						32
Screening - Procedures/Process	15	22	17	15	20	20	37						146
Screening - Retrieving Abandoned/Confiscated Items		1	1	2	1		1						6
Screening - Security Breach				1		1							2

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAX	205	212	266	240	193	241	252	99	98	100	157	123	2,186
2024	81	67	87	100	66	100	111	99	98	100	157	123	1,189
Additional Information Required/Insufficient Information										1			1
Additional Information Required/Insufficient Information - EMAIL ONLY										1			1
Airline	1	3		1	1		1	2	3	1	5	2	20
Airline - Baggage Requirements											1		1
Airline - Lost Baggage	1	1			1				1		2	2	8
Airline - Policy/Regulations/Service		2		1			1	2	2	1	2		11
Civil Rights	2	1	4	7	4	15	4	4	5	8	15	8	77
Civil Rights - Age						2		1		1		1	5
Civil Rights - Civil Rights Violation (TSA Employee)											1		1
Civil Rights - Constitutional Rights							1				1		2
Civil Rights - National Origin			2			1	1				2		6
Civil Rights - Not Specified								1		2	1	1	5
Civil Rights - Other						1	1	1	2	1	1		7
Civil Rights - Perceived Religion							1		1			2	4
Civil Rights - Profiling				1									1
Civil Rights - Race	1		1	6	3	8			1	3	5	3	31
Civil Rights - Screening of Religious Cultural and Ceremonial Items											2		2
Civil Rights - Screening of Religious or Cultural Garments					1					1			2
Civil Rights - Sex	1		1			2		1	1		2	1	9
Civil Rights - Sexual Orientation		1				1							2
Claims		1											1
Claims - General		1											1
CLEAR												1	1
CLEAR - TSA PreCheck Application Program												1	1
Customer Service	23	13	35	31	19	26	37	23	29	27	38	39	340
Customer Service - CSM				1			1						2
Customer Service - Others			2		1					1			4
Customer Service - TCC	1												1
Customer Service - TSO	22	13	33	30	18	26	36	23	29	26	38	39	333
DHS TRIP									1		2		3
DHS TRIP - General									1		2		3
Hazardous Materials Safety							1	1		1		3	6
Hazardous Materials Safety - General							1	1		1		3	6
HAZMAT Endorsement	1												1
HAZMAT Endorsement - General	1												1
Locks					3	1			1	2	4		12
Locks - General								1			1		2
Locks - Missing or Damaged Lock					3	1			1	2	3		10
Lost and Found	2	3	6	3		4	2	1	6	6	6	5	44
Lost and Found - Airport/TSA	2	3	6	3		4	2	1	6	6	6	5	44
Mishandling of Passenger Property	7	10	9	19	10	9	12	13	10	12	20	8	139
Mishandling of Passenger Property - Dam	4	4	3	10	4	3	6	5	5	7	12	7	70
Mishandling of Passenger Property - Dam	3	6	5	9	4	4	4	7	5	5	7		59
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1	1	1	1				1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1		1	1	1				1		5
No Jurisdiction	7	2	1	2	3	4	3	4	3	4	4	9	46
No Jurisdiction - No Referral	1	1	1		2		1				1	4	11
No Jurisdiction - Refer to CBP	5			2	1	3	1	4		3	3	3	25
No Jurisdiction - Refer to Department of State									1				1
No Jurisdiction - Refer to Other	1	1				1	1		2	1		2	9
Notice of Violation/Civil Penalties								1					1
Notice of Violation/Civil Penalties - General								1					1
Ombudsman		1											1
Ombudsman - General		1											1
Patdown	7	4	6	3	4	7	10	2	6	3	7	5	64
Patdown - Children	1						2				2		5
Patdown - Flyer	6	4	6	3	4	7	8	2	6	2	5	4	57
Patdown - Flyer as Observer										1		1	2
Persons w/ Disabilities (PWD)	3	2	4	8	7	6	12	17	12	12	14	13	110
Persons w/ Disabilities (PWD) - Autism Sp	1			1			1	1			1	1	6
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1				1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1			1		2
Persons w/ Disabilities (PWD) - Diabetes			1				3		1		1	1	7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - General	1			1				1	1	1	2	1	8
Persons w/ Disabilities (PWD) - Hearing Impairment					1			2					3
Persons w/ Disabilities (PWD) - Internal Medical Devices							1	1					2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					2	1							3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				2	1		2	3	5	2	1	2	18
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1	3		2	1	1	2	1	5	2	18
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1			2		1	4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1		1			2
Persons w/ Disabilities (PWD) - Respiratory	1							1		2			4
Persons w/ Disabilities (PWD) - Service Animals									1	1			2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1		2				1	4
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	2	1	3	2	3	2	2	2	1	2	21
Property - Special Handling	15	9	15	13	6	13	13	14	4	6	11	8	127
Property - Special Handling - Damaged Item	3	5	3	1	1	2		3			4	1	23
Property - Special Handling - Damaged Item	1		1	2	2	2	6	4	1	2	2	1	24
Property - Special Handling - Missing Item	8	4	5	9	3	5	3	5	3	1	4	2	52
Property - Special Handling - Missing Item	3		6	1		4	4	2		3	1	4	28

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Request for Assistance											1	1	2
Request for Assistance - Other											1	1	2
Screening	13	18	7	13	9	15	16	16	18	17	30	21	193
Screening - Children		1	1						1			1	4
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency	1	2		1	1	1	1	2	1	1	1	3	15
Screening - International Screening									1				1
Screening - Lengthy Lines		1				3	2	1	5	2	6	1	21
Screening - Procedures/Process	12	13	5	10	6	10	9	13	8	13	21	16	136
Screening - Retrieving Abandoned/Confiscated Items		1	1	1		1	3		1		1		9
Screening - Security Breach				1	1				1		1		4
Screening - Shoe Screening					1								1
Screening - Traveling with Cash							1						1
2025	124	145	179	140	127	141	141						997
Additional Information Required/Insufficient Information	1					1	1						3
Additional Information Required/Insufficient Information - Other	1					1	1						3
Airline	4		3	2	1	1	3						14
Airline - Lost Baggage			1	1			1						3
Airline - Policy/Regulations/Service	4		2	1	1	1	2						11
Cargo						1							1
Cargo - Indirect Air Carrier (IAC)						1							1
Civil Rights	6	10	13	8	2	11	10						60
Civil Rights - Age	1	1	1			1							4
Civil Rights - Constitutional Rights		2											2
Civil Rights - National Origin	1	1	4			2							8
Civil Rights - Not Specified	1	1					1						3
Civil Rights - Other	1												1
Civil Rights - Perceived Religion	1	1	1	1		2							6
Civil Rights - Race		3	1	5	1	4	2						16
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1						1
Civil Rights - Screening of Religious or Cultural Garments							1						1
Civil Rights - Sex	1	1	6	2	1	2	5						18
Claims						1							1
Claims - Status						1							1
CLEAR		1	1										2
CLEAR - Registered Traveler		1	1										2
Customer Service	41	29	38	28	28	30	31						225
Customer Service - CSM		1											1
Customer Service - Others				1									1
Customer Service - TSO	41	28	38	27	28	30	31						223
DHS TRIP			1	1	1	1	1						5
DHS TRIP - General			1	1	1		1						4
DHS TRIP - Status						1							1
Freedom of Information Act (FOIA)							1						1
Freedom of Information Act (FOIA) - General							1						1
Hazardous Materials Safety	1	1	1	1	2	1							7
Hazardous Materials Safety - General	1	1	1	1	2	1							7
Human Capital				1									1
Human Capital - Current Employee				1									1
Locks	3	1					1						5
Locks - Missing or Damaged Lock	3	1					1						5
Lost and Found	6	10	12	10	6	4	9						57
Lost and Found - Airport/TSA	6	10	12	10	6	4	9						57
Mishandling of Passenger Property	10	6	8	17	5	15	6						67
Mishandling of Passenger Property - Damaged	3	4	5	9	4	7	2						34
Mishandling of Passenger Property - Damaged - Other	4	2	3	7	1	6	4						27
Mishandling of Passenger Property - Damaged - Other - General	1												1
Mishandling of Passenger Property - Disposition	2			1		2							5
No Jurisdiction	1	6	11	8	4	8	11						49
No Jurisdiction - No Referral		1	5	3		5	3						17
No Jurisdiction - Refer to CBP		4	4	5	4	3	5						25
No Jurisdiction - Refer to FAA			1										1
No Jurisdiction - Refer to Other	1	1	1				3						6
Patdown	2	3	12	3	3	8	10						41
Patdown - Children						1							1
Patdown - Flyer	2	3	12	2	3	6	10						38
Patdown - Flyer as Observer				1									1
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)	11	15	15	13	20	17	11						102
Persons w/ Disabilities (PWD) - Autism Spectrum		1		1		2	1						5
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer			1										1
Persons w/ Disabilities (PWD) - Cognitive	2	1				1							4
Persons w/ Disabilities (PWD) - Diabetes	1	1	1		2	2							7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - General	1	3	3	1	3	1	1						13
Persons w/ Disabilities (PWD) - Hearing Impairment		1				1	1						3
Persons w/ Disabilities (PWD) - Internal Medical Devices			1	2	2	2							7
Persons w/ Disabilities (PWD) - Medical Devices	2												2
Persons w/ Disabilities (PWD) - Medically Necessary	3	3	4	3	5	3	3						24
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1	1		2	2							6
Persons w/ Disabilities (PWD) - Mobility Devices	2	2	1		2	1	3						11
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1	1								2
Persons w/ Disabilities (PWD) - Respiratory and Inhalers		1											1
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1	2									3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Visual Impairment					2	1							3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	2	2	1	1							7
Property - Special Handling	14	24	19	22	18	12	17						126
Property - Special Handling - Damaged Item	4	8	5	6	4	2	7						36
Property - Special Handling - Damaged Item	2	1	1	6	4	1	2						17
Property - Special Handling - Missing Item	4	6	10	6	6	6	3						41
Property - Special Handling - Missing Item	4	9	3	4	4	3	5						32
Request for Assistance			1	1									2
Request for Assistance - Other			1	1									2
Screening	24	39	44	25	37	29	29						227
Screening - Children	1												1
Screening - Crew Member or Airline Employee			1	1									2
Screening - Gate Pass			1	1									2
Screening - Inconsistency	4	6	1	2	4	1	3						21
Screening - Lengthy Lines	6	4	3	4	2	7	3						29
Screening - Procedures/Process	12	28	36	17	31	20	23						167
Screening - Retrieving Abandoned/Confiscated	1	1				1							3
Screening - Security Breach			2										2
TWIC						1							1
TWIC - General						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LBB	10	5	2	4	1	2	4	1	1		1	2	33
2024	3	2	1	1	1	1	2	1	1		1	2	16
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights							1		1				2
Civil Rights - Race									1				1
Civil Rights - Sex							1						1
Customer Service	2		1	1	1		1					1	7
Customer Service - TSO	2		1	1	1		1					1	7
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Carry-On											1		1
Screening	1	1				1						1	4
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency							1						1
Screening - Procedures/Process		1											1
Screening - Retrieving Abandoned/Confiscated Items												1	1
2025	7	3	1	3		1	2						17
Customer Service	4	1											5
Customer Service - Others	1												1
Customer Service - TSO	3	1											4
Persons w/ Disabilities (PWD)	1		1	2									4
Persons w/ Disabilities (PWD) - Internal Medical Devices				2									2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1										1
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling	1	1											2
Property - Special Handling - Missing Items	1	1											2
Screening	1	1		1		1	2						6
Screening - Procedures/Process	1	1		1		1	2						6

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LBE	1		1		1	1							4
2024			1		1	1							3
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Screening			1			1							2
Screening - Procedures/Process			1			1							2
2025	1												1
Screening	1												1
Screening - Inconsistency	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LBF	1	3		2							1	1	8
2024		2		2							1	1	6
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property				2									2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1									1
Screening		2									1		3
Screening - Inconsistency											1		1
Screening - Procedures/Process		1											1
Screening - Retrieving Abandoned/Confiscated Items		1											1
2025	1	1											2
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked Baggage	1												1

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LCH			2			4	1	1			1		9
2024						3	1	1			1		6
Customer Service						2	1	1			1		5
Customer Service - TSO						2	1	1			1		5
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies													1
2025			2			1							3
Civil Rights			1										1
Civil Rights - Sexual Orientation			1										1
Customer Service			1				1						2
Customer Service - TSO			1				1						2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LCK	1	3	2	4	2		1		2	1		2	18
2024	1	3	1	3	1		1		2	1		2	15
Civil Rights												1	1
Civil Rights - Race												1	1
Customer Service			1	1					1				3
Customer Service - TSO			1	1					1				3
Mishandling of Passenger Property				1					1				2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)	1	1					1						3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Prosthesi	1	1											2
Screening		1		1	1					1		1	5
Screening - Procedures/Process					1					1			2
Screening - Retrieving Abandoned/Confiscated Items		1		1								1	3
2025			1	1	1								3
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening					1								1
Screening - Procedures/Process					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LEB	2				2					2			6
2024	2				1					2			5
Customer Service	1												1
Customer Service - TSO	1												1
Screening	1				1					2			4
Screening - Inconsistency	1									2			3
Screening - Procedures/Process					1								1
2025					1								1
Screening					1								1
Screening - Procedures/Process					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LEX	1	3	4	7	6	8	5	1		5		2	42
2024	1	1	1	1	5	5	4	1		5		2	26
Customer Service					2	2	2			1			7
Customer Service - TSO					2	2	2			1			7
Mishandling of Passenger Property				1	1					3		1	6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1					2			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1						1		1	3
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)						1		1				1	3
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Screening		1	1		2	2	2			1			9
Screening - International Screening					1								1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process		1	1			2	1						5
Screening - Security Breach							1			1			2
2025		2	3	6	1	3	1						16
Civil Rights							1						1
Civil Rights - National Origin							1						1
Customer Service			1	1		2							4
Customer Service - TSO			1	1		2							4
Persons w/ Disabilities (PWD)				1		1							2
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Property - Special Handling				2									2
Property - Special Handling - Damaged Items - Checked				2									2
Screening		2	2	2	1								7
Screening - Inconsistency					1								1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process		2	1	2									5

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LFT	2	4	4	2	3	3	3	2	1	1			25
2024	1	3	1	1	2	3	2	2	1	1			14
Advanced Imaging Technology (AIT)		1	1										2
Advanced Imaging Technology (AIT) - Flyer			1	1									2
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service	1	1		1			1	2	1				7
Customer Service - Others				1									1
Customer Service - TSO	1	1					1	2	1				6
Patdown					1								1
Patdown - Children					1								1
Screening					1					1			2
Screening - Inconsistency					1								1
Screening - Procedures/Process										1			1
2025	1	1	3	1	1	3	1						11
Civil Rights							1						1
Civil Rights - Not Specified							1						1
Customer Service					1	2							3
Customer Service - TSO					1	2							3
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening			3			1							4
Screening - Lengthy Lines			1										1
Screening - Procedures/Process			2			1							3

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LGA	132	125	149	112	100	118	117	61	69	89	78	65	1,215
2024	63	65	65	54	48	57	50	61	69	89	78	65	764
Airline				1	1				1	1	1		5
Airline - Lost Baggage					1					1			2
Airline - Policy/Regulations/Service				1					1		1		3
Business, Suggestions, and Ideas							1						1
Business, Suggestions, and Ideas - General							1						1
Civil Rights	2	3	2	3	3	3	2	4	2	4	7	3	38
Civil Rights - National Origin										1	1		2
Civil Rights - Not Specified								1	1		2		4
Civil Rights - Other	1					1							2
Civil Rights - Perceived Religion	1							1		1			3
Civil Rights - Profiling						1							1
Civil Rights - Race		2		1	3	1	1	2	1		2	1	14
Civil Rights - Screening of Religious Cultural and Cer		1											1
Civil Rights - Sex			2	2			1			2	2	1	10
Civil Rights - Sexual Orientation												1	1
Claims		1											1
Claims - General		1											1
CLEAR							1	1					2
CLEAR - Registered Traveler								1					1
CLEAR - TSA PreCheck Application Program							1						1
Customer Service	23	18	33	26	19	18	17	13	20	37	23	12	259
Customer Service - CSM						1			2				3
Customer Service - Others						1		1			1		3
Customer Service - TCC					1								1
Customer Service - TSO	23	18	33	26	18	16	17	12	18	37	22	12	252
DHS TRIP		1			1								2
DHS TRIP - General		1			1								2
Hazardous Materials Safety			1	1									2
Hazardous Materials Safety - General			1	1									2
Human Capital												2	2
Human Capital - Prospective Employment with TSA												2	2
Locks	1			1			1		1		1	1	7
Locks - Missing or Damaged Lock	1			1		1	1		1		1	1	7
Lost and Found	4	1		1		1		2	2	1	5	3	20
Lost and Found - Airport/TSA	4	1		1		1		2	2	1	5	3	20
Mishandling of Passenger Property	7	8	8	4	3	9	2	7	8	6	5	6	73
Mishandling of Passenger Property - Dam	5	5	4	2	3	7	1	5	6	2	4	3	47
Mishandling of Passenger Property - Dam	2	3	3	1		1	1	2	2	3	1	1	20
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1		1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1									2	4
No Jurisdiction		1	1	1	1	1			2	2	3	1	13
No Jurisdiction - No Referral				1		1				2		1	5
No Jurisdiction - Refer to CBP			1								2		3
No Jurisdiction - Refer to Other		1			1				2		1		5
Patdown	2	2	2	1	1	4	1	1	2	2	1	3	22
Patdown - Children			1										1
Patdown - Flyer	2	2	1	1	1	4	1	1	2	2	1	3	21
Persons w/ Disabilities (PWD)	6	4	1	2	3	6	8	12	16	9	10	13	90
Persons w/ Disabilities (PWD) - Autism Spectrum		1			1			1			2	1	6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1					1			2
Persons w/ Disabilities (PWD) - Diabetes						2	3	2	4			1	14
Persons w/ Disabilities (PWD) - General										1	1	1	3
Persons w/ Disabilities (PWD) - Hearing Impairment									1	1		1	3
Persons w/ Disabilities (PWD) - Internal Medical Devices						1	1	5	3	1	3	2	16
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1	1		1					3
Persons w/ Disabilities (PWD) - Medically	2	1		1		1	1		2	2	2		12
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1		1									2
Persons w/ Disabilities (PWD) - Mobility [2	1				1	2					2	8
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1			1	2
Persons w/ Disabilities (PWD) - Prosthesi	1		1				1						3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1	1			2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1		1		2
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelcha	1							2	3		1	3	10
Persons w/ Disabilities (PWD) - Wounded Warrior								1					1
Property - Special Handling	8	11	5	6	4	4	7	4	4	12	5	9	79
Property - Special Handling - Damaged It	2	5	1	3	2		1			2	1	2	19
Property - Special Handling - Damaged Items - Chec		3			1				1	1			6
Property - Special Handling - Missing Item	4	1	4	3	1	1	6	4	3	8	4	6	45
Property - Special Handling - Missing Item	2	2				3				1		1	9
Screening	10	15	12	7	12	10	10	17	11	15	17	12	148
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency	1	4				3	1	1		1		1	12
Screening - Lengthy Lines		1	8	3	6	3	4	3	4	3	6	2	43
Screening - Procedures/Process	8	9	4	4	5	4	5	11	7	11	7	7	82
Screening - Retrieving Abandoned/Confis	1	1						2			2	1	7
Screening - Security Breach					1						1		2
Screening - Traveling with Cash											1		1
2025	69	60	84	58	52	61	67						451
Airline		3	1	1		1	2						8
Airline - Lost Baggage				1									1
Airline - Policy/Regulations/Service		3	1			1	2						7
Civil Rights	2	7	4	3	5	4	1						26
Civil Rights - Age				1		1							2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Headwear			1										1
Civil Rights - National Origin	1												1
Civil Rights - Not Specified		2		1		1	1						5
Civil Rights - Perceived Religion		1											1
Civil Rights - Race	1	3	2		5	2							13
Civil Rights - Screening of Religious Cultural and Ceremonial Items			1										1
Civil Rights - Sex		1		1									2
Claims	1												1
Claims - General	1												1
CLEAR		1				1							2
CLEAR - Registered Traveler		1				1							2
Customer Service	13	10	19	16	9	16	15						98
Customer Service - CSM						1							1
Customer Service - TSO	13	10	19	16	9	15	15						97
DHS TRIP	1												1
DHS TRIP - General	1												1
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Human Capital	1												1
Human Capital - Prospective Employment	1												1
Locks	2		2										4
Locks - General	1												1
Locks - Missing or Damaged Lock	1		2										3
Lost and Found	4	6	4	4	8	8	6						40
Lost and Found - Airport/TSA	4	6	4	4	8	8	6						40
Mishandling of Passenger Property	4	4	6	4	4	4	4						30
Mishandling of Passenger Property - Damaged	2	4	5	3	3	2	2						21
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	2		1	1		2	2						8
No Jurisdiction	2	1			3	4							10
No Jurisdiction - No Referral		1			2	4							7
No Jurisdiction - Refer to Other	2				1								3
Patdown	2	2	3	1	1		1						10
Patdown - Children				1			1						2
Patdown - Flyer	2	2	3		1								8
Persons w/ Disabilities (PWD)	15	7	16	6	2	9	15						70
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cancer (genetic)	1												1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1	5						6
Persons w/ Disabilities (PWD) - Diabetes	5		3	1			3						12
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Medications			1										1
Persons w/ Disabilities (PWD) - General			1	1	1	1	1						5
Persons w/ Disabilities (PWD) - Internal Medical Conditions	6	3	1	3		3	1						17
Persons w/ Disabilities (PWD) - Medically Fragile	1		1				1						3
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1				1						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			4				1						5
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1			3							4
Persons w/ Disabilities (PWD) - Respiratory and Inhalers		1											1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pair of glasses)		1			1		1						3
Persons w/ Disabilities (PWD) - Visual Impairment				1									1
Persons w/ Disabilities (PWD) - Wheelchair	1	1	2			1	1						6
Property - Special Handling	8	6	10	9	8	2	9						52
Property - Special Handling - Damaged Items	2	2	5	1	2	1	3						16
Property - Special Handling - Damaged Items - Checked	2	1				1	1						5
Property - Special Handling - Missing Items	4	2	5	6	5		3						25
Property - Special Handling - Missing Items - Checked	1		2	1		2							6
Screening	14	13	18	14	12	12	14						97
Screening - Children			1	1									2
Screening - Inconsistency		1	2		1	2							6
Screening - Lengthy Lines	3	2	1	2	3	1	1						13
Screening - Procedures/Process	11	10	13	10	7	9	13						73
Screening - Retrieving Abandoned/Confiscated Items			1	1	1								3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LGB	6	12	11	12	11	22	18	3	6	11	4	3	119
2024	3	4	2	5	3	10	8	3	6	11	4	3	62
Airline									1				1
Airline - Wheelchair Assistance									1				1
Civil Rights		1							1				2
Civil Rights - National Origin		1											1
Civil Rights - Perceived Religion									1				1
Customer Service	2	1	2	1		3	4	2	2	2	2		21
Customer Service - TCC						1							1
Customer Service - TSO	2	1	2	1		2	4	2	2	2	2		20
HAZMAT Endorsement						1							1
HAZMAT Endorsement - General						1							1
Lost and Found				1				1	1				3
Lost and Found - Airport/TSA				1				1	1				3
Mishandling of Passenger Property				1			1			2			4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1			1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1						1			2
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)	1			1	1	4	1			3	1	2	14
Persons w/ Disabilities (PWD) - Autism Spectrum										2			2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes	1										1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Equipment				1	1	2	1						5
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1						1	2
Property - Special Handling				1	1	1	1		1		1	1	7
Property - Special Handling - Damaged Items - Carry-On				1	1						1		3
Property - Special Handling - Damaged Items - Checked						1	1						2
Property - Special Handling - Missing Items - Carry-On									1			1	2
Screening		2			1	1				3			7
Screening - Inconsistency		1											1
Screening - Procedures/Process		1			1	1				3			6
TWIC							1						1
TWIC - Status							1						1
2025	3	8	9	7	8	12	10						57
Airline			1				1						2
Airline - Policy/Regulations/Service			1				1						2
Civil Rights		1	2										3
Civil Rights - Race			2										2
Civil Rights - Sex		1											1
Customer Service	1		1	2	3	5	7						19
Customer Service - TSO	1		1	2	3	5	7						19
Human Capital						1							1
Human Capital - Prospective Employment with TSA						1							1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	1		1	1									3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1		1	1									3
Patdown			1	2		3	1						7
Patdown - Flyer			1	2		3	1						7
Persons w/ Disabilities (PWD)	1	6	2		2								11
Persons w/ Disabilities (PWD) - Autism Spectrum		2											2
Persons w/ Disabilities (PWD) - Diabetes		1	1										2
Persons w/ Disabilities (PWD) - Medical Equipment	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Equipment		2	1		1								4
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		1											1
Property - Special Handling		1		1	3	1							6
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Missing Items - Carry-On		1		1	2	1							5
Screening			1			2	1						4
Screening - Procedures/Process			1			2	1						4

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LIH	17	19	11	7	16	12	18	4	13	11	24	7	159
2024	6	12	6	4	6	6	8	4	13	11	24	7	107
Civil Rights		1							1	1	1		4
Civil Rights - Age											1		1
Civil Rights - Sex		1							1	1			3
Customer Service	1	3	4	2	2	4	1	3	6	3	4	3	36
Customer Service - TSO	1	3	4	2	2	4	1	3	6	3	4	3	36
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Lost and Found									1			1	2
Lost and Found - Airport/TSA									1			1	2
Mishandling of Passenger Property				1			1		1	1	1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1						1		1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1		1		3
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Persons w/ Disabilities (PWD)		2	1		1	1				2	6	1	14
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Hearing Impairment		1									1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1	1								2		4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1					1	1	3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1	1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling		1								2	2		5
Property - Special Handling - Damaged Items - Carry		1									2		3
Property - Special Handling - Missing Items - Carry-On										2			2
Screening	4	5	1	1	3	1	6	1	4	2	10		38
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency			1								1		2
Screening - Lengthy Lines	1	3		1	2	1	1		3		4		16
Screening - Procedures/Process	3	2			1		3	1	1	2	4		17
Screening - Retrieving Abandoned/Confiscated Items							2						2
2025	11	7	5	3	10	6	10						52
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	1		1		2								4
Civil Rights - Age	1				2								3
Civil Rights - Sex			1										1
Customer Service	5				1	4	3						13
Customer Service - TSO	5				1	4	3						13
Mishandling of Passenger Property					1	1	1						3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1							2
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Persons w/ Disabilities (PWD)	2			1	3	1	2						9
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							2						2
Persons w/ Disabilities (PWD) - Wheelchair	2												2
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Carry		1											1
Screening	3	6	4		3		4						20
Screening - Lengthy Lines	1	4	3				1						9
Screening - Procedures/Process	2	2	1		3		3						11

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LIT	16	18	16	9	12	14	17	15	13	15	8	7	160
2024	2	4	5	2	6	3	6	15	13	15	8	7	86
Civil Rights	1							1	1				3
Civil Rights - Headwear								1					1
Civil Rights - Not Specified									1				1
Civil Rights - Sex	1												1
Customer Service		2	1	1	2		2	4	7	3	1	1	24
Customer Service - TSO		2	1	1	2		2	4	7	3	1	1	24
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property					2							1	3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1							1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Patdown			1			1		2	1	2			7
Patdown - Flyer			1			1		2	1	2			7
Persons w/ Disabilities (PWD)		1	1			1		2	2	4	2	1	14
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Diabetes									1		1	1	3
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1			1		1					3
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1	2			3
Property - Special Handling			2	1					1			1	5
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checked			1	1					1			1	4
Screening	1	1			2	1	3	6	1	5	5	3	28
Screening - Crew Member or Airline Employee										2			2
Screening - Inconsistency					1	1						1	3
Screening - Lengthy Lines								2		1	1	1	5
Screening - Procedures/Process		1			1		3	4	1	2	4		17
Screening - Retrieving Abandoned/Confiscated Items												1	1
2025	14	14	11	7	6	11	11						74
Additional Information Required/Insufficient Information					1								1
Additional Information Required/Insufficient Information - EMAIL ONLY					1								1
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights	1			1	1								3
Civil Rights - Age	1												1
Civil Rights - Not Specified				1									1
Civil Rights - Race						1							1
Customer Service	2	3	1	2	1	4	1						14
Customer Service - Others	1												1
Customer Service - TSO	1	3	1	2	1	4	1						13
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found	1		1				1						3
Lost and Found - Airport/TSA	1		1				1						3
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction					1								1
No Jurisdiction - No Referral					1								1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	3	3	2	1		3	3						15
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - General	2						1						3
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medically	1	2	1	1			1						6
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1	1						2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling		1	1			1	1						4
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checke		1					1						2
Screening	5	5	6	2	2	3	5						28
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency	1		1				1						3
Screening - Lengthy Lines	2	1	1										4
Screening - Procedures/Process	2	4	4	1	2	2	3						18
Screening - Retrieving Abandoned/Confiscated Items				1		1							2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LNK	2	3	1				3	1	1		1		12
2024	1	3	1				2	1	1		1		10
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service	1	1											2
Customer Service - TSO	1	1											2
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Patdown		1	1								1		3
Patdown - Flyer		1	1								1		3
Persons w/ Disabilities (PWD)							1		1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Screening							1						1
Screening - Inconsistency							1						1
2025	1						1						2
HAZMAT Endorsement							1						1
HAZMAT Endorsement - General							1						1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LNS		1	1								1		3
2024											1		1
Civil Rights											1		1
Civil Rights - Age											1		1
2025		1	1										2
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening			1										1
Screening - Procedures/Process			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LRD	2		1	1	1		2					1	8
2024				1								1	2
Screening				1								1	2
Screening - Procedures/Process				1								1	2
2025	2		1		1		2						6
Customer Service	1						1						2
Customer Service - TSO	1						1						2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Screening						1	1						2
Screening - Procedures/Process						1	1						2

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LWS	2		1		1		1				1		6
2024	1		1		1		1				1		5
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown											1		1
Patdown - Flyer										1			1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening				1									1
Screening - Inconsistency				1									1
2025	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LYH	1		1	1	1					1	1		6
2024	1									1	1		3
Customer Service	1										1		2
Customer Service - TSO	1										1		2
Patdown										1			1
Patdown - Flyer										1			1
2025			1	1	1								3
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Screening						1							1
Screening - Lengthy Lines						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MAF	3	5	7	5	9	6	3	3	2	4	2	3	52
2024			3	4	3	3		3	2	4	2	3	27
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Customer Service				1	1			1			1		4
Customer Service - TSO				1	1			1			1		4
Mishandling of Passenger Property			1					1	1				3
Mishandling of Passenger Property - Damaged/Missing Items--C			1					1	1				3
Patdown				1					1	1			3
Patdown - Flyer				1					1				2
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)			1	1	2					1			5
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling			1			1		1				1	4
Property - Special Handling - Damaged Items - Carry-On						1		1					2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On			1										1
Screening						2				2	1	2	7
Screening - Inconsistency										1			1
Screening - Lengthy Lines						2					1	2	5
Screening - Procedures/Process										1			1
2025	3	5	4	1	6	3	3						25
Civil Rights						1							1
Civil Rights - Race						1							1
Customer Service			2										2
Customer Service - TSO			2										2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Persons w/ Disabilities (PWD)			1		1	1							3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Property - Special Handling			1		2								3
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked			1										1
Screening	3	5		1	3	1	2						15
Screening - Inconsistency		1											1
Screening - Lengthy Lines	1	1		1	1		2						6
Screening - Procedures/Process	1	3			2	1							7
Screening - Retrieving Abandoned/Confis	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MBS	3	4	1	1	1	1				1			12
2024	1				1	1				1			3
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Screening										1			1
Screening - Inconsistency										1			1
2025	2	4	1	1		1							9
Civil Rights	1			1									2
Civil Rights - Race				1									1
Civil Rights - Sex	1												1
Screening	1	4	1			1							7
Screening - Inconsistency			1										1
Screening - Lengthy Lines	1	2											3
Screening - Procedures/Process		2				1							3

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCI	19	22	25	18	16	28	26	24	13	11	7	16	225
2024	6	8	11	9	9	17	11	24	13	11	7	16	142
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Airline			1		1								2
Airline - Policy/Regulations/Service			1		1								2
Civil Rights			1	1		1	1	1	1	1			7
Civil Rights - National Origin										1			1
Civil Rights - Race				1									1
Civil Rights - Sex			1			1	1		1				4
Civil Rights - Sexual Orientation								1					1
Customer Service	2	2	1	2	3	6	4	5	1	2	2	2	32
Customer Service - TSO	2	2	1	2	3	6	4	5	1	2	2	2	32
Locks					1					2			3
Locks - General										1			1
Locks - Missing or Damaged Lock					1					1			2
Lost and Found				1			1	2				1	5
Lost and Found - Airport/TSA				1			1	2				1	5
Mishandling of Passenger Property		1		1	1	3	3	2	1	1	1	2	16
Mishandling of Passenger Property - Damaged/Missin		1				1	1	2	1	1			7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1	1				1	2	6
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1		1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction	1		1					2					4
No Jurisdiction - No Referral	1		1					2					4
Notice of Violation/Civil Penalties			1				1						2
Notice of Violation/Civil Penalties - General			1				1						2
Patdown					1			2	1	1		2	7
Patdown - Children									1				1
Patdown - Flyer					1			2		1		2	6
Persons w/ Disabilities (PWD)			1		1	1		4	2	1	1	3	14
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Diabetes						1						2	3
Persons w/ Disabilities (PWD) - General			1			1		1					3
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1	1	1			3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1	1				2
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Property - Special Handling		2	1	3				1	1	2		1	11
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Check		1											1
Property - Special Handling - Missing Items - Carry-On			1	1					1	1		1	5
Property - Special Handling - Missing Items - Checke		1		1				1		1			4
Screening	3	3	4	1	1	6	1	5	5	1	3	5	38
Screening - Inconsistency						1			1	1		2	5
Screening - Lengthy Lines					1						1		2
Screening - Procedures/Process	3	2	4			3	1	5	3		2	3	26
Screening - Retrieving Abandoned/Confiscated Items		1				2							3
Screening - Security Breach									1				1
Screening - Shoe Screening				1									1
2025	13	14	14	9	7	11	15						83
Civil Rights	1						1						2
Civil Rights - Sex	1						1						2
Customer Service	1	4	1	2	1	3	5						17
Customer Service - TCC							1						1
Customer Service - TSO	1	4	1	2	1	3	4						16
DHS TRIP						1							1
DHS TRIP - General						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	1								3
Lost and Found - Airport/TSA			1	1	1								3
Mishandling of Passenger Property		1	1	1		2							5
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1									2
Mishandling of Passenger Property - Damaged/Missin		1											2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction				2	1	1							4
No Jurisdiction - No Referral				2	1								3
No Jurisdiction - Refer to CBP						1							1
Patdown	1	4	2			1							8
Patdown - Flyer	1	4	2			1							8
Persons w/ Disabilities (PWD)	3	1	2		2	1	1						10
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Diabetes	1		1		1								3
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to th			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Persons w/ Disabilities (PWD) - Wheelch	1												1
Property - Special Handling	3		1	1			2						7
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked				1			2						3
Property - Special Handling - Missing Item	1		1										2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Item	1												1
Screening	3	4	5	2	2	2	6						24
Screening - Crew Member or Airline Employee	1						1						2
Screening - Inconsistency	1					1	1						3
Screening - Lengthy Lines	1		1										2
Screening - Procedures/Process		4	4	1	2	1	4						16
Screening - Retrieving Abandoned/Confiscated Items				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCK	1				1								2
2024	1				1								2
Civil Rights					1								1
Civil Rights - Race					1								1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCN	1	1				1			1	1			5
2024		1				1			1	1			4
Customer Service		1							1				2
Customer Service - Others									1				1
Customer Service - TSO		1											1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Screening										1			1
Screening - Lengthy Lines										1			1
2025		1											1
Property - Special Handling		1											1
Property - Special Handling - Missing Items		1											1

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCO	222	253	351	333	258	319	310	135	124	135	129	109	2,678
2024	103	96	111	112	108	122	122	135	124	135	129	109	1,406
Additional Information Required/Insufficient Information				1								1	2
Additional Information Required/Insufficient Information - EMAIL ONLY				1								1	2
Airline	1	2		3	2	1	1	2	5	3		3	23
Airline - Baggage Requirements							1		1				2
Airline - Lost Baggage				1						1			2
Airline - Policy/Regulations/Service	1	2		2	2	1		2	4	2		3	19
Business, Suggestions, and Ideas									1				1
Business, Suggestions, and Ideas - General									1				1
Cargo											1		1
Cargo - Known Shipper										1			1
Civil Rights	5	4	7	2	6	5	1	6	3	10	8	5	62
Civil Rights - Age										1	1		2
Civil Rights - Constitutional Rights		1		1	1					1	2		6
Civil Rights - National Origin					1	1				2		1	5
Civil Rights - Not Specified		1	2		1			1			1	1	7
Civil Rights - Other	1	1	1					1			1	1	6
Civil Rights - Perceived Religion										1			1
Civil Rights - Race	2	1	3			2		3	3	4	3	1	22
Civil Rights - Screening of Religious or Cultural Beliefs	1			1	1					1			4
Civil Rights - Sex	1		1		2	2		1				1	8
Civil Rights - Sexual Orientation							1						1
Claims								1	1		2	2	6
Claims - General								1	1		1	1	4
Claims - Status											1	1	2
CLEAR						1			1				2
CLEAR - Registered Traveler						1							1
CLEAR - TSA PreCheck Application Program									1				1
Customer Service	30	29	38	53	42	46	38	36	36	44	33	35	460
Customer Service - CSM				1		2						1	4
Customer Service - Others			1	1		1							3
Customer Service - TCC					1		2	1					4
Customer Service - TSO	30	29	37	51	41	43	36	35	36	44	33	34	449
DHS TRIP							1	1		2	2	1	7
DHS TRIP - General							1	1		2	2	1	7
Hazardous Materials Safety		1						1		1	1		4
Hazardous Materials Safety - General		1						1		1	1		4
Human Capital	1												1
Human Capital - Prospective Employment	1												1
Intranet/Internet Inquiries											1		1
Intranet/Internet Inquiries - General											1		1
Locks	2	2	1	1	2	1	2	3		1	1		16
Locks - General			1					1					2
Locks - Missing or Damaged Lock	2	2		1	2	1	2	2		1	1		14
Lost and Found		1	3	4	4	1	2	1	6	2	2	4	30
Lost and Found - Airport/TSA		1	3	4	4	1	2	1	6	2	2	4	30
Mishandling of Passenger Property	10	8	10	10	15	12	9	16	17	12	13	9	141
Mishandling of Passenger Property - Damaged	4	3	5	3	10	7	3	8	9	4	8	5	69
Mishandling of Passenger Property - Damaged/Missing Items	3	5	4	7	4	4	5	8	7	5	4	4	60
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1		1		1	2	1		6
Mishandling of Passenger Property - Disposition	3		1			1			1				6
No Jurisdiction	1	2	1	1	1	1	2	3	3	6	2	4	27
No Jurisdiction - No Referral			1				1	1	1	2	1	1	8
No Jurisdiction - Refer to CBP		2						1	1	4		1	9
No Jurisdiction - Refer to FAA												1	1
No Jurisdiction - Refer to Other	1			1	1	1	1	1	1		1	1	9
Patdown	3	5	3	3	4	5	7	10	4	6	2		52
Patdown - Children		1							1		1		3
Patdown - Flyer	2	4	1	3	3	5	6	9	1	6	1		41
Patdown - Flyer as Observer	1		2		1			1	1				6
Patdown - General							1		1				2
Persons w/ Disabilities (PWD)	10	5	6	7	15	10	14	29	15	18	22	16	167
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1		1		2		3	2	2	3	3	1	18
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer			1	1	1					1			4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								2	1	2	3		8
Persons w/ Disabilities (PWD) - Diabetes	1			3			3	2	1	3	1	2	16
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks					1								1
Persons w/ Disabilities (PWD) - General		1					1	2		1	1		6
Persons w/ Disabilities (PWD) - Hearing Impairment							1			1		1	3
Persons w/ Disabilities (PWD) - Internal Medical Devices	1										1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1	1	1	1				4
Persons w/ Disabilities (PWD) - Medically Necessary	3	1		2	4	3	1	6	5	1	6	4	36
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1									1	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					3	2	1	6	4	1	4		21
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment			1				2	1				1	5
Persons w/ Disabilities (PWD) - Service Animals			1					1			1		3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1		1			1		1	1		5
Persons w/ Disabilities (PWD) - Visual Impairment					1					1		1	3
Persons w/ Disabilities (PWD) - Wheelchair	4	2	1		2	2	1	4	1	3	1	4	25
Persons w/ Disabilities (PWD) - Wounded Warrior		1				1		1					3
Property - Special Handling	11	13	16	12	5	11	11	7	7	8	14	12	127
Property - Special Handling - Damaged Item	4	5	2	2	1	4	2	3	2	3	7	7	42
Property - Special Handling - Damaged Item - Lost	1	2					2		1	3		2	11

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Item	3	4	9	8	3	5	2		1	1	5	1	42
Property - Special Handling - Missing Item	3	2	5	2	1	2	5	4	3	1	2	2	32
Request for Assistance			1	1	1		2			1	2		8
Request for Assistance - Other			1	1	1		2			1	2		8
Screening	29	24	25	14	11	28	32	19	25	20	24	17	268
Screening - Children		1			1	1							3
Screening - Crew Member or Airline Employee			1			1						1	3
Screening - Inconsistency	3	1	2	1	1	6	4	1	1	4		2	26
Screening - Lengthy Lines	11	9	11	6	5	5	13	4	6	9	7	1	87
Screening - Procedures/Process	15	13	11	7	3	15	13	14	18	7	16	12	144
Screening - Retrieving Abandoned/Confiscated Items					1		1				1		3
Screening - Security Breach							1					1	2
2025	119	157	240	221	150	197	188						1,272
Additional Information Required/Insufficient Information				2									2
Additional Information Required/Insufficient Information - EMAIL ONLY				2									2
Airline	1	1	1	8		3	3						17
Airline - Baggage Requirements				1									1
Airline - Lost Baggage						1	1						2
Airline - Policy/Regulations/Service	1		1	7		2	1						12
Airline - Wheelchair Assistance		1					1						2
Civil Rights	6	7	18	7	9	7	12						66
Civil Rights - Age	1	1		1			1						4
Civil Rights - Constitutional Rights			1			1							2
Civil Rights - National Origin	1	2	1			4	1						9
Civil Rights - Not Specified				1	2	1	2						6
Civil Rights - Other			2										2
Civil Rights - Perceived Religion			1										1
Civil Rights - Race	2	2	8	2	2		7						23
Civil Rights - Screening of Religious or Cultural Garments			1	1									2
Civil Rights - Sex	2	2	4	2	4	1	1						16
Civil Rights - Sexual Orientation					1								1
Claims		1											1
Claims - Status		1											1
CLEAR	1		2		2	1							6
CLEAR - Registered Traveler	1		1		1	1							4
CLEAR - TSA PreCheck Application Program			1		1								2
Customer Service	29	40	57	44	43	48	36						297
Customer Service - Others		3		2		1							6
Customer Service - TCC		1				1							2
Customer Service - TSO	29	36	57	42	43	46	36						289
DHS TRIP			2			1							3
DHS TRIP - General			2			1							3
Hazardous Materials Safety	2		2	3	1	1	1						10
Hazardous Materials Safety - General	2		2	3	1	1	1						10
Human Capital						1							1
Human Capital - Prospective Employment with TSA						1							1
Locks	2		4	2	2	2	2						14
Locks - Missing or Damaged Lock	2		4	2	2	2	2						14
Lost and Found		3	8	7	2	5	8						33
Lost and Found - Airport/TSA		3	8	7	2	5	8						33
Mishandling of Passenger Property	11	13	19	11	12	16	11						93
Mishandling of Passenger Property - Damaged	9	5	9	10	7	8	6						54
Mishandling of Passenger Property - Damaged	2	6	8	1	4	8	3						32
Mishandling of Passenger Property - Damaged/Missing Items--U			1		1								2
Mishandling of Passenger Property - Disarrayed Item		2	1							2			5
No Jurisdiction	1	2	3	6	5	4	4						25
No Jurisdiction - No Referral	1	1	3	1	2	2	1						11
No Jurisdiction - Refer to CBP		1		4	3	1	3						12
No Jurisdiction - Refer to Department of State				1									1
No Jurisdiction - Refer to Other						1							1
Patdown	3	1	3	3	4	4	1						19
Patdown - Children				1			1						2
Patdown - Flyer	3	1	2	2	4	4							16
Patdown - General			1										1
Persons w/ Disabilities (PWD)	18	28	33	32	24	35	35						205
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	3	3	3	6	2	2	4						23
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1		2						3
Persons w/ Disabilities (PWD) - Cognitive Disabilities	2	1	5	3	1	2	2						16
Persons w/ Disabilities (PWD) - Diabetes		3			1								4
Persons w/ Disabilities (PWD) - General	1	3	2	2	1	3	5						17
Persons w/ Disabilities (PWD) - Hearing Impaired	1			1									2
Persons w/ Disabilities (PWD) - Internal Medical Devices	1		1			2	1						5
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1	4	1	1						7
Persons w/ Disabilities (PWD) - Medically Fragile	3	7	16	9	4	8	7						54
Persons w/ Disabilities (PWD) - Metal Implants (joint)		3		1	4		2						10
Persons w/ Disabilities (PWD) - Mobility Disabilities	2	2	3	3	3	5	2						20
Persons w/ Disabilities (PWD) - Ostomy/Catheters	1						1						2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				3	1								4
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						3	2						5
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1			2	2						5
Persons w/ Disabilities (PWD) - Visual Impairment						2	1						3
Persons w/ Disabilities (PWD) - Wheelchair	4	6	2	3	2	5	2						24
Property - Special Handling	16	21	19	21	13	24	21						135
Property - Special Handling - Damaged Item	7	7	6	7	5	7	8						47
Property - Special Handling - Damaged Item	3	4	3		2	1	6						19

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Item	4	7	8	8	3	11	3						44
Property - Special Handling - Missing Item	2	3	2	6	3	5	4						25
Request for Assistance			3	1	1	1							6
Request for Assistance - Other			3	1	1	1							6
Screening	29	40	66	74	32	44	54						339
Screening - Children		1			2								3
Screening - Crew Member or Airline Employee		1					1						2
Screening - Inconsistency	2	2	6	7	3	5	2						27
Screening - Lengthy Lines	8	17	18	40	8	6	13						110
Screening - Procedures/Process	17	17	36	23	18	33	32						176
Screening - Retrieving Abandoned/Confiscated	1	2	6	4			5						18
Screening - Security Breach	1				1		1						3

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCW		2	1										3
2024		2	1										3
Customer Service			1										1
Customer Service - TSO			1										1
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Screening			1										1
Screening - Procedures/Process			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MDT	13	5	9	7	9	11	6	4	6	4	7	4	85
2024	4	2	3	4	1	3	2	4	6	4	7	4	44
Civil Rights								1	1		1	1	4
Civil Rights - Age									1			1	2
Civil Rights - Race								1			1		2
Customer Service	1	2	2	1		2	1	2	1	3	3	1	19
Customer Service - TSO	1	2	2	1		2	1	2	1	3	3	1	19
Mishandling of Passenger Property				1					1				2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)				1				1	2		1		5
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling					1	1			1		1		4
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked						1			1				2
Screening	3		1	1							1	2	8
Screening - Inconsistency												1	1
Screening - Procedures/Process	2		1	1							1	1	6
Screening - Shoe Screening	1												1
2025	9	3	6	3	8	8	4						41
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights			2			1	1						4
Civil Rights - National Origin							1						1
Civil Rights - Race						1							1
Civil Rights - Sex			2										2
Customer Service	2	1	1	2	2								8
Customer Service - CSM		1											1
Customer Service - TSO	2		1	2	2								7
Mishandling of Passenger Property	1						1						2
Mishandling of Passenger Property - Disa	1						1						2
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
Persons w/ Disabilities (PWD)	2			1	1	1	1						6
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1	1								2
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Property - Special Handling	1	1				4	1						7
Property - Special Handling - Damaged Items - Carry		1				1	1						3
Property - Special Handling - Damaged Items - Checked						3							3
Property - Special Handling - Missing Item	1												1
Screening	3	1	3		3	2							12
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency	1				2								3
Screening - Procedures/Process		1	3		1	2							7
Screening - Retrieving Abandoned/Confis	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MDW	73	67	76	48	44	71	78	30	40	37	35	32	631
2024	34	31	34	27	23	27	43	30	40	37	35	32	393
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights	1	2		1	3	1	3		3	1	1	2	18
Civil Rights - Age				1	1				1				3
Civil Rights - Not Specified						1							1
Civil Rights - Other									1				1
Civil Rights - Race	1	2			2		2		1	1	1	1	11
Civil Rights - Sex							1					1	2
CLEAR						1							1
CLEAR - Registered Traveler						1							1
Customer Service	15	11	18	9	6	11	21	13	14	8	11	10	147
Customer Service - CSM							1						1
Customer Service - TCC					1								1
Customer Service - TSO	15	11	18	9	5	11	20	13	14	8	11	10	145
Locks					1	1			1				3
Locks - Missing or Damaged Lock					1	1			1				3
Lost and Found			1				1		1			2	5
Lost and Found - Airport/TSA			1				1		1			2	5
Mishandling of Passenger Property	3	4	4	2	4	3	6	4	2	4	1	5	42
Mishandling of Passenger Property - Damaged	2	3	3	2	2	3	4	1	2	3	1	4	30
Mishandling of Passenger Property - Damaged or Lost	1	1	1		2		2	2		1		1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction			1				1		2	1	1	1	7
No Jurisdiction - No Referral			1						1				2
No Jurisdiction - Refer to CBP							1					1	2
No Jurisdiction - Refer to FAA										1			1
No Jurisdiction - Refer to Other									1		1		2
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - General			1										1
Patdown	1	6	1		1	5	2	1	2	1	2	1	23
Patdown - Children										1		1	2
Patdown - Flyer	1	6	1		1	5	2		2		1	1	20
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	6	1	2	3		2	3	5	4	4	3	6	39
Persons w/ Disabilities (PWD) - Autism Spectrum			1							1		1	3
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes	1			1					2			1	5
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment							1					1	2
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2	1			2		5
Persons w/ Disabilities (PWD) - Mobility Devices	1					1		1	1	1		1	6
Persons w/ Disabilities (PWD) - Prostheses	2							2					4
Persons w/ Disabilities (PWD) - Service Animals	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1		1		1	1	1		1	7
Property - Special Handling	2	1	1	8	3	2	2	3	4	3	6	2	37
Property - Special Handling - Damaged Items	1	1		3	3	1	1	2	2		3	1	18
Property - Special Handling - Damaged Items - Checked								1	1		1		3
Property - Special Handling - Missing Items	1		1	4		1	1			3	1	1	13
Property - Special Handling - Missing Items - Checked				1					1		1		3
Request for Assistance		1			1								2
Request for Assistance - Other		1			1								2
Screening	6	5	5	4	3	1	4	4	7	14	10	3	66
Screening - Children					1								1
Screening - Crew Member or Airline Employee				1					1				2
Screening - Inconsistency		1		2			1						4
Screening - Lengthy Lines	1		2					2	1	2	2		10
Screening - Opposite Sex											1		1
Screening - Procedures/Process	5	3	3		2	1	3	2	5	11	7	3	45
Screening - Retrieving Abandoned/Confiscated Items		1		1						1			3
2025	39	36	42	21	21	44	35						238
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights	4	4	5			3	3						19
Civil Rights - Age	2												2
Civil Rights - National Origin		2				1							3
Civil Rights - Other	1												1
Civil Rights - Perceived Religion		1											1
Civil Rights - Race	1	1	4			2	1						9
Civil Rights - Sex			1				1						2
Civil Rights - Sexual Orientation							1						1
Customer Service	14	7	12	3	7	13	4						60
Customer Service - TSO	14	7	12	3	7	13	4						60
Lost and Found	1	1	1	1	1	2							7
Lost and Found - Airport/TSA	1	1	1	1	1	2							7
Mishandling of Passenger Property	2	2	2	7	2	3	6						24
Mishandling of Passenger Property - Damaged	2		1	4	2	2	4						15

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missin			2	1	3		1	2					9
No Jurisdiction			1				1						2
No Jurisdiction - No Referral			1				1						2
Notice of Violation/Civil Penalties							1						1
Notice of Violation/Civil Penalties - General							1						1
Patdown		1	2	2	1		1	1					8
Patdown - Flyer		1	2	2	1		1	1					8
Persons w/ Disabilities (PWD)		8	10	7	2	4	6	9					46
Persons w/ Disabilities (PWD) - Autism S		1	1										2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive		1	1				1	1					4
Persons w/ Disabilities (PWD) - Diabetes			2				1						3
Persons w/ Disabilities (PWD) - General		2		2	1	1	1	1					8
Persons w/ Disabilities (PWD) - Hearing I		1				1		1					3
Persons w/ Disabilities (PWD) - Internal Medical Devices							1	1					2
Persons w/ Disabilities (PWD) - Medically		1	1	2				2					6
Persons w/ Disabilities (PWD) - Metal Imp		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N			2	3		1		1					7
Persons w/ Disabilities (PWD) - Service Animals			1		1			1					3
Persons w/ Disabilities (PWD) - Touch Aversion (pair			1										1
Persons w/ Disabilities (PWD) - Visual Im		1	1										2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1	1	1					3
Property - Special Handling		3		5		1	5	4					18
Property - Special Handling - Damaged It		1		4			2	1					8
Property - Special Handling - Damaged Items - Checked						1		1					2
Property - Special Handling - Missing Item		2					1	1					4
Property - Special Handling - Missing Items - Checked				1			2	1					4
Screening		6	9	7	6	6	9	8					51
Screening - Gate Pass								1					1
Screening - Inconsistency			1	1			1	1					4
Screening - Lengthy Lines		1	2	2	2	2	2						11
Screening - Procedures/Process		4	6	3	4	4	6	6					33
Screening - Retrieving Abandoned/Confis		1		1									2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MEI				1	1				1			1	4
2024				1	1				1			1	4
Civil Rights				1									1
Civil Rights - Race				1									1
Customer Service									1				1
Customer Service - Others									1				1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Screening												1	1
Screening - International Screening												1	1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MEM	13	19	23	10	16	15	18	12	3	11	7	8	155
2024	8	4	9	6	7	8	5	12	3	11	7	8	88
Airline												2	2
Airline - Policy/Regulations/Service												1	1
Airline - Wheelchair Assistance												1	1
Civil Rights							1	1		1			3
Civil Rights - National Origin							1						1
Civil Rights - Sex								1			1		2
Customer Service	4		3	3	4	3	2	1		4	3	5	32
Customer Service - TSO	4		3	3	4	3	2	1		4	3	5	32
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property		1				2	1	3	1	1			9
Mishandling of Passenger Property - Damaged/Missin		1				1		2					4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1	1	1	1			5
No Jurisdiction					1			1					2
No Jurisdiction - Refer to CBP					1			1					2
Patdown	1		2			1	1	1	1		1		8
Patdown - Flyer	1		2			1	1		1		1		7
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)								2			1		3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Property - Special Handling	2	1		2	1			1		1	1		9
Property - Special Handling - Damaged It	1	1			1					1			4
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Items - Checked				2				1					3
Screening	1	1	4	1	1	2		2	1	4		1	18
Screening - Crew Member or Airline Employee						1				1			2
Screening - Lengthy Lines			1		1	1		2	1	2			8
Screening - Procedures/Process	1	1	3	1								1	7
Screening - Retrieving Abandoned/Confiscated Items										1			1
2025	5	15	14	4	9	7	13						67
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights		1			1		1						3
Civil Rights - National Origin					1								1
Civil Rights - Perceived Religion		1											1
Civil Rights - Race							1						1
Customer Service	1	9	10	1	3	1	2						27
Customer Service - Others		1											1
Customer Service - TSO	1	8	10	1	3	1	2						26
Mishandling of Passenger Property	1		1			1	2						5
Mishandling of Passenger Property - Dam	1		1				1						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction		1				1							2
No Jurisdiction - No Referral						1							1
No Jurisdiction - Refer to Other		1											1
Patdown	1			1									2
Patdown - Flyer	1			1									2
Persons w/ Disabilities (PWD)		2		1	1	1	5						10
Persons w/ Disabilities (PWD) - Autism Spectrum							2						2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1			1	1	1						4
Property - Special Handling		1		1	1		2						5
Property - Special Handling - Damaged Items - Carry-On				1			1						2
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Items - Checked					1		1						2
Screening	1	1	3		3	3	1						12
Screening - Inconsistency						1							1
Screening - Lengthy Lines			2		2								4
Screening - Procedures/Process	1	1	1		1	2	1						7

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MFE	1	2		2	1	5	6	1	1	1	1	3	24
2024	1	1		2		2	3	1	1	1	1	3	14
Customer Service							2	1					1
Customer Service - TSO							2	1					1
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									1				1
Patdown										1			1
Patdown - Flyer										1			1
Screening	1	1				2	1				1		6
Screening - Lengthy Lines						1	1						2
Screening - Procedures/Process	1	1				1					1		4
2025		1		2	1	3	3						10
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights				1			1						2
Civil Rights - Race						1							1
Civil Rights - Sex				1									1
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Persons w/ Disabilities (PWD)						1		1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening							1	2					3
Screening - Procedures/Process							1	2					3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MFR		2	3	6	1	7	6	1	2	1	5	1	35
2024		2		1		5	5	1	2	1	5	1	23
Customer Service		1		1		3	2	1	1		2		11
Customer Service - Others						1							1
Customer Service - TSO		1		1		2	2	1	1		2		10
Mishandling of Passenger Property						1			1				2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
No Jurisdiction						1	1						2
No Jurisdiction - No Referral						1							1
No Jurisdiction - Refer to CBP							1						1
Persons w/ Disabilities (PWD)											2		2
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Property - Special Handling							2						2
Property - Special Handling - Missing Items - Checked							2						2
Screening		1								1	1	1	4
Screening - Lengthy Lines												1	1
Screening - Procedures/Process		1								1	1		3
2025			3	5	1	2	1						12
Civil Rights				1									1
Civil Rights - Age				1									1
Patdown					1	1							2
Patdown - Flyer					1	1							2
Persons w/ Disabilities (PWD)			1	1									2
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening			2	2		1	1						6
Screening - Inconsistency				1									1
Screening - Procedures/Process			1	1		1	1						4
Screening - Retrieving Abandoned/Confiscated Items			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MGM	3	3	4	2	1	5	5		1	2	1		27
2024	1	3	3	2	1	1	3		1	2	1		18
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights							1						1
Civil Rights - Sex							1						1
Customer Service	1	1	2	2		1	1						8
Customer Service - TSO	1	1	2	2		1	1						8
Human Capital										1			1
Human Capital - Prospective Employment with TSA										1			1
Patdown			1							1			2
Patdown - Flyer			1							1			2
Property - Special Handling		1					1						2
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Missing Items - Checked							1						1
Screening					1				1		1		3
Screening - Procedures/Process					1				1		1		3
2025	2		1			4	2						9
Customer Service			1			3	1						5
Customer Service - TSO			1			3	1						5
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	2												2
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Carry-On						1							1
Screening							1						1
Screening - Procedures/Process							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MGW				1	1		1						3
2024					1								1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
2025				1			1						2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Screening								1					1
Screening - Procedures/Process								1					1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MHK	3	3	1		1		2			1		1	12
2024	1	3			1		2			1		1	9
Customer Service		1											1
Customer Service - TSO		1											1
Patdown					1								1
Patdown - Flyer					1								1
Screening	1	2					2			1		1	7
Screening - Inconsistency	1									1		1	3
Screening - Procedures/Process		2					2						4
2025	2		1										3
Civil Rights	1												1
Civil Rights - Sex	1												1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MHT	4	4	3	6	4	6	1	4	6	1	2	4	45
2024	4	1		3	3	3		4	6	1	2	4	31
Claims								1					1
Claims - General								1					1
Customer Service	1			3		1			1		1	2	9
Customer Service - TSO	1			3		1			1		1	2	9
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1				2			1	1			1	6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Dam	1				2			1	1				5
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown		1								1			2
Patdown - Children										1			1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)								1	3		1		5
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1	1				2
Screening	1				1	2			1			1	6
Screening - Crew Member or Airline Employee						1							1
Screening - Procedures/Process	1				1	1			1			1	5
2025		3	3	3	1	3	1						14
Civil Rights							1						1
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1						1
Customer Service		1		1									2
Customer Service - TSO		1		1									2
Mishandling of Passenger Property			1	1		1							3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1							2
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)		1					1						2
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1											1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry-On			1										1
Screening			1	1	1								3
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency					1								1
Screening - Procedures/Process			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MIA	186	227	220	227	224	284	206	108	92	125	107	105	2,111
2024	78	98	81	95	108	144	102	108	92	125	107	105	1,243
Additional Information Required/Insufficient Information									2				2
Additional Information Required/Insufficient Information - EMAIL ONLY									2				2
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer					1								1
Airline		2		2	2	1	1			2	3	2	15
Airline - Lost Baggage					2						1	2	5
Airline - Policy/Regulations/Service		1		2		1	1			2	2		9
Airline - Positive Bag Match Program		1											1
Civil Rights	2	5	3	2	10	4	4	7	5	2	9	10	63
Civil Rights - Age					1						1		2
Civil Rights - Civil Rights Violation (TSA Employee)							1						1
Civil Rights - Constitutional Rights			1								1		2
Civil Rights - National Origin					3		1		3	1		4	12
Civil Rights - Not Specified					1	1	1	1					4
Civil Rights - Other		1										1	2
Civil Rights - Perceived Religion						1						2	3
Civil Rights - Race	1	3	1	1	4	1	1	6	1	1	4	2	26
Civil Rights - Screening of Religious or Cultural Garments									1				1
Civil Rights - Sex		1	1	1	1	1					3		8
Civil Rights - Sexual Orientation	1											1	2
Claims		1				1							2
Claims - General						1							1
Claims - Status		1											1
CLEAR					1								1
CLEAR - TSA PreCheck Application Program					1								1
Customer Service	22	44	34	38	30	58	43	36	33	45	45	35	463
Customer Service - CSM						2					1		3
Customer Service - Others	1				2		1						4
Customer Service - TCC				2		1							3
Customer Service - TSO	21	44	34	36	28	55	42	36	33	45	44	35	453
DHS TRIP	1	1							1			2	5
DHS TRIP - General	1	1							1			2	5
Hazardous Materials Safety			1			1		1					3
Hazardous Materials Safety - General			1			1		1					3
Locks						4		1			1	1	7
Locks - Missing or Damaged Lock						4		1			1	1	7
Lost and Found				1	2	2		2	1	1	4	1	14
Lost and Found - Airport/TSA				1	2	2		2	1	1	4	1	14
Mishandling of Passenger Property	10	6	5	8	7	9	9	6	13	9	7	11	100
Mishandling of Passenger Property - Damaged	3	3		1	5	4	2	2	4	4	3	5	36
Mishandling of Passenger Property - Damaged/Missing Items--U	6	3	4	6	2	5	6	2	9	4	3	5	55
Mishandling of Passenger Property - Damaged/Missing Items--U			1					1		1		1	4
Mishandling of Passenger Property - Disposition	1			1			1	1			1		5
No Jurisdiction	6	5	1	4	2	5	9	5	3	5	5	8	58
No Jurisdiction - No Referral	2	1		1			3	1		2	1		11
No Jurisdiction - Refer to CBP	2	2		2	2	4	5	2	2	3	3	6	33
No Jurisdiction - Refer to FAA								1					1
No Jurisdiction - Refer to Other	2	2	1	1		1	1	1	1		1	2	13
Notice of Violation/Civil Penalties								1					1
Notice of Violation/Civil Penalties - General								1					1
Ombudsman											1		1
Ombudsman - General											1		1
Patdown	2	1		3	5	5	2	2	2	9		3	34
Patdown - Children				1						1			2
Patdown - Flyer	1	1		2	5	5	2	2	2	7		3	30
Patdown - Flyer as Observer	1									1			2
Persons w/ Disabilities (PWD)	5	7	11	2	10	13	8	8	7	10	11	9	101
Persons w/ Disabilities (PWD) - Autism Spectrum						3	2			1	3	1	10
Persons w/ Disabilities (PWD) - Breast Cancer								1			1		2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1		1		1	3
Persons w/ Disabilities (PWD) - Cognitive	1				1	1				1			4
Persons w/ Disabilities (PWD) - Diabetes	2	1	1		1	2		1	2			1	11
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Medications			1				1						2
Persons w/ Disabilities (PWD) - General			1	1	1			1	2	1			7
Persons w/ Disabilities (PWD) - Hearing Impairment					1						1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medical Devices - At the Airport		1		1	1	1						1	5
Persons w/ Disabilities (PWD) - Medically Necessary	1	1	1			1		1		2			7
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					3	2		2	1		1	1	10
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1				1	2
Persons w/ Disabilities (PWD) - Prostheses	1		1				1			3		1	7
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1			1				2
Persons w/ Disabilities (PWD) - Service Animals		1	1		1	1	3						7
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Mobility Device		3	4		1		1		1	3	2	1	16
Persons w/ Disabilities (PWD) - Wounded Warrior			1										1
Property - Special Handling	8	6	16	10	7	6	4	14	7	10	5	10	103
Property - Special Handling - Damaged Items	4	1	4	2		3	1	3	1	2		2	23
Property - Special Handling - Damaged Items - Missing Item	1	4	2		3			1		2		2	15
Property - Special Handling - Missing Items	1		5	6	4	3	1	7	2	3	2	4	38
Property - Special Handling - Missing Items - Damaged Item	2	1	5	2			2	3	4	3	3	2	27
Request for Assistance												1	1
Request for Assistance - Other												1	1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening	22	20	10	25	31	35	22	25	18	32	16	12	268
Screening - Children								1					1
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	1	1	2	1	1	2	2	1	1	2	1	1	16
Screening - International Screening	1												1
Screening - Lengthy Lines	6	5	2	13	15	24	8	4	5	9	3	1	95
Screening - Opposite Sex	1												1
Screening - Procedures/Process	13	11	6	11	12	7	8	16	12	20	12	10	138
Screening - Retrieving Abandoned/Confiscated Items		2			3	2	4	3		1			15
2025	108	129	139	132	116	140	104						868
Additional Information Required/Insufficient Information		1	1			1	1						4
Additional Information Required/Insufficient Informatic		1	1			1	1						4
Airline	5	1	2	2	1	8	1						20
Airline - Lost Baggage			1										1
Airline - Policy/Regulations/Service	5	1	1	1	1	8	1						18
Airline - Wheelchair Assistance				1									1
Civil Rights	6	7	9	9	6	10	6						53
Civil Rights - Age				1	1	1							3
Civil Rights - Civil Rights Violation (TSA Employee)				1									1
Civil Rights - National Origin	2	2	3	1		1	2						11
Civil Rights - Not Specified					1	1							2
Civil Rights - Other			1										1
Civil Rights - Perceived Religion	1			1									2
Civil Rights - Race	2		2	1	3	5	2						16
Civil Rights - Screening of Religious Cultural and Cer		1	1				1						3
Civil Rights - Screening of Religious or Cultural Garm		1		1									2
Civil Rights - Sex	1	2	2	3	1	2	1						12
Claims						1	1						2
Claims - General							1						1
Claims - Status						1							1
Customer Service	25	33	38	30	31	29	40						226
Customer Service - CSM						1							1
Customer Service - Others			1										1
Customer Service - TSO	25	33	37	30	31	28	40						224
DHS TRIP			3	2	1	1	1						8
DHS TRIP - General			3	2	1	1	1						8
Hazardous Materials Safety		1											1
Hazardous Materials Safety - General		1											1
HAZMAT Endorsement		1											1
HAZMAT Endorsement - General		1											1
Human Capital						1							1
Human Capital - Wage Garnishment						1							1
Locks	1	1	4		1	3							10
Locks - General			1										1
Locks - Missing or Damaged Lock	1	1	3		1	3							9
Lost and Found	1	4	2	2	1		1						11
Lost and Found - Airport/TSA	1	4	2	2	1		1						11
Mishandling of Passenger Property	12	8	5	10	10	6	3						54
Mishandling of Passenger Property - Dam	5	2	2	5	6	5	3						28
Mishandling of Passenger Property - Dam	7	5	3	5	4	1							25
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction	10	4	4	11	4	8	8						49
No Jurisdiction - No Referral		1	1	2	1	2	2						9
No Jurisdiction - Refer to CBP	5	2	2	9	3	5	5						31
No Jurisdiction - Refer to Other	5	1	1			1	1						9
Patdown	1	3	1	2	4	1	1						13
Patdown - Children						1							1
Patdown - Flyer	1	3	1	2	4		1						12
Persons w/ Disabilities (PWD)	10	21	17	14	9	17	7						95
Persons w/ Disabilities (PWD) - Autism Spectrum			1	1									2
Persons w/ Disabilities (PWD) - Breast Cancer			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cai			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developm		1				2							3
Persons w/ Disabilities (PWD) - Diabetes	1	1		1	1	2	2						8
Persons w/ Disabilities (PWD) - General		6	4			1	3						14
Persons w/ Disabilities (PWD) - Hearing Impairment				2									2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1	1							2
Persons w/ Disabilities (PWD) - Medically	1	2	1	5	2	3	1						15
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1	1	1	1								4
Persons w/ Disabilities (PWD) - Mobility D	4	6	5	1	2	4							22
Persons w/ Disabilities (PWD) - Ostomy/C	1												1
Persons w/ Disabilities (PWD) - Prosthesi	1	2	1										4
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm			1	1									2
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelcha	2	2	1	2	1	3	1						12
Property - Special Handling	7	16	18	10	11	22	11						95
Property - Special Handling - Damaged It	1	5	6	6	1	3	5						27
Property - Special Handling - Damaged Items - Check	2	1			3	3	2						11
Property - Special Handling - Missing Item	4	5	6	2	3	8	3						31
Property - Special Handling - Missing Item	2	4	5	2	4	8	1						26
Request for Assistance				2									2
Request for Assistance - Other				2									2
Screening	30	28	35	38	37	32	23						223
Screening - Children			1	1									2
Screening - Crew Member or Airline Empl	1	1				3	1						6

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MKE	18	20	18	15	13	17	24	10	5	14	18	8	180
2024	5	10	8	8	5	9	11	10	5	14	18	8	111
Airline	1			1									2
Airline - Lost Baggage	1			1									2
Civil Rights		1					1			1			3
Civil Rights - Constitutional Rights										1			1
Civil Rights - Sex		1					1						2
CLEAR												1	1
CLEAR - TSA PreCheck Application Program												1	1
Customer Service	1	2	1	3	2	5	2	4	1	4	3	2	30
Customer Service - TSO	1	2	1	3	2	5	2	4	1	4	3	2	30
Hazardous Materials Safety											1		1
Hazardous Materials Safety - General											1		1
Locks	1		1	1									3
Locks - Missing or Damaged Lock	1		1	1									3
Lost and Found		1		1					1	1			4
Lost and Found - Airport/TSA		1		1					1	1			4
Mishandling of Passenger Property			1			2	1	1		2	1		8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1		1		2	1		7
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Patdown			4		1		1			2	2		10
Patdown - Children			1										1
Patdown - Flyer			2		1		1			2	2		8
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)		3			1	1				1	4	1	11
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary		1				1				1	3		6
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling		2									2		4
Property - Special Handling - Damaged Items - Check		1									1		2
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Items - Checked											1		1
Screening	2	1	1	2	1	1	5	5	3	3	5	4	33
Screening - Children					1								1
Screening - Inconsistency			1				3		1		3	1	9
Screening - Lengthy Lines						1		1		1			3
Screening - Procedures/Process	2	1		2			1	4	2	1	2	2	17
Screening - Retrieving Abandoned/Confiscated Items										1		1	2
Screening - Security Breach							1						1
2025	13	10	10	7	8	8	13						69
Airline			1	1									2
Airline - Lost Baggage				1									1
Airline - Policy/Regulations/Service			1										1
Civil Rights	1	2		2		1							6
Civil Rights - National Origin				1									1
Civil Rights - Not Specified		1											1
Civil Rights - Perceived Religion	1					1							2
Civil Rights - Race		1		1									2
Customer Service	2	2	4	1		1	4						14
Customer Service - TSO	2	2	4	1		1	4						14
Locks					2		1						3
Locks - Missing or Damaged Lock					2		1						3
Mishandling of Passenger Property	4		1	1	1								7
Mishandling of Passenger Property - Dam	2		1										3
Mishandling of Passenger Property - Dam	2			1	1								4
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Patdown	2						1						3
Patdown - Flyer	2						1						3
Persons w/ Disabilities (PWD)	1	4	1		1	1	3						11
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developm		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Medically	1	2											3
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1					1						2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling			1	1		2	1						5
Property - Special Handling - Missing Items - Carry-On			1				1						2
Property - Special Handling - Missing Items - Checked				1		2							3
Screening	3	2	1	1	4	3	3						17
Screening - Inconsistency	1			1	3		1						6
Screening - Lengthy Lines		1					1						2
Screening - Procedures/Process	2	1	1		1	3	1						9

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MKG				2									2
2024				1									1
No Subject				1									1
No Subject - General				1									1
2025				1									1
Customer Service				1									1
Customer Service - TSO				1									1

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MKL		1											1
2024		1											1
Screening		1											1
Screening - Procedures/Process		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MLB													
2024													
Civil Rights													
Civil Rights - Race													
Customer Service													
Customer Service - TSO													
Mishandling of Passenger Property													
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage													
No Jurisdiction													
No Jurisdiction - No Referral													
Persons w/ Disabilities (PWD)													
Persons w/ Disabilities (PWD) - Autism Spectrum													
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability													
Screening													
Screening - Procedures/Process													
2025													
Civil Rights													
Civil Rights - Sex													
Customer Service													
Customer Service - TSO													
Mishandling of Passenger Property													
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													
No Jurisdiction													
No Jurisdiction - Refer to CBP													
Persons w/ Disabilities (PWD)													
Persons w/ Disabilities (PWD) - Mobility Disability (N													
Property - Special Handling													
Property - Special Handling - Damaged Items - Check													

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MLI	2	3	2	8	3	1	2	4	1	2			28
2024		1		4	1	1	1	4	1	2			15
Civil Rights				1									1
Civil Rights - Race				1									1
Customer Service						1	1		1				3
Customer Service - TSO						1	1		1				3
Mishandling of Passenger Property								2		1			3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1		1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction					1								1
No Jurisdiction - No Referral					1								1
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)				1						1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Property - Special Handling		1						1					2
Property - Special Handling - Damaged Items - Check		1											1
Property - Special Handling - Missing Items - Carry-On								1					1
Screening				1				1					2
Screening - Inconsistency								1					1
Screening - Lengthy Lines				1									1
2025	2	2	2	4	2		1						13
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service				1	1								2
Customer Service - TSO				1	1								2
DHS TRIP					1								1
DHS TRIP - General					1								1
Persons w/ Disabilities (PWD)	1		1										2
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Property - Special Handling			1	1			1						3
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked							1						2
Screening	1	1		2									4
Screening - Inconsistency		1											1
Screening - Procedures/Process	1			1									2
Screening - Retrieving Abandoned/Confiscated Items				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MLU		2	3	1				1	1	1			9
2024			1	1				1	1	1			5
Customer Service										1	1		2
Customer Service - TSO									1	1			2
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On			1										1
Screening				1				1					2
Screening - Procedures/Process				1				1					2
2025		2	2										4
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Carry-C		1											1
Screening		1											1
Screening - Lengthy Lines		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MOB	3	5	3	2	4	6	4	2	3	2	3	1	38
2024	1	1	1	1	1	3		2	3	2	3	1	19
Civil Rights											1		1
Civil Rights - Age											1		1
Customer Service		1		1	1	1		1	2	1	1	1	10
Customer Service - Others								1					1
Customer Service - TSO		1		1	1	1			2	1	1	1	9
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Screening	1					1			1	1	1		5
Screening - Lengthy Lines	1										1		2
Screening - Procedures/Process						1			1	1			3
2025	2	4	2	1	3	3	4						19
Civil Rights							1						1
Civil Rights - Age							1						1
Customer Service	1	1	1	1	2	1	2						9
Customer Service - TSO	1	1	1	1	2	1	2						9
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)						2							2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Screening	1	2	1		1		1						6
Screening - Crew Member or Airline Employee	1												1
Screening - Procedures/Process		2			1		1						4
Screening - Retrieving Abandoned/Confiscated Items			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MOT	2		2	2		1	1	1	3		4	1	17
2024	1			1		1	1	1	3		4	1	13
Civil Rights												1	1
Civil Rights - Race												1	1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Property - Special Handling						1		1	1				3
Property - Special Handling - Missing Items - Checked						1		1	1				3
Screening	1			1			1		2		2		7
Screening - Inconsistency	1												1
Screening - Lengthy Lines									1				1
Screening - Procedures/Process				1			1		1		2		5
2025	1		2	1									4
Customer Service			1										1
Customer Service - TSO			1										1
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MRY	1			1	1	1	2		1	3		2	12
2024	1			1		1			1	3		2	9
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Civil Rights									1				1
Civil Rights - Race									1				1
Customer Service	1									1		1	3
Customer Service - TSO	1									1		1	3
Patdown						1				1			2
Patdown - Flyer						1							1
Patdown - Flyer as Observer										1			1
Screening				1						1			2
Screening - Lengthy Lines				1									1
Screening - Procedures/Process										1			1
2025					1		2						3
DHS TRIP							1						1
DHS TRIP - General							1						1
Patdown					1								1
Patdown - Flyer					1								1
Screening							1						1
Screening - Procedures/Process							1						1

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSL		1		1		1							3
2024		1		1		1							3
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Customer Service		1											1
Customer Service - TSO		1											1
Screening						1							1
Screening - Procedures/Process						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSN	9	5	4	11	6	8	4	3	4	7	6	4	71
2024	2	1	1	6	4	1	2	3	4	7	6	4	41
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Civil Rights	1				1								2
Civil Rights - Other	1												1
Civil Rights - Race					1								1
Customer Service		1	1	2	2		2	1	4	2	2	1	18
Customer Service - TSO		1	1	2	2		2	1	4	2	2	1	18
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
No Jurisdiction				1						2			3
No Jurisdiction - No Referral				1						1			2
No Jurisdiction - Refer to Other										1			1
Ombudsman											1		1
Ombudsman - General											1		1
Patdown	1									1			2
Patdown - Flyer	1									1			2
Persons w/ Disabilities (PWD)										2	1		3
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Screening				3	1	1		2			1	2	10
Screening - Inconsistency				1				1					2
Screening - Lengthy Lines								1					1
Screening - Procedures/Process				1	1	1					1	2	6
Screening - Retrieving Abandoned/Confiscated Items				1									1
2025	7	4	3	5	2	7	2						30
Customer Service	2	1				1							4
Customer Service - TSO	2	1				1							4
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property	1			1									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
Patdown	2					1	1						4
Patdown - Children						1							1
Patdown - Flyer	1						1						2
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	1		1		1	1							4
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Mobility Devices	1					1							2
Property - Special Handling				1		1							2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked						1							1
Screening	1	3	2	3	1	2	1						13
Screening - Inconsistency		1											1
Screening - Lengthy Lines			1			1							2
Screening - Procedures/Process	1	2	1	2	1	1	1						9
Screening - Retrieving Abandoned/Confiscated Items				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSO	1	4		4	3	4	2	3	6		5	2	34
2024	1	1		3	2			3	6		5	2	23
Additional Information Required/Insufficient Information					1								1
Additional Information Required/Insufficient Information - EMAIL ONLY					1								1
Customer Service				1	1			2	1		2		7
Customer Service - TSO				1	1			2	1		2		7
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property									2				2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									2				2
No Jurisdiction		1											1
No Jurisdiction - No Referral		1											1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)								1				1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Property - Special Handling											2		2
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening	1			2					1		1	1	6
Screening - Inconsistency				1									1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process	1			1					1		1		4
2025		3		1	1	4	2						11
Civil Rights						1							1
Civil Rights - Age						1							1
Customer Service		1				1	1						3
Customer Service - TSO		1				1	1						3
No Jurisdiction						2							2
No Jurisdiction - No Referral						2							2
Patdown				1	1		1						3
Patdown - Flyer				1	1		1						3
Screening		2											2
Screening - Inconsistency		1											1
Screening - Procedures/Process		1											1

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSP	55	70	76	70	63	82	80	22	50	64	50	40	722
2024	25	33	36	27	23	42	32	22	50	64	50	40	444
Airline		1	1						3	1	1		7
Airline - Lost Baggage									1				1
Airline - Policy/Regulations/Service		1	1						2	1	1		6
Civil Rights	4	1	3	4			1			3			16
Civil Rights - Age				1									1
Civil Rights - Constitutional Rights										1			1
Civil Rights - Not Specified	1		1										2
Civil Rights - Other				2									2
Civil Rights - Profiling			1										1
Civil Rights - Race	2		1	1						2			6
Civil Rights - Sex	1	1					1						3
Customer Service	8	12	14	10	7	18	13	7	13	24	17	13	156
Customer Service - CSM				1		1							2
Customer Service - Others			1								1		2
Customer Service - TSO	8	12	13	9	7	17	13	7	13	24	16	13	152
Locks			1	1		1		1			1	1	6
Locks - Missing or Damaged Lock			1	1		1		1			1	1	6
Lost and Found			1	1	1	2			1	3	1		10
Lost and Found - Airport/TSA			1	1	1	2			1	3	1		10
Mishandling of Passenger Property	3	2	1	2	3	3	3	1	5	3	6	3	35
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1		2	2	1	4	2	5	2	19
Mishandling of Passenger Property - Damaged	1	2	1	1	3	1	1		1	1	1	1	14
Mishandling of Passenger Property - Disposition	2												2
No Jurisdiction		2	1		3	2		1	2	1	2	4	18
No Jurisdiction - No Referral			1		1	1		1	1	1	1	1	8
No Jurisdiction - Refer to CBP		2			2	1						2	7
No Jurisdiction - Refer to Other									1		1	1	3
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - General						1							1
Patdown		2	2	3		1		2	2	1	2		15
Patdown - Children						1							1
Patdown - Flyer		2	2	2				2	2	1	2		13
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	1	3	5		4	5	3	3	9	6	9	7	55
Persons w/ Disabilities (PWD) - Autism Spectrum					1					1			2
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental			1								1		2
Persons w/ Disabilities (PWD) - Diabetes		1				1		1					3
Persons w/ Disabilities (PWD) - Diapers/Garments/Devices		1											1
Persons w/ Disabilities (PWD) - General										2		2	4
Persons w/ Disabilities (PWD) - Hearing Impaired	1							1	1				3
Persons w/ Disabilities (PWD) - Internal Medical Devices										1	1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1			1	1	3
Persons w/ Disabilities (PWD) - Medically Necessary		1	1			2			4	2	3	1	14
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			2		2	1			1		1	3	10
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									2				2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1				1		2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1			1				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1		1		2						4
Property - Special Handling	1	5	2	1		1	2	2	3	3	1	2	23
Property - Special Handling - Damaged Items	1	1					1		2	1	1		7
Property - Special Handling - Damaged Items - Checked		2											2
Property - Special Handling - Missing Items - Carry-On			1	1		1	1	2	1	1		2	10
Property - Special Handling - Missing Items - Checked		2	1							1			4
Request for Assistance										2			2
Request for Assistance - Other										2			2
Screening	8	5	5	5	5	8	10	5	12	17	10	10	100
Screening - Children									1				1
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency	1				1	1			1	2	1	1	8
Screening - Lengthy Lines	1		1		1	3	3		3	2	6	2	22
Screening - Procedures/Process	5	5	3	4	3	3	7	4	7	13	3	7	64
Screening - Retrieving Abandoned/Confiscated Items			1	1		1		1					4
2025	30	37	40	43	40	40	48						278
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Information		1											1
Airline	1	2	1			2							6
Airline - Lost Baggage		2				1							3
Airline - Policy/Regulations/Service	1					1							2
Airline - Wheelchair Assistance			1										1
Animals			1										1
Animals - Checked			1										1
Civil Rights	3	1	4	5	3		4						20
Civil Rights - Age	1						1						2
Civil Rights - Constitutional Rights				1									1
Civil Rights - National Origin			1	1									2
Civil Rights - Not Specified			1	1									2
Civil Rights - Perceived Religion							1						1
Civil Rights - Race	2	1	1	2	3		1						10
Civil Rights - Sex							1						1
Civil Rights - Sexual Orientation			1										1
CLEAR	1			2	1		2						6
CLEAR - Registered Traveler	1						2						3
CLEAR - TSA PreCheck Application Program				2	1								3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service	4	8	7	10	9	8	13						59
Customer Service - TSO	4	8	7	10	9	8	13						59
DHS TRIP	1				1								2
DHS TRIP - General	1				1								2
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		3	1		1	1						7
Lost and Found - Airport/TSA	1		3	1		1	1						7
Mishandling of Passenger Property	1		4	1	7	3	4						20
Mishandling of Passenger Property - Damaged/Missing Items--C			3		3	3	2						11
Mishandling of Passenger Property - Damaged/Missing Items--C			1		3		1						5
Mishandling of Passenger Property - Disa	1			1	1		1						4
No Jurisdiction	2	1		1	3	2	1						10
No Jurisdiction - No Referral		1			1		1						3
No Jurisdiction - Refer to CBP	1			1	1	2							5
No Jurisdiction - Refer to Other	1				1								2
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - General			1										1
Patdown	1	2		1	3	2							9
Patdown - Children					1								1
Patdown - Flyer	1	2		1	1	2							7
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	3	10	5	7	5	6	7						43
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1	1	1						3
Persons w/ Disabilities (PWD) - Diabetes	1			1	1	2							5
Persons w/ Disabilities (PWD) - General		1		1	1	1	1						5
Persons w/ Disabilities (PWD) - Hearing Impairment				1			1						2
Persons w/ Disabilities (PWD) - Internal Medical Dev		3											3
Persons w/ Disabilities (PWD) - Medically Necessary		1	3	2	1		2						9
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		1		1							3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inha		2											2
Persons w/ Disabilities (PWD) - Service Animals		2											2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1		1						2
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelcha	1		1	1									3
Property - Special Handling	4	3	5	1	1	4	2						20
Property - Special Handling - Damaged It	1	2	1			1	1						6
Property - Special Handling - Damaged Items - Checked			2		1	1							4
Property - Special Handling - Missing Item	3		1			1	1						6
Property - Special Handling - Missing Items - Checke		1	1	1		1							4
Screening	8	8	7	14	7	12	14						70
Screening - Crew Member or Airline Employee						1	1						2
Screening - Inconsistency	1					1							2
Screening - Lengthy Lines	1	2	1	2	1		2						9
Screening - Procedures/Process	5	5	5	11	6	10	11						53
Screening - Retrieving Abandoned/Confis	1		1										2
Screening - Security Breach				1									1
Screening - Shoe Screening		1											1

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSY	74	79	56	43	31	59	54	38	32	39	37	39	581
2024	25	31	19	14	20	21	23	38	32	39	37	39	338
Airline			1						1			1	3
Airline - Lost Baggage												1	1
Airline - Policy/Regulations/Service			1						1				2
Civil Rights	1		1	1	3	2	2	1		3	3	3	20
Civil Rights - Age						1						1	2
Civil Rights - Not Specified								1					1
Civil Rights - Other							1						1
Civil Rights - Perceived Religion										1			1
Civil Rights - Race			1	1	2	1	1			1	2	2	11
Civil Rights - Screening of Religious or Cultural Garments											1		1
Civil Rights - Sex	1				1								2
Civil Rights - Sexual Orientation										1			1
Claims		1											1
Claims - General		1											1
Customer Service	8	10	11	10	6	8	8	18	8	10	7	13	117
Customer Service - CSM								1					1
Customer Service - TCC										2			2
Customer Service - TSO	8	10	11	10	6	8	8	17	8	8		13	114
Hazardous Materials Safety											2		2
Hazardous Materials Safety - General											2		2
Locks	1	1					1		1	1	1		6
Locks - Missing or Damaged Lock	1	1					1		1	1	1		6
Lost and Found		1					3			1	1		6
Lost and Found - Airport/TSA		1					3			1	1		6
Mishandling of Passenger Property		1			1	1	3	2		5	1	2	16
Mishandling of Passenger Property - Damaged/Missing		1					1	1	1	2	1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1	2	1		3			8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
No Jurisdiction					1			1	1		1		4
No Jurisdiction - Refer to Department of State									1				1
No Jurisdiction - Refer to Other					1			1			1		3
Patdown	6		1		2	2	3	1	4	5	5	3	32
Patdown - Children					1								1
Patdown - Flyer	6		1		1	2	3	1	4	5	5	3	31
Persons w/ Disabilities (PWD)	5	4		1	2	3	2	4	7	5	7	4	44
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Breast Cancer					2				1				3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									2	1			3
Persons w/ Disabilities (PWD) - Diabetes	1			1				1	1	1	1		6
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General	1										2		3
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									2				2
Persons w/ Disabilities (PWD) - Medically Necessary		1				1	1	1		1	1	2	8
Persons w/ Disabilities (PWD) - Metal Implants	1											1	2
Persons w/ Disabilities (PWD) - Mobility Devices	1	1				1				1	1		5
Persons w/ Disabilities (PWD) - Prostheses	1	1											2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1						2	1		1	1	6
Property - Special Handling	2	5	1	1	2	1	1	3	3	3	3	3	28
Property - Special Handling - Damaged Items	2	1			1		1	1	2	1	2		11
Property - Special Handling - Damaged Items - Checked		1		1		1							3
Property - Special Handling - Missing Items - Carry-on	1		1		1			1		1		3	8
Property - Special Handling - Missing Items - Checked	2							1	1	1	1		6
Screening	2	7	2	1	3	4		8	7	6	6	10	56
Screening - Inconsistency		1						2	2	1	1	2	9
Screening - Lengthy Lines					1	2		2	1			3	9
Screening - Procedures/Process	2	6	2	1	2	2		4	4	5	5	5	38
TWIC		1	2										3
TWIC - General		1	2										3
2025	49	48	37	29	11	38	31						243
Airline			1	1	1	2							5
Airline - Policy/Regulations/Service			1	1	1	2							5
Civil Rights	3	1	3	4			2						13
Civil Rights - Age	2												2
Civil Rights - Constitutional Rights		1					1						2
Civil Rights - Headwear			1										1
Civil Rights - National Origin				1									1
Civil Rights - Not Specified				1									1
Civil Rights - Race	1		1	2									4
Civil Rights - Sex			1				1						2
CLEAR						1							1
CLEAR - Registered Traveler						1							1
Customer Service	16	12	12	12	5	12	6						75
Customer Service - Others			1		1								2
Customer Service - TSO	16	12	11	12	4	12	6						73
DHS TRIP				1			1						2
DHS TRIP - General				1			1						2
Hazardous Materials Safety					2								2
Hazardous Materials Safety - General					2								2
Locks			1	1		2							4
Locks - Missing or Damaged Lock			1	1		2							4
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property	1	2	6	2		3	4						18
Mishandling of Passenger Property - Damaged/Missing			1	4		2	3						10
Mishandling of Passenger Property - Damaged	1	1	2	2		1							7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction						1							1
No Jurisdiction - No Referral						1							1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	10	6	3	4	1	6	8						38
Persons w/ Disabilities (PWD) - Autism Spectrum						2							2
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental		2											2
Persons w/ Disabilities (PWD) - Diabetes	2				1								3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Medical Equipment			1										1
Persons w/ Disabilities (PWD) - General						2							2
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Internal Medical Issues	1												1
Persons w/ Disabilities (PWD) - Medically Necessary		1	1	2			2						6
Persons w/ Disabilities (PWD) - Metal Implants	1	1					2						4
Persons w/ Disabilities (PWD) - Mobility Devices	1	1					2						4
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1						1
Persons w/ Disabilities (PWD) - Service Animals	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				2									2
Persons w/ Disabilities (PWD) - Visual Impairment	1												1
Persons w/ Disabilities (PWD) - Wheelchairs	3	1	1			1							6
Property - Special Handling	4	4	5			3	1						17
Property - Special Handling - Damaged Items	2	1											3
Property - Special Handling - Damaged Items - Checked	1	2				2							5
Property - Special Handling - Missing Items	1	1	2										4
Property - Special Handling - Missing Items - Checked			3			1	1						5
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	14	22	6	4	2	7	9						64
Screening - Crew Member or Airline Employee				1			1						2
Screening - Inconsistency		1			1	1	2						5
Screening - Lengthy Lines	4	14	3	1									22
Screening - Procedures/Process	10	7	3	2	1	6	6						35

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MTJ	5	11	5	6	3	6		3	1	7	2		49
2024	2	5	3	5	1	3		3	1	7	2		32
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights		1								1			2
Civil Rights - Race		1								1			2
Customer Service	1	3	2	3	1	2		1	1		1		15
Customer Service - TSO	1	3	2	3	1	2		1	1		1		15
No Jurisdiction						1							1
No Jurisdiction - No Referral						1							1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening	1	1	1	1				2		3	1		10
Screening - Lengthy Lines	1			1				1		1	1		5
Screening - Procedures/Process		1	1					1		2			5
2025	3	6	2	1	2	3							17
Customer Service		5											5
Customer Service - TSO		5											5
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Patdown	1						1						2
Patdown - Flyer	1						1						2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening	2	1	2		1	1							7
Screening - Lengthy Lines	1		1		1	1							4
Screening - Procedures/Process	1	1	1										3

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MVY		1									1		2
2024		1									1		2
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service											1		1
Customer Service - TSO											1		1

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MWA	2	1			2								5
2024					1								1
Civil Rights					1								1
Civil Rights - Race					1								1
2025	2	1			1								4
Mishandling of Passenger Property	2				1								3
Mishandling of Passenger Property - Disa	2				1								3
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MYR	8	9	7	7	4	4	12	2	8	10	5	15	91
2024	3	6	3	2		2	6	2	8	10	5	15	62
Civil Rights							1						1
Civil Rights - Other							1						1
Customer Service	1	4		1		2	1		5	4	1	5	24
Customer Service - Others										1			1
Customer Service - TCC	1												1
Customer Service - TSO		4		1		2	1		5	3	1	5	22
Mishandling of Passenger Property			2				2		1	1		1	7
Mishandling of Passenger Property - Damaged/Missing Items--C			2				1		1	1			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1					1	2
Patdown		1							1	1		1	4
Patdown - Children										1			1
Patdown - Flyer		1							1			1	3
Persons w/ Disabilities (PWD)											2	4	6
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Diabetes											1	1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)												2	2
Property - Special Handling	1		1				2				1		5
Property - Special Handling - Damaged Items - Carry-On							1				1		2
Property - Special Handling - Damaged Items - Checked	1		1										2
Property - Special Handling - Missing Items - Carry-On							1						1
Screening	1	1		1				2	1	4	1	4	15
Screening - Lengthy Lines	1	1								1	1	1	5
Screening - Procedures/Process				1				2	1	3		3	10
2025	5	3	4	5	4	2	6						29
Civil Rights			1		1		1						3
Civil Rights - Age					1								1
Civil Rights - Not Specified			1										1
Civil Rights - Race							1						1
Claims		1											1
Claims - Status		1											1
Customer Service	3	1			2	1	4						11
Customer Service - TCC	1												1
Customer Service - TSO	2	1			2	1	4						10
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling			1				1						2
Property - Special Handling - Damaged Items - Carry-On			1				1						2
Screening	1		2	4	1	1							9
Screening - Inconsistency	1												1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process			2	2	1	1							6
Screening - Security Breach				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
NYL		2				4	1					1	8
2024						1	1					1	3
Customer Service						1	1						2
Customer Service - TSO						1	1						2
Screening												1	1
Screening - Procedures/Process												1	1
2025		2				3							5
Patdown						2							2
Patdown - Flyer						2							2
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Carry-On						1							1
Screening			2										2
Screening - Procedures/Process			2										2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OAJ	2	4	2	1		1	2	2	2	1			17
2024			2	1		1	1	2	2	1			8
Civil Rights									1				1
Civil Rights - Race									1				1
Customer Service								1		1			2
Customer Service - Others								1					1
Customer Service - TSO										1			1
Mishandling of Passenger Property			2										2
Mishandling of Passenger Property - Damaged/Missing Items--C			2										2
Patdown								1	1				2
Patdown - Flyer								1	1				2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
2025	2	4		1		1	1						9
Civil Rights	1												1
Civil Rights - Sexual Orientation	1												1
Customer Service				1									1
Customer Service - TSO				1									1
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts	1												1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
Screening		3					1						4
Screening - Procedures/Process		3					1						4

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OAK	26	18	33	24	25	34	32	23	18	16	28	19	296
2024	13	9	16	9	14	23	23	23	18	16	28	19	211
Airline									1		1		2
Airline - Policy/Regulations/Service									1		1		2
Civil Rights	1		1		1	1	4	1	1		3		13
Civil Rights - Civil Rights Violation (TSA Employee)							1						1
Civil Rights - Constitutional Rights							1		1				2
Civil Rights - Other						1	1						2
Civil Rights - Race	1				1		1	1					4
Civil Rights - Sex			1								2		3
Civil Rights - Sexual Orientation											1		1
Claims						1							1
Claims - Status						1							1
Customer Service	3	3	7	5	3	11	4	5	3	4	7	4	59
Customer Service - CSM						1							1
Customer Service - TCC			1										1
Customer Service - TSO	3	3	6	5	3	10	4	5	3	4	7	4	57
Lost and Found			1						2	1			4
Lost and Found - Airport/TSA			1						2	1			4
Mishandling of Passenger Property	1				2	3	2	2	3	2	3	4	22
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1					3	1			2	2	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2		1	2	3		1	3	12
No Jurisdiction			1				1		1	2	1	1	7
No Jurisdiction - No Referral										1	1	1	3
No Jurisdiction - Refer to CBP							1			1			2
No Jurisdiction - Refer to Other			1						1				2
Patdown			1						1		2		4
Patdown - Children											1		1
Patdown - Flyer			1						1		1		3
Persons w/ Disabilities (PWD)		2	2		2	2				1	2	2	13
Persons w/ Disabilities (PWD) - General		1	1									1	3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						2					1	1	4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Service Animals		1									1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1		1								2
Property - Special Handling	1	2			2	1	3	1			1	3	14
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Carry-On		1			1		3					2	7
Property - Special Handling - Missing Items - Checked	1					1		1			1	1	5
Screening	7	1	3	4	4	4	9	14	6	6	8	5	71
Screening - Children									2				2
Screening - Inconsistency			1							1			2
Screening - Lengthy Lines	2		1		1	4	7	6	1	1	3	1	27
Screening - Procedures/Process	4	1		3	3		2	8	3	4	4	4	36
Screening - Retrieving Abandoned/Confiscated	1			1							1		3
Screening - Security Breach			1										1
TWIC		1											1
TWIC - General		1											1
2025	13	9	17	15	11	11	9						85
Airline							1						1
Airline - Wheelchair Assistance							1						1
Civil Rights			2		1		1						4
Civil Rights - Other			1										1
Civil Rights - Perceived Religion					1								1
Civil Rights - Race			1				1						2
Customer Service	2	4	3	2	1	1	2						15
Customer Service - TSO	2	4	3	2	1	1	2						15
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	2	1	1						7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked			2		1	1							4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction	2			1									3
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP	1												1
No Jurisdiction - Refer to Other				1									1
Patdown	1			1	1	1							4
Patdown - Flyer	1			1	1	1							4
Persons w/ Disabilities (PWD)	4	1	1	2		3							11
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies				2									2
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility Devices	2					1							3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Touch Assistive Devices	1												1
Persons w/ Disabilities (PWD) - Wheelchair	1					1							2
Property - Special Handling	2		3			1	2						8
Property - Special Handling - Damaged Items - Checked	1						1						2
Property - Special Handling - Damaged Items - Checked	1						1						2
Property - Special Handling - Missing Items - Carry-On			2			1							3
Property - Special Handling - Missing Items - Checked			1										1

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OGG	11	15	25	20	14	25	26	7	14	9	17	10	193
2024	6	3	4	8	7	9	12	7	14	9	17	10	106
Civil Rights			1					1		1	1	3	7
Civil Rights - Age								1					1
Civil Rights - Headwear										1			1
Civil Rights - Race			1									2	3
Civil Rights - Sex											1		1
Civil Rights - Sexual Orientation												1	1
Customer Service	2	1	1	2	2	5	2	3	5	4	7	1	35
Customer Service - TSO	2	1	1	2	2	5	2	3	5	4	7	1	35
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property		1			1	1			2		3		8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	1			2		1		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked		1									2		3
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
Patdown	2		1		1	2	5			1			12
Patdown - Children							2						2
Patdown - Flyer	2		1		1	2	2			1			9
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)	1		1	1	1	1	1	1	3		2	1	13
Persons w/ Disabilities (PWD) - Autism Spectrum								1	2		1		4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - Hearing Impairment									1			1	2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically	1		1								1		3
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1	1						2
Property - Special Handling		1		2	1		2		1			1	8
Property - Special Handling - Damaged Items - Carry-On				1					1				2
Property - Special Handling - Missing Items - Carry-C		1		1			2					1	5
Property - Special Handling - Missing Items - Checked					1								1
Screening				3	1		2	1	3	2	2	4	18
Screening - Crew Member or Airline Employee				1									1
Screening - Gate Pass							1						1
Screening - Inconsistency								1		1		1	3
Screening - Lengthy Lines									1				1
Screening - Procedures/Process				2	1		1		2	1	2	3	12
2025	5	12	21	12	7	16	14						87
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Airline				2									2
Airline - Policy/Regulations/Service				1									1
Airline - Positive Bag Match Program				1									1
Civil Rights		1	1	2	1		1						6
Civil Rights - Perceived Religion			1										1
Civil Rights - Race		1		1			1						3
Civil Rights - Sex				1	1								2
Customer Service	1	4	5	1	1	5	5						22
Customer Service - TSO	1	4	5	1	1	5	5						22
Mishandling of Passenger Property			4		1	2							7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						2							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked			4		1								5
No Jurisdiction					1								1
No Jurisdiction - No Referral					1								1
Patdown	1	1	1			1							4
Patdown - Children						1							1
Patdown - Flyer	1	1	1										3
Persons w/ Disabilities (PWD)	2	1	3	2		3	2						13
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Medically	2	1	2										5
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Service Animals			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2			1						3
Property - Special Handling	1	2	2		1								6
Property - Special Handling - Damaged Items - Carry-On	1	2	2										5
Property - Special Handling - Missing Items - Checked					1								1
Screening		3	5	5	2	5	5						25
Screening - Children				1									1
Screening - Crew Member or Airline Employee				1									1
Screening - Lengthy Lines		1	3	1	2	1	5						13
Screening - Procedures/Process		2	2	2		3							9
Screening - Retrieving Abandoned/Confiscated Items						1							1

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OKC	16	23	19	10	16	21	12	18	8	14	10	11	178
2024	6	12	11	5	8	11	9	18	8	14	10	11	123
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information - General	1												1
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Animals		1											1
Animals - Carry-On		1											1
Civil Rights			1					3		2			6
Civil Rights - Age								1					1
Civil Rights - National Origin								1					1
Civil Rights - Race			1							1			2
Civil Rights - Sex								1		1			2
CLEAR								1			1		2
CLEAR - Registered Traveler								1			1		2
Customer Service	1	3	7		3	5	6	4	3	2	4	4	42
Customer Service - Others						2							2
Customer Service - TSO	1	3	7		3	3	6	4	3	2	4	4	40
DHS TRIP										1			1
DHS TRIP - General										1			1
HAZMAT Endorsement	1												1
HAZMAT Endorsement - General	1												1
Human Capital												1	1
Human Capital - Prospective Employment with TSA												1	1
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property				1	1	2		2		4	1	1	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1	1		1		4			8
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
No Jurisdiction					1					1			2
No Jurisdiction - No Referral					1					1			2
Patdown		2				1	1	2	1	1	1		9
Patdown - Children								1					1
Patdown - Flyer		2				1	1	1	1	1	1		8
Persons w/ Disabilities (PWD)		1	2							1		1	5
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)		1								1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	1	1	1		1			1	1	1	1		8
Property - Special Handling - Damaged Items	1		1										2
Property - Special Handling - Damaged Items - Checked								1	1				2
Property - Special Handling - Missing Items - Carry-On					1					1	1		3
Property - Special Handling - Missing Items - Checked		1											1
Screening	2	4		4	2	2	2	5	3		2	4	30
Screening - Inconsistency						1					1		2
Screening - Lengthy Lines	1			2	1		1	1				2	8
Screening - Procedures/Process	1	4		2	1		1	4	3		1	1	18
Screening - Retrieving Abandoned/Confiscated Items							1					1	2
2025	10	11	8	5	8	10	3						55
Civil Rights	3	1		1									7
Civil Rights - Age			1										1
Civil Rights - Civil Rights Violation (TSA Employee)	1												1
Civil Rights - National Origin		1	1										2
Civil Rights - Other	2												2
Civil Rights - Perceived Religion				1									1
Customer Service	2	3	1			2							8
Customer Service - TSO	2	3	1			2							8
Human Capital						1							1
Human Capital - Prospective Employment with TSA						1							1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property		2	1	1	2	2							8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1	1	2	1							5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		2				1							3
Patdown		1				1							2
Patdown - Flyer		1				1							2
Persons w/ Disabilities (PWD)	1				1	1							3
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)	1												1
Property - Special Handling	1	1	1	1	2								6
Property - Special Handling - Damaged Items - Carry-On		1		1	1								3
Property - Special Handling - Missing Items - Carry-On	1		1										2
Property - Special Handling - Missing Items - Checked					1								1
Screening	3	3	3	1	3	3	2						18
Screening - Lengthy Lines	2		1		1								4
Screening - Procedures/Process	1	3	2	1	1	3	2						13
Screening - Retrieving Abandoned/Confiscated Items					1								1
SIDA (Security Identification Display Area)				1									1
SIDA (Security Identification Display Area) - General				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OLF							1						1
2025							1						1
Screening							1						1
Screening - Retrieving Abandoned/Confiscated Items							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OMA	22	28	20	12	18	13	17	18	12	7	11	15	193
2024	14	15	9	7	10	4	9	18	12	7	11	15	131
Civil Rights	1	1			1			2		2			7
Civil Rights - National Origin								1					1
Civil Rights - Race	1	1			1			1			1		5
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Customer Service	6	4	4		2	1		7	5	3	3	3	38
Customer Service - TSO	6	4	4		2	1		7	5	3	3	3	38
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property		1		3		2	1	1	3	2	2	3	18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				3			1		2		1	1	8
Mishandling of Passenger Property - Damaged/Missii		1				2		1	1	2	1	2	10
No Jurisdiction				1			1						2
No Jurisdiction - No Referral				1			1						2
Patdown	3	2	2	1	3		1	1	1	1		2	17
Patdown - Flyer	3	1	2	1	3		1	1		1		2	15
Patdown - Flyer as Observer		1							1				2
Persons w/ Disabilities (PWD)	2	1			2	1		1	1		1	2	11
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1							1	2
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling				1				4		1		1	7
Property - Special Handling - Damaged Items - Carry-On								3				1	4
Property - Special Handling - Damaged Items - Checked				1				1					2
Property - Special Handling - Missing Items - Checked										1			1
Screening	2	6	3	1	2		6	2	2		3	3	30
Screening - Inconsistency					2		1					1	4
Screening - Lengthy Lines	1	1	2				1	1			1		7
Screening - Procedures/Process	1	5	1	1			4	1	1		2	2	18
Screening - Retrieving Abandoned/Confiscated Items									1				1
2025	8	13	11	5	8	9	8						62
Additional Information Required/Insufficient Information					1		1						2
Additional Information Required/Insufficient Information - EMAIL ONLY					1		1						2
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights	1		3			2							6
Civil Rights - National Origin						1							1
Civil Rights - Other			2										2
Civil Rights - Race			1			1							2
Civil Rights - Sex	1												1
Claims						1							1
Claims - Status						1							1
Customer Service	4	2	4		2		1						13
Customer Service - TSO	4	2	4		2		1						13
Mishandling of Passenger Property		1		1	1								3
Mishandling of Passenger Property - Damaged/Missii		1			1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
No Jurisdiction			1			1							2
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to CBP						1							1
Patdown			2	1	1		2						6
Patdown - Flyer			2	1	1		2						6
Persons w/ Disabilities (PWD)	1	3			1	2							7
Persons w/ Disabilities (PWD) - Autism Spectrum						1							1
Persons w/ Disabilities (PWD) - Medical [1												1
Persons w/ Disabilities (PWD) - Medically Necessary		2			1	1							4
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Property - Special Handling	1	1	1	2		1	1						7
Property - Special Handling - Damaged Items - Carry		1		1		1							3
Property - Special Handling - Missing Item	1		1										2
Property - Special Handling - Missing Items - Checked				1			1						2
Screening	1	6		1	2	2	2						14
Screening - Lengthy Lines	1			1	1		1						4
Screening - Procedures/Process		6			1	1	1						9
Screening - Retrieving Abandoned/Confiscated Items						1							1

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ONT	38	34	33	30	23	25	49	15	30	9	23	21	330
2024	9	9	8	11	6	7	24	15	30	9	23	21	172
Airline									1				1
Airline - Wheelchair Assistance									1				1
Civil Rights	3					1	1	1	2	2		2	12
Civil Rights - National Origin										1			1
Civil Rights - Not Specified									1			1	2
Civil Rights - Race	1						1	1	1	1			5
Civil Rights - Sex	2					1						1	4
Customer Service	2	4	2	3	3	2	7	4	8	2	8	4	49
Customer Service - CSM											1		1
Customer Service - TSO	2	4	2	3	3	2	7	4	8	2	7	4	48
Locks		1							1			1	3
Locks - Missing or Damaged Lock		1							1			1	3
Mishandling of Passenger Property	1		2	1	1	1	2	2	2	1	1	3	17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1		1	1	1	1	5
Mishandling of Passenger Property - Damaged/Missing Items--C			2	1	1	1		2				2	9
Mishandling of Passenger Property - Disa	1						1		1				3
No Jurisdiction									1	1	1		3
No Jurisdiction - No Referral									1	1	1		3
Notice of Violation/Civil Penalties								1					1
Notice of Violation/Civil Penalties - General								1					1
Patdown				1			3	1	2		2	2	11
Patdown - Flyer				1			3	1	2		2	2	11
Persons w/ Disabilities (PWD)							3	1	1	1	4	1	11
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1	1				2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							2				1	1	4
Property - Special Handling		3	1	3			2	1	5	1	4	2	22
Property - Special Handling - Damaged Items - Carry		2	1					1	1				5
Property - Special Handling - Damaged Items - Check		1					1				2	1	5
Property - Special Handling - Missing Items - Carry-On				2			1		2	1			6
Property - Special Handling - Missing Items - Checked				1					2		2	1	6
Screening	3	1	3	3	2	3	6	4	7	1	3	6	42
Screening - Inconsistency									1	1			2
Screening - Lengthy Lines	1			1	1		3	1	3			3	13
Screening - Procedures/Process	2	1	3	2	1	3	3	3	3		2	3	26
Screening - Retrieving Abandoned/Confiscated Items											1		1
2025	29	25	25	19	17	18	25						158
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights	2	2	2	2	1	1	3						13
Civil Rights - National Origin	1			1			1						3
Civil Rights - Not Specified							1						1
Civil Rights - Other	1		1										2
Civil Rights - Race		2			1	1							4
Civil Rights - Sex			1	1			1						3
Customer Service	9	4	6	5	3	2	3						32
Customer Service - Others		1											1
Customer Service - TSO	9	3	6	5	3	2	3						31
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	1	4	4	2	1	1	5						18
Mishandling of Passenger Property - Damaged/Missin		2	1	1		1	1						6
Mishandling of Passenger Property - Damaged/Missin		2	2	1	1		4						10
Mishandling of Passenger Property - Disa	1		1										2
No Jurisdiction					1	1	3						5
No Jurisdiction - No Referral						1	2						3
No Jurisdiction - Refer to CBP					1								1
No Jurisdiction - Refer to FAA							1						1
Patdown	3	2	2		1	1	2						11
Patdown - Children							1						1
Patdown - Flyer	3	2	2		1	1	1						10
Persons w/ Disabilities (PWD)	1	6	2	2	1	1	2						15
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Medically Necessary		3	2	1		1	1						8
Persons w/ Disabilities (PWD) - Metal Implants (joint)		2											2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling	3	2	3	1	3	3	2						17
Property - Special Handling - Damaged It	1		1			2							4
Property - Special Handling - Damaged Items - Checked			1	1			2						4
Property - Special Handling - Missing Items - Carry-On			1			1							2
Property - Special Handling - Missing Item	2	2			3								7
Screening	10	4	6	7	6	8	4						45
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency			1			1							2
Screening - Lengthy Lines	5	2		3	3	1	1						15
Screening - Procedures/Process	5	1	5	3	3	6	2						25
Screening - Retrieving Abandoned/Confiscated Items				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Security Breach		1											1
ORD	168	136	180	166	129	163	158	106	95	108	100	110	1,619
2024	71	56	74	70	40	64	69	106	95	108	100	110	963
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Airline	1		2	1		1		3	6	3	5	2	24
Airline - Lost Baggage	1									1	2		4
Airline - Policy/Regulations/Service			2	1		1		3	5	2	2	2	18
Airline - Wheelchair Assistance									1		1		2
Civil Rights	4	1	5	5	3	8	2	6	3	6	8	5	56
Civil Rights - Age		1				1		1			1	1	5
Civil Rights - Constitutional Rights								1					1
Civil Rights - National Origin					1	1			1	2	1		6
Civil Rights - Not Specified						1					2	1	4
Civil Rights - Other			1	1								1	3
Civil Rights - Perceived Religion					1	1							2
Civil Rights - Profiling				1									1
Civil Rights - Race	2		3	2	1	3	1	3	1	4	1	2	23
Civil Rights - Screening of Religious Cultu	1										1		2
Civil Rights - Sex			1			1		1	1				4
Civil Rights - Sexual Orientation	1			1			1				2		5
Claims	1		1										2
Claims - General			1										1
Claims - Status	1												1
CLEAR											1	1	2
CLEAR - Registered Traveler											1	1	2
Customer Service	25	20	28	29	18	23	33	29	30	39	34	28	336
Customer Service - CSM								1	1				2
Customer Service - Others			1			1				1	1		4
Customer Service - TCC			1										1
Customer Service - TSO	25	20	26	29	18	22	33	28	29	38	33	28	329
DHS TRIP					1	1				1		1	4
DHS TRIP - General					1	1				1		1	4
Hazardous Materials Safety	1	1	1								1		4
Hazardous Materials Safety - General	1	1	1								1		4
Human Capital												1	1
Human Capital - Prospective Employment with TSA												1	1
Locks	1	1	1	2			2		1	2	3	2	15
Locks - General												1	1
Locks - Missing or Damaged Lock	1	1	1	2			2		1	2	3	1	14
Lost and Found	2	3	1		1		1	5	2	6	1	5	27
Lost and Found - Airport/TSA	2	3	1		1		1	5	2	6	1	5	27
Mishandling of Passenger Property	2	3	8	7	4	4	9	13	12	10	9	17	98
Mishandling of Passenger Property - Damaged/Missing Items--C			2		1	2	3	8	7	5	6	12	46
Mishandling of Passenger Property - Dam	2	2	5		2	2	4	5	3	4	2	4	40
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1					1		1	1	4
Mishandling of Passenger Property - Disarrayed Item		1	1	1	1		2		1	1			8
No Jurisdiction	3	1	1	3	1	4	3	3	4	5	9	2	39
No Jurisdiction - No Referral	2		1			3	1		1	1	5	1	15
No Jurisdiction - Refer to CBP		1		2	1	1	2	2	3	3	3		18
No Jurisdiction - Refer to Other	1			1				1		1	1	1	6
Patdown	2	1	3	2		1	4	5	3	2	3	5	31
Patdown - Flyer	2	1	3	2		1	2	5	3	2	3	5	29
Patdown - Flyer as Observer							2						2
Persons w/ Disabilities (PWD)	5	5	7	4	1	9	5	10	15	10	5	15	91
Persons w/ Disabilities (PWD) - Autism Spectrum			2		1		1	1				1	6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1	1			1			1		1	5
Persons w/ Disabilities (PWD) - Diabetes	1			1		3	2	2	1	1		2	13
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1									1		2
Persons w/ Disabilities (PWD) - General	1							2			2	1	6
Persons w/ Disabilities (PWD) - Hearing Impairment			1							2	1	3	7
Persons w/ Disabilities (PWD) - Internal Medical Dev		1							2				3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1						1			2
Persons w/ Disabilities (PWD) - Medically	1	1					1	3	2		1	1	10
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility	1	1	1	1				2	5	3		2	16
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prosthesi	1					4			1	1			7
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	2						3	1		3	10
Property - Special Handling	8	3	7	9	3	1	3	10	6	10	10	7	77
Property - Special Handling - Damaged It	3	1		1		1		2	2	2	2	2	16
Property - Special Handling - Damaged It	1		3	1	1			2		1			9
Property - Special Handling - Missing Item	3	2	3	2	2		2	5	2	4	3	5	33
Property - Special Handling - Missing Item	1		1	5			1	1	2	3	5		19
Screening	16	17	9	8	8	11	7	22	13	14	10	19	154
Screening - Children		1											1
Screening - Crew Member or Airline Employee							1						1
Screening - Gate Pass									1				1
Screening - Inconsistency	3	1		2	2	1		3	2	2		2	18
Screening - International Screening									1				1
Screening - Lengthy Lines	1		2		1	5	2	4	3	4	1		23
Screening - Procedures/Process	12	13	7	5	4	5	4	14	5	8	8	17	102
Screening - Retrieving Abandoned/Confiscated Items		2		1	1			1	1		1		7
TWIC						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2025 TWIC - Status							1						1
2025	97	80	106	96	89	99	89						656
Additional Information Required/Insufficient Information							1						1
Additional Information Required/Insufficient Information - EMAIL ONLY							1						1
Airline	5		3	3		3	1						15
Airline - Lost Baggage	1		1	1			1						4
Airline - Policy/Regulations/Service	2		2	2		3							9
Airline - Wheelchair Assistance	2												2
Cargo					1	1	1						3
Cargo - Indirect Air Carrier (IAC)						1							1
Cargo - Known Shipper					1		1						2
Civil Rights	11	5	9	5	3	8	5						46
Civil Rights - Age	2				1								3
Civil Rights - Constitutional Rights	1		1	1									3
Civil Rights - National Origin	1	2	1	1	1	1	2						9
Civil Rights - Not Specified	1	1			1		2						5
Civil Rights - Perceived Religion	1			1									2
Civil Rights - Race	3	2	4	2		5							16
Civil Rights - Sex	1		3				1						5
Civil Rights - Sexual Orientation	1					2							3
Claims	1		1										2
Claims - Status	1		1										2
Customer Service	25	23	27	14	25	29	29						172
Customer Service - Others			1				1						2
Customer Service - TSO	25	23	26	14	25	29	28						170
DHS TRIP	1			2	1	1							5
DHS TRIP - General	1			2	1	1							5
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	4	8	12	25	11	10	2						72
Lost and Found - Airport/TSA	4	8	12	25	11	10	2						72
Mishandling of Passenger Property	7	4	6	10	5	6	4						42
Mishandling of Passenger Property - Damaged	7	1	3	5	2	4	3						25
Mishandling of Passenger Property - Damaged/Missing		3	2	4	2	2	1						14
Mishandling of Passenger Property - Damaged/Missing Items--U			1	1									2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
No Jurisdiction	4	3	7	5	7	5	2						33
No Jurisdiction - No Referral	2			3	1	3	2						11
No Jurisdiction - Refer to CBP	2	2	4	2	5	2							17
No Jurisdiction - Refer to Other		1	3		1								5
Patdown		3	1	1	3	1							9
Patdown - Children					1								1
Patdown - Flyer		3	1	1	1								6
Patdown - Flyer as Observer					1	1							2
Persons w/ Disabilities (PWD)	17	7	7	5	12	13	7						68
Persons w/ Disabilities (PWD) - Autism Spectrum		1	1	1		1							4
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Cognitive	1					1							2
Persons w/ Disabilities (PWD) - Diabetes	1			2		1							4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General	3		1		2	3							9
Persons w/ Disabilities (PWD) - Hearing Impaired	1					1							2
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Medically Necessary	2	4		2	5		4						17
Persons w/ Disabilities (PWD) - Metal Implants	1		1		1	1							4
Persons w/ Disabilities (PWD) - Mobility Devices	2					1							3
Persons w/ Disabilities (PWD) - Prostheses	1				1								2
Persons w/ Disabilities (PWD) - Respirators	1		1		1								3
Persons w/ Disabilities (PWD) - Touch Aids	1		1										2
Persons w/ Disabilities (PWD) - Visual Impairment	1	1											2
Persons w/ Disabilities (PWD) - Wheelchairs	2		2		2	2	3						11
Property - Special Handling	10	13	14	10	13	12	10						82
Property - Special Handling - Damaged Items	3	2	7	4	5	2	6						29
Property - Special Handling - Damaged Items - Checked	2			2		1							5
Property - Special Handling - Missing Items	5	7	4	3	7	7	3						36
Property - Special Handling - Missing Items - Checked	2	2	3	1	1	2	1						12
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	12	13	19	13	8	10	27						102
Screening - Children		1											1
Screening - Crew Member or Airline Employee					2								2
Screening - Inconsistency		1	3	1			3						8
Screening - Lengthy Lines	1	1	1	2	1	2	5						13
Screening - Procedures/Process	10	9	13	8	5	7	18						70
Screening - Retrieving Abandoned/Confiscated Items			1	1		1	1						4
Screening - Security Breach	1	1	1										3
Screening - Traveling with Cash				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ORF	19	21	22	16	12	25	34	16	16	12	26	22	241
2024	8	13	9	3	6	15	19	16	16	12	26	22	165
Airline		1							1				2
Airline - Baggage Requirements									1				1
Airline - Policy/Regulations/Service		1											1
Civil Rights	1			1		1		1	2		1		7
Civil Rights - Age											1		1
Civil Rights - Not Specified						1							1
Civil Rights - Other				1									1
Civil Rights - Race								1	2				3
Civil Rights - Sex	1												1
Claims											1		1
Claims - General											1		1
Customer Service	3	6	2	2	3	7	7	3	5		5	5	48
Customer Service - TSO	3	6	2	2	3	7	7	3	5		5	5	48
DHS TRIP											2		2
DHS TRIP - General											2		2
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Locks			1			1							2
Locks - Missing or Damaged Lock			1			1							2
Mishandling of Passenger Property	1		2			2	2	2		1	2	2	14
Mishandling of Passenger Property - Dam	1		1			1		1		1	1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1	1	1			1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
No Jurisdiction												1	1
No Jurisdiction - No Referral												1	1
Patdown		1	2		1	1	1	1	3	3	5	3	21
Patdown - Children											1		1
Patdown - Flyer		1	2		1	1		1	3	2	3	3	17
Patdown - Flyer as Observer							1						1
Patdown - General											1		1
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)					1		2	2	2	2	3	3	15
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1			1	1	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1				1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1			1	2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1		1			2
Property - Special Handling	1	1	1		1	1				2		1	8
Property - Special Handling - Damaged It	1									1			2
Property - Special Handling - Damaged Items - Checked			1		1	1						1	4
Property - Special Handling - Missing Items - Checke		1								1			2
Screening	2	4	1			2	7	7	3	4	7	6	43
Screening - Children									1				1
Screening - Crew Member or Airline Employee									1		1		2
Screening - Inconsistency								1		1	1	1	4
Screening - Lengthy Lines						1	1	1			2		5
Screening - Military			1										1
Screening - Procedures/Process	2	4				1	6	4	1	3	3	5	29
Screening - Retrieving Abandoned/Confiscated Items								1					1
2025	11	8	13	13	6	10	15						76
Civil Rights	1			2									3
Civil Rights - Age				1									1
Civil Rights - National Origin				1									1
Civil Rights - Race	1												1
Customer Service		1	4	1	1	1	3						11
Customer Service - TSO		1	4	1	1	1	3						11
Mishandling of Passenger Property	1		1	3	1	2	3						11
Mishandling of Passenger Property - Damaged/Missing Items--C			1	3			1						5
Mishandling of Passenger Property - Dam	1				1	2	1						5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction				1									1
No Jurisdiction - Refer to CBP				1									1
Ombudsman			1										1
Ombudsman - General			1										1
Patdown	1	1			1		1						4
Patdown - Flyer	1	1			1		1						4
Persons w/ Disabilities (PWD)	5	1	3	4		2	2						17
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - Diabetes	2						1						3
Persons w/ Disabilities (PWD) - Internal Medical Devices			1			1							2
Persons w/ Disabilities (PWD) - Medical D	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				2		1							3
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Visual Im	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1		1										2
Property - Special Handling	2	2	1		1	2							8

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Missing Items - Carry-C		2											2
Property - Special Handling - Missing Items	2		1			2							5
Screening	1	3	3	2	2	3	6						20
Screening - Children							1						1
Screening - Inconsistency	1				1								2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process		3	3	2		3	5						16

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ORH	2	1	1			2	1	2		1	1		11
2024						1	1	2		1	1		6
Customer Service						1							1
Customer Service - TSO						1							1
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Screening							1	1					2
Screening - Inconsistency							1						1
Screening - Lengthy Lines								1					1
2025	2	1	1			1							5
Customer Service			1										1
Customer Service - TSO			1										1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Property - Special Handling	1												1
Property - Special Handling - Damaged Item	1												1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OTZ		1			1						1	1	4
2024		1									1	1	3
Customer Service											1		1
Customer Service - TSO											1		1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening			1										1
Screening - Procedures/Process			1										1
2025					1								1
Screening					1								1
Screening - Procedures/Process					1								1

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PAE	3	4	2	2	7	1			2	1			22
2024	1	1		1	2	1			2	1			9
Civil Rights					1								1
Civil Rights - Sexual Orientation					1								1
Customer Service	1								1				2
Customer Service - TSO	1								1				2
Mishandling of Passenger Property						1			1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown				1	1								2
Patdown - Children				1									1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Screening			1										1
Screening - Retrieving Abandoned/Confiscated Items			1										1
2025	2	3	2	1	5								13
Customer Service	1	1											2
Customer Service - TSO	1	1											2
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missin			1										1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)				2	1	1							4
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication				1		1							2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Screening		1				3							4
Screening - Lengthy Lines						1							1
Screening - Procedures/Process		1				2							3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PAH						2							2
2024						1							1
Patdown						1							1
Patdown - Flyer						1							1
2025						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PBG			3	1	1		1						6
2024				1			1						2
No Jurisdiction													1
No Jurisdiction - No Referral													1
Screening				1									1
Screening - Procedures/Process				1									1
2025			3		1								4
No Jurisdiction			2										2
No Jurisdiction - No Referral			2										2
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Carry-On							1						1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PBI	25	20	38	45	34	59	53	16	18	5	13	18	344
2024	6	11	12	18	12	23	25	16	18	5	13	18	177
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Civil Rights	1		1	2	1	3	1	1	1		2	3	16
Civil Rights - National Origin						1							1
Civil Rights - Not Specified							1	1	1			1	4
Civil Rights - Other	1			1									2
Civil Rights - Perceived Religion												1	1
Civil Rights - Race						1						1	2
Civil Rights - Sex			1	1	1	1					2		6
Customer Service	1	6	4	10	8	11	13	3	6	2	4	6	74
Customer Service - CSM	1												1
Customer Service - Others			1						2	1	1		5
Customer Service - TSO		6	3	10	8	11	13	3	4	1	3	6	68
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found						1	2						3
Lost and Found - Airport/TSA						1	2						3
Mishandling of Passenger Property			2	1			3				1	1	10
Mishandling of Passenger Property - Damaged/Missing Items--C			1				3				1		5
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1				1				1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown	2	2			1	4	1	1	1	1	2	2	17
Patdown - Children						1	1						2
Patdown - Flyer	2	2			1	3		1	1	1	2	2	15
Persons w/ Disabilities (PWD)		1		2	1	2	2	1	1		1	3	14
Persons w/ Disabilities (PWD) - Autism Spectrum						1						1	2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1		1							2
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1							1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1			1	2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1					2						3
Property - Special Handling	1	1	1	1			1	5	5	1	3		19
Property - Special Handling - Damaged Items - Carry-On								1	1		1		3
Property - Special Handling - Damaged Items - Checked			1								1		2
Property - Special Handling - Missing Items	1							2	2	1	1		7
Property - Special Handling - Missing Items - Checked		1		1			1	2	2				7
Screening	1	1	4	2	1	1	2	2	4	1		3	22
Screening - Children										1			1
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency						1		1					2
Screening - Procedures/Process		1	4	2	1		1		4			3	16
Screening - Retrieving Abandoned/Confiscated	1						1						2
2025	19	9	26	27	22	36	28						167
Airline				1	1								2
Airline - Lost Baggage				1									1
Airline - Wheelchair Assistance					1								1
Civil Rights				1	2	1	2						6
Civil Rights - Age						1	1						2
Civil Rights - Not Specified					1		1						2
Civil Rights - Race				1	1								2
CLEAR	1												1
CLEAR - Registered Traveler	1												1
Customer Service	4	2	10	6	7	13	9						51
Customer Service - TSO	4	2	10	6	7	13	9						51
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Lost and Found	2		1		1	2	1						7
Lost and Found - Airport/TSA	2		1		1	2	1						7
Mishandling of Passenger Property	1			2	1	4							8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1			1		1							3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	2							3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1		1							2
No Jurisdiction		1	1										2
No Jurisdiction - Refer to CBP		1											1
No Jurisdiction - Refer to Other			1										1
Patdown		1	2	1									4
Patdown - Flyer		1	2	1									4
Persons w/ Disabilities (PWD)	6	2	2	6	5	9	5						35
Persons w/ Disabilities (PWD) - Autism Spectrum				1		1							2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1		1						2
Persons w/ Disabilities (PWD) - Cognitive		1											1
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General		1		1	1								4
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Medical [redacted]		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1			2	1						4
Persons w/ Disabilities (PWD) - Metal Implants		1		1		2							4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)			1	1									2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1						1
Persons w/ Disabilities (PWD) - Service Animals				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Touch Av	2	1											3
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	2	1	1						5
Property - Special Handling	2		4	5		1	4						16
Property - Special Handling - Damaged Items - Carry-On				2			2						4
Property - Special Handling - Damaged Items - Checked			2	1			1						4
Property - Special Handling - Missing Item	2			2									4
Property - Special Handling - Missing Items - Checked			2			1	1						4
Screening	3	3	6	5	4	6	7						34
Screening - Inconsistency			1	1			1						3
Screening - Lengthy Lines		1			1	1							3
Screening - Procedures/Process	3	2	4	4	3	4	6						26
Screening - Retrieving Abandoned/Confiscated Items			1			1							2

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PDX	68	57	68	48	40	48	55	24	32	18	32	34	524
2024	34	18	23	13	18	21	28	24	32	18	32	34	295
Airline							1			1		1	3
Airline - Policy/Regulations/Service							1			1		1	3
Civil Rights	2		1	1	1	3	2	1	2	2	2	3	20
Civil Rights - Age					1							1	2
Civil Rights - National Origin						1							1
Civil Rights - Not Specified									1				1
Civil Rights - Other	1			1		2	2				2		8
Civil Rights - Race	1		1					1	1	2		2	8
Customer Service	14	5	10	3	7	4	9	5	9	3	11	8	88
Customer Service - CSM								1					1
Customer Service - TCC	1												1
Customer Service - TSO	13	5	10	3	7	4	9	4	9	3	11	8	86
DHS TRIP								1					1
DHS TRIP - General								1					1
Human Capital									1				1
Human Capital - Current Employee									1				1
Locks				1				2	1			1	5
Locks - General				1									1
Locks - Missing or Damaged Lock								2	1			1	4
Lost and Found								1	2				3
Lost and Found - Airport/TSA								1	2				3
Mishandling of Passenger Property	7	3	1	1	4		2	1	4	3	4	2	32
Mishandling of Passenger Property - Damaged	3	2			4		2	1	1	1	2		16
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified	3	1	1							3	2	1	13
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
Mishandling of Passenger Property - Disassembly	1										1		2
No Jurisdiction				1				2			1		4
No Jurisdiction - Refer to CBP								1			1		2
No Jurisdiction - Refer to Other				1				1					2
Ombudsman								1					1
Ombudsman - General								1					1
Patdown	1		5		2	3	3	4	3		1	3	25
Patdown - Children					1								1
Patdown - Flyer	1		5		1	3	3	4	3		1	3	24
Persons w/ Disabilities (PWD)	2			1	1	4	3		2	3	6	3	25
Persons w/ Disabilities (PWD) - Autism Spectrum						2							2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											2		2
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1		1							2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1			1	3	1	6
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1					1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1		1	2
Persons w/ Disabilities (PWD) - Respiratory	1												1
Persons w/ Disabilities (PWD) - Service Animals					1					1			2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling	3	5	2	1	2	1	2	1	3		3	3	28
Property - Special Handling - Damaged Items	2	2		1		1		1	1	1		1	10
Property - Special Handling - Damaged Items - Carry-on	1	1			1		1		2		2	1	9
Property - Special Handling - Missing Items - Carry-on		1	2		1		1			1	1		7
Property - Special Handling - Missing Items - Checked		1										1	2
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	5	5	4	4		6	6	5	5	4	4	10	58
Screening - Inconsistency				1		1	1	1	1	1	1	1	8
Screening - International Screening							1						1
Screening - Lengthy Lines		1	3						1		1	2	8
Screening - Procedures/Process	5	3	1	2		3	4	4	1	3	2	7	35
Screening - Retrieving Abandoned/Confiscated Items				1		2			2				5
Screening - Security Breach		1											1
2025	34	39	45	35	22	27	27						229
Airline	1					1							2
Airline - Policy/Regulations/Service	1												1
Airline - Wheelchair Assistance						1							1
Civil Rights	3	2	4	2	1	2	1						15
Civil Rights - Age	1					1							2
Civil Rights - National Origin	1		1										2
Civil Rights - Not Specified		1	1										2
Civil Rights - Race			1	1	1	1	1						5
Civil Rights - Screening of Religious Customs	1												1
Civil Rights - Sex		1	1	1									3
Claims		1	1										2
Claims - Status		1	1										2
Customer Service	10	8	13	6		4	4						45
Customer Service - CSM						1							1
Customer Service - Others			2										2
Customer Service - TSO	10	8	11	6		3	4						42
Locks	1			1									2
Locks - Missing or Damaged Lock	1			1									2
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property	4	3	6	5	4	3	5						30
Mishandling of Passenger Property - Dam	2	3	4	1	3	3	3						19
Mishandling of Passenger Property - Dam	1		1	4	1		2						9
Mishandling of Passenger Property - Dam	1		1										2
No Jurisdiction		1			1		1						3
No Jurisdiction - Refer to CBP		1			1								2
No Jurisdiction - Refer to FAA							1						1
Patdown	2	1	5	3	1	2							14
Patdown - Children			1	1									2
Patdown - Flyer	2		4	2	1	2							11
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	3	10	6	1	4	3	3						30
Persons w/ Disabilities (PWD) - Autism S	1												1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - Diabetes		1	2										3
Persons w/ Disabilities (PWD) - General	1	2	1		1		1						6
Persons w/ Disabilities (PWD) - Hearing Impairment		1				1							2
Persons w/ Disabilities (PWD) - Metal Im	1	2											3
Persons w/ Disabilities (PWD) - Mobility Disability (N		2	2	1		1	1						7
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1	1		1								3
Persons w/ Disabilities (PWD) - Service Animals					1	1							2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1		1						2
Property - Special Handling	1	2	4	3	5	4	3						22
Property - Special Handling - Damaged Items - Carry		1	1	1	3	3	1						10
Property - Special Handling - Damaged Items - Checked				1			1						2
Property - Special Handling - Missing Item	1		1			1							3
Property - Special Handling - Missing Items - Checke		1	2	1	2		1						7
Screening	9	10	6	14	6	8	10						63
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency	1		2	1			1						5
Screening - Lengthy Lines	1	1	1	3	2	1							9
Screening - Procedures/Process	6	9	3	7	4	7	9						45
Screening - Retrieving Abandoned/Confis	1			2									3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PGD	4	6	8	6	8	6	6	5	2	3	1	2	57
2024	1	3	4	4	4	1	3	5	2	3	1	2	33
Customer Service			1		2		2	2		1			8
Customer Service - Others					1								1
Customer Service - TSO			1		1		2	2		1			7
Mishandling of Passenger Property		1								1			2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missin		1											1
Patdown	1	1						1	1				4
Patdown - Children	1												1
Patdown - Flyer		1						1					2
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)			1	1				1	1				4
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Property - Special Handling			1				1					1	3
Property - Special Handling - Missing Items - Carry-On			1									1	2
Property - Special Handling - Missing Items - Checked							1						1
Screening		1	1	3	2	1		1		1	1	1	12
Screening - Children				1									1
Screening - Crew Member or Airline Employee												1	1
Screening - Gate Pass						1							1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process		1	1	2	1			1		1	1		8
2025	3	3	4	2	4	5	3						24
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights		1		1									2
Civil Rights - National Origin				1									1
Civil Rights - Sex		1											1
Customer Service					1	1							2
Customer Service - TSO					1	1							2
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Patdown					1		1						2
Patdown - Children							1						1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)	1	1			1	1	1						5
Persons w/ Disabilities (PWD) - Cognitive /Developm		1											1
Persons w/ Disabilities (PWD) - Metal Im	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1	1						2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Property - Special Handling			3										3
Property - Special Handling - Missing Items - Carry-On			3										3
Screening			1	1	1	2	1						6
Screening - Inconsistency						1							1
Screening - Procedures/Process			1	1	1	1	1						5

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PGV		2	1	2			2	1		1	1	1	11
2024		1	1	1			2	1		1	1	1	9
Customer Service							2			1			3
Customer Service - TSO							2			1			3
Mishandling of Passenger Property			1								1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Disarrayed Item			1										1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling				1	1								2
Property - Special Handling - Missing Items - Checked				1	1								2
Screening												1	1
Screening - Procedures/Process												1	1
2025		1		1									2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checke			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PHF	1		1	2		1	3	2	1			1	12
2024	1			1			2	2	1			1	8
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Customer Service				1			1	1					3
Customer Service - TSO				1			1	1					3
Screening	1						1	1	1				4
Screening - Procedures/Process	1						1	1	1				4
2025			1	1		1	1						4
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Screening				1		1	1						3
Screening - Lengthy Lines							1						1
Screening - Procedures/Process				1		1							2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PHL	124	108	139	96	73	117	135	64	94	95	91	83	1,219
2024	36	39	56	52	29	47	69	64	94	95	91	83	755
Additional Information Required/Insufficient Information							1				1		2
Additional Information Required/Insufficient Information - EMAIL ONLY							1				1		2
Airline		3		2	1		3		1	3	1		14
Airline - Policy/Regulations/Service		3		2	1		2		1	2	1		12
Airline - Wheelchair Assistance							1			1			2
Civil Rights	1	2	3	2	2	2	4	3	4	5	2	4	34
Civil Rights - Age						1			1	1			3
Civil Rights - National Origin							2					2	4
Civil Rights - Not Specified								1	1				2
Civil Rights - Other		1											1
Civil Rights - Profiling			1										1
Civil Rights - Race	1	1	2		2	1	2	2	2	3	2	1	19
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex				1						1		1	3
Claims				1				1			1		3
Claims - General				1									1
Claims - Status								1			1		2
Customer Service	11	16	29	28	12	20	20	32	39	35	34	26	302
Customer Service - Others							1			2			3
Customer Service - TCC					1					1			2
Customer Service - TSO	11	16	29	28	11	20	19	32	39	32	34	26	297
DHS TRIP									1			1	2
DHS TRIP - General									1			1	2
Locks	3			2	1		1	1		1			9
Locks - General	1												1
Locks - Missing or Damaged Lock	2			2	1		1	1		1			8
Lost and Found	1						2	1	2	3	1		10
Lost and Found - Airport/TSA	1						2	1	2	3	1		10
Mishandling of Passenger Property	4	4	4	4	3	4	5	2	2	6	8	6	52
Mishandling of Passenger Property - Damaged	2	2	2	3		3	3	1	1	5	4	2	28
Mishandling of Passenger Property - Damaged/Carry-on	2	1	1		2	1	2	1		1	4	3	18
Mishandling of Passenger Property - Damaged/Missing		1	1	1									3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1				1			1	3
No Jurisdiction	1	1	1			2	3	1	1	3	3	1	17
No Jurisdiction - No Referral			1			2	1				2		6
No Jurisdiction - Refer to CBP							1		1		1		4
No Jurisdiction - Refer to Other	1	1					1	1		2		1	7
Patdown	4	4	3	2	1		4	2	4	4	6	5	39
Patdown - Children		1	1							1			3
Patdown - Flyer	4	3	1	2	1		4	2	4	3	6	4	34
Patdown - Flyer as Observer			1									1	2
Persons w/ Disabilities (PWD)	2	3	2	1	2	4	5	5	9	7	6	8	54
Persons w/ Disabilities (PWD) - Autism Spectrum			1		1	1			3		1	1	8
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes									1	1		1	4
Persons w/ Disabilities (PWD) - General		1	1					1	1		2		6
Persons w/ Disabilities (PWD) - Hearing Impairment										1		1	2
Persons w/ Disabilities (PWD) - Internal Medical Devices							1	1	1				3
Persons w/ Disabilities (PWD) - Medical Equipment	1												1
Persons w/ Disabilities (PWD) - Medically Necessary		1					1	1		1	2	1	7
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1		1	1		1	4
Persons w/ Disabilities (PWD) - Mobility Device	1			1	1	1			2			2	8
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						2	1	2					5
Property - Special Handling	1	2	3	2	1	6	4	5	6	6	8	7	51
Property - Special Handling - Damaged Items	1		1		1		2		2	2	4	1	14
Property - Special Handling - Damaged Items - Checked			1				1	1			2	2	7
Property - Special Handling - Missing Items - Carry-C		1		1		4		3	2	3	1	1	16
Property - Special Handling - Missing Items - Checked		1	1	1		2	1	1	2	1	1	3	14
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	8	4	10	8	6	9	17	11	25	21	20	25	164
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency	1		2	1			1		3		2	4	14
Screening - International Screening					1							1	2
Screening - Lengthy Lines	2		4	2		2	5	1	4	6	3	3	32
Screening - Procedures/Process	4	4	4	5	5	7	10	10	17	14	15	17	112
Screening - Retrieving Abandoned/Confiscated Items							1		1	1			3
SIDA (Security Identification Display Area)			1										1
SIDA (Security Identification Display Area) - General			1										1
2025	88	69	83	44	44	70	66						464
Additional Information Required/Insufficient Information		1				1							2
Additional Information Required/Insufficient Information - EMAIL ONLY		1				1							2
Airline			1	1		1	4						7
Airline - Policy/Regulations/Service			1	1		1	4						7
Civil Rights	2	1	1	4	1	2	3						14
Civil Rights - Constitutional Rights				1									1
Civil Rights - Not Specified		1				1							2
Civil Rights - Perceived Religion				1									1
Civil Rights - Race	2			2	1	1	3						9

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Sexual Orientation			1										1
Customer Service	26	29	27	14	11	24	27						158
Customer Service - Others				1									1
Customer Service - TSO	26	29	27	13	11	24	27						157
DHS TRIP						1							1
DHS TRIP - General						1							1
Locks	1					1							2
Locks - Missing or Damaged Lock	1					1							2
Lost and Found	1	1		1	2		1						6
Lost and Found - Airport/TSA	1	1		1	2		1						6
Mishandling of Passenger Property	12	4	2	5	1	6							30
Mishandling of Passenger Property - Dam	8	3		2	1	4							18
Mishandling of Passenger Property - Dam	3	1	1	3		2							10
Mishandling of Passenger Property - Disa	1		1										2
No Jurisdiction	1	2	2	1	3	2	3						14
No Jurisdiction - No Referral			1			1							2
No Jurisdiction - Refer to CBP		1	1		2			2					6
No Jurisdiction - Refer to Department of State				1	1								2
No Jurisdiction - Refer to FAA							1						1
No Jurisdiction - Refer to Other	1	1					1						3
Patdown	1	4	3	2	4	1	3						18
Patdown - Children		1	1										2
Patdown - Flyer	1	3	2	2	4	1	3						16
Persons w/ Disabilities (PWD)	13	7	9	2	5	7	4						47
Persons w/ Disabilities (PWD) - Autism Spectrum		1		1									2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1			2	1						4
Persons w/ Disabilities (PWD) - Diabetes		1				1							2
Persons w/ Disabilities (PWD) - General	2		1		2								5
Persons w/ Disabilities (PWD) - Internal M	1	1											2
Persons w/ Disabilities (PWD) - Medical Devices - At		1	1										2
Persons w/ Disabilities (PWD) - Medically	2	1		1	1								5
Persons w/ Disabilities (PWD) - Metal Imp	1		1										2
Persons w/ Disabilities (PWD) - Mobility D	1		1				1						3
Persons w/ Disabilities (PWD) - Ostomy/C	1	1											2
Persons w/ Disabilities (PWD) - Prosthesi	1						1						2
Persons w/ Disabilities (PWD) - Respirato	1					1	1						3
Persons w/ Disabilities (PWD) - Service Animals			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1	2							3
Persons w/ Disabilities (PWD) - Wheelcha	3	1	3			1							8
Property - Special Handling	9	6	11		6	10	5						47
Property - Special Handling - Damaged It	4	2	4		1	4	3						18
Property - Special Handling - Damaged Items - Check		1			2	2							5
Property - Special Handling - Missing Item	5	3	6		1		2						17
Property - Special Handling - Missing Items - Checked			1		2	4							7
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	22	14	27	14	10	14	16						117
Screening - Children			1	1									2
Screening - Crew Member or Airline Employee						1	1						2
Screening - Inconsistency	2	2	6			1	1						12
Screening - Lengthy Lines	3	3	4	4	2	1	3						20
Screening - Procedures/Process	16	8	15	9	8	11	10						77
Screening - Retrieving Abandoned/Confis	1	1	1				1						4

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PHX	159	171	192	154	157	174	151	81	92	102	88	73	1,594
2024	73	74	91	75	69	79	75	81	92	102	88	73	972
Airline			1	1			1	1	1	1		1	7
Airline - Lost Baggage									1				1
Airline - Policy/Regulations/Service			1				1	1		1		1	5
Airline - Positive Bag Match Program				1									1
Civil Rights	3	1	2	5	3	4	4	4	6	9	4	3	48
Civil Rights - Age		1	1							1	1		4
Civil Rights - Constitutional Rights											1		1
Civil Rights - National Origin									2			1	3
Civil Rights - Not Specified											2		2
Civil Rights - Other	1		1					2	1				5
Civil Rights - Perceived Religion					1			1					2
Civil Rights - Profiling					1								1
Civil Rights - Race				3		1	2		3	5			14
Civil Rights - Sex	2			1	1	3	2	1		3		2	15
Civil Rights - Sexual Orientation				1									1
Claims						1							1
Claims - General						1							1
Customer Service	14	21	41	34	33	28	28	22	30	26	21	23	321
Customer Service - Others			1				1			1			3
Customer Service - TCC				2			1						3
Customer Service - TSO	14	21	40	32	33	28	26	22	30	25	21	23	315
DHS TRIP								1				1	2
DHS TRIP - General								1				1	2
Locks			3	2		1	1			1			8
Locks - General			1										1
Locks - Missing or Damaged Lock				2		1	1			1			7
Lost and Found	1		1	1		2	1	3	1	1	1		12
Lost and Found - Airport/TSA	1		1	1		2	1	3	1	1	1		12
Mishandling of Passenger Property	7	6	12	2	8	7	4	10	3	18	10	6	93
Mishandling of Passenger Property - Damaged	3	1	4		4	3	1	2	1	9	4	4	36
Mishandling of Passenger Property - Damaged	3	4	7	1	4	4	2	8	2	7	5	2	49
Mishandling of Passenger Property - Damaged/Missing Items--U			1				1			1			3
Mishandling of Passenger Property - Disposition	1	1		1						1	1		5
No Jurisdiction	1	1	1	1	2	1	1		1			3	12
No Jurisdiction - No Referral				1	2	1	1		1			2	8
No Jurisdiction - Refer to CBP		1	1									1	3
No Jurisdiction - Refer to Other	1												1
Patdown	7	5	7	6	5	4	4	4	8	10	4	4	68
Patdown - Children	1							1		2			4
Patdown - Flyer	5	5	7	5	5	4	3	3	8	7	4	4	60
Patdown - Flyer as Observer	1			1									2
Patdown - General										1			1
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)	6	12	5	4	7	8	10	9	16	19	18	9	123
Persons w/ Disabilities (PWD) - Autism Spectrum		1	1	1			2	1		3	3	1	13
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cancer (all types)	1					1				1			3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							2		2		1		5
Persons w/ Disabilities (PWD) - Diabetes	1	1	1	1	1	3	3	2		4	1	1	19
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - General		2			1	1	1	1	1	1	1		7
Persons w/ Disabilities (PWD) - Hearing Impairment					1					1		1	3
Persons w/ Disabilities (PWD) - Internal Medical Devices					1	1	1		2	2	1		7
Persons w/ Disabilities (PWD) - Medical Devices - At		1		1	1				1	1			5
Persons w/ Disabilities (PWD) - Medically Necessary		3	1						2	2	2		10
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1	1					1	1		1	1	6
Persons w/ Disabilities (PWD) - Mobility (all types)	3	2		1	2	2		2	6		3	1	22
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1			1	1	1	1	5
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelchair	1	1				1	1	1		2	4	2	13
Property - Special Handling	7	11	8	12	6	10	7	11	6	6	7	9	100
Property - Special Handling - Damaged Item	2	4	1	4	1	1	2	5	1	2	1	4	28
Property - Special Handling - Damaged Item	3	1	1	3	1	2	2	3	2	1	1	2	22
Property - Special Handling - Missing Item	1	1	1	3	4	2	1	1		1	1	2	18
Property - Special Handling - Missing Item	1	5	5	2		5	2	2	3	2	4	1	32
Request for Assistance							1			1			2
Request for Assistance - Other							1			1			2
Screening	27	17	10	7	5	13	13	16	20	10	23	14	175
Screening - Children		1											1
Screening - Crew Member or Airline Employee	3		1		1				2				7
Screening - Inconsistency	3	4	1	1		2	5	2		3	1		22
Screening - Lengthy Lines	3	1	1			2	1				1	3	12
Screening - Procedures/Process	17	11	6	6	3	8	4	13	15	6	18	11	118
Screening - Retrieving Abandoned/Confiscated Items	1		1		1	1	3	1			3		11
Screening - Security Breach									3				3
Screening - Shoe Screening										1			1
2025	86	97	101	79	88	95	76						622
Additional Information Required/Insufficient Information		1				1							2
Additional Information Required/Insufficient Information		1				1							2
Airline			2				2						4
Airline - Policy/Regulations/Service			1				2						3
Airline - Wheelchair Assistance			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights	6	6	7	5	5	4	8						41
Civil Rights - Age		1				1	1						3
Civil Rights - Constitutional Rights			1			1							2
Civil Rights - National Origin		1	1			1	1						4
Civil Rights - Not Specified			1		1		2						4
Civil Rights - Perceived Religion	1				1	1							3
Civil Rights - Race	4			4	1		3						12
Civil Rights - Screening of Religious or Cultural Garments			1	1									2
Civil Rights - Sex	1	4	3		2		1						11
CLEAR	1	1											2
CLEAR - Registered Traveler		1											1
CLEAR - TSA PreCheck Application Prog	1												1
Customer Service	21	18	22	23	15	20	13						132
Customer Service - TCC					1		1						2
Customer Service - TSO	21	18	22	23	14	20	12						130
Locks	1		3		2	2	2						10
Locks - Missing or Damaged Lock	1		3		2	2	2						10
Lost and Found	2	1	2	5	4	3	2						19
Lost and Found - Airport/TSA	2	1	2	5	4	3	2						19
Mishandling of Passenger Property	6	5	12	8	6	6	5						48
Mishandling of Passenger Property - Dam	2	2	6	4	2	5	2						23
Mishandling of Passenger Property - Dam	4	2	5	3	2	1	3						20
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
Mishandling of Passenger Property - Disarrayed Item		1		1	2								4
No Jurisdiction		3		2	3	3	1						12
No Jurisdiction - No Referral		1		1		1							3
No Jurisdiction - Refer to CBP		2			2	1	1						6
No Jurisdiction - Refer to FAA					1								1
No Jurisdiction - Refer to Other				1		1							2
Patdown	10	5		3	5	2	1						26
Patdown - Flyer	10	5		2	4	2	1						24
Patdown - Flyer as Observer				1	1								2
Persons w/ Disabilities (PWD)	17	25	21	13	11	29	11						127
Persons w/ Disabilities (PWD) - Autism Spectrum			1	1	1	1							4
Persons w/ Disabilities (PWD) - Cancer (d	1												1
Persons w/ Disabilities (PWD) - Cognitive	1	2		1	1	2							7
Persons w/ Disabilities (PWD) - Diabetes		1		1	2	2	1						7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1	1						2
Persons w/ Disabilities (PWD) - General	2	5				2	1						10
Persons w/ Disabilities (PWD) - Hearing I	1	3											4
Persons w/ Disabilities (PWD) - Internal Medical Dev		1				2							3
Persons w/ Disabilities (PWD) - Medically	3	3	7	2	1	5	2						23
Persons w/ Disabilities (PWD) - Metal Implants (joint)	2	2	2		2	2							8
Persons w/ Disabilities (PWD) - Mobility I	3	1	8	3	4	4	2						25
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		2		1		2							5
Persons w/ Disabilities (PWD) - Respiratory and Inha		2											2
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Touch Av	1	1		2			2						6
Persons w/ Disabilities (PWD) - Visual Im	1	1				1							3
Persons w/ Disabilities (PWD) - Wheelcha	4	1	3	1		5	2						16
Property - Special Handling	9	12	18	7	11	8	10						75
Property - Special Handling - Damaged It	2	6	6	3	2	1	2						22
Property - Special Handling - Damaged Items - Check	1	1	1	3	4	2	3						14
Property - Special Handling - Missing Item	5	2	3		3	2	3						18
Property - Special Handling - Missing Item	2	3	8	1	2	3	2						21
Screening	13	20	14	13	26	17	21						124
Screening - Children		1	1										2
Screening - Crew Member or Airline Employee			1	1	1	2							5
Screening - Inconsistency	2	3		3	4	2	3						17
Screening - Lengthy Lines	1	2	2		4		1						10
Screening - Procedures/Process	9	13	8	8	14	10	16						78
Screening - Retrieving Abandoned/Confis	1	1	1	1	2	3	1						10
Screening - Security Breach			1		1								2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIA	2	4	1	4	2	3	3	2		1		1	23
2024	1	1		1		1	3	2		1		1	11
Customer Service				1			1						2
Customer Service - TSO				1			1						2
Human Capital							1						1
Human Capital - Prospective Employment with TSA							1						1
Mishandling of Passenger Property							1	1		1			3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1		1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Screening	1	1										1	3
Screening - Procedures/Process	1	1										1	3
2025	1	3	1	3	2	2							12
Civil Rights			1										1
Civil Rights - Age			1										1
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Persons w/ Disabilities (PWD)		1			1								2
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - General		1											1
Screening		2		2	1	2							7
Screening - Procedures/Process		2		2	1	2							7

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIB		2	1		2					1			6
2024		1			1					1			3
Civil Rights		1											1
Civil Rights - Race		1											1
Screening					1					1			2
Screening - Inconsistency										1			1
Screening - Procedures/Process					1								1
2025		1	1		1								3
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Ca			1										1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIE	7	6	3	6	3	11	14	7	5	7	2	3	74
2024	3	4	1	3	3	6	6	7	5	7	2	3	50
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights											1	2	3
Civil Rights - Age												1	1
Civil Rights - Not Specified											1		1
Civil Rights - Race												1	1
Customer Service	2	2	1	2	2	2	4	4	4	3	1	1	28
Customer Service - TSO	2	2	1	2	2	2	4	4	4	3	1	1	28
Mishandling of Passenger Property	1	1				1							3
Mishandling of Passenger Property - Damaged/Missing		1				1							2
Mishandling of Passenger Property - Damaged	1												1
No Jurisdiction						1							1
No Jurisdiction - No Referral						1							1
Patdown								1					1
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)		1		1				1	1				4
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (N)		1		1									2
Property - Special Handling								1		1			2
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Missing Items - Carry-On													1
Screening					1	2	2			2			7
Screening - Lengthy Lines										1			1
Screening - Procedures/Process					1	2	2			1			6
2025	4	2	2	3		5	8						24
Civil Rights						1							1
Civil Rights - Constitutional Rights						1							1
Customer Service	1						2						3
Customer Service - TSO	1						2						3
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property						1	1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1						2
Patdown	1			1			2						4
Patdown - Children							1						1
Patdown - Flyer	1			1			1						3
Persons w/ Disabilities (PWD)			1	1		1	1						4
Persons w/ Disabilities (PWD) - Diabetes			1	1			1						3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Property - Special Handling	1	1				1	1						4
Property - Special Handling - Damaged Items	1					1							2
Property - Special Handling - Missing Items - Checked		1					1						2
Screening	1	1	1	1		1							5
Screening - Inconsistency		1				1							2
Screening - Procedures/Process	1		1	1									3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIH	1					2							3
2024	1					2							3
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Screening		1											1
Screening - Procedures/Process		1											1

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIR		1			1					1			3
2024		1			1					1			3
Civil Rights					1					1			2
Civil Rights - Race					1					1			2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missin			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIT	36	26	43	21	31	36	34	16	24	34	27	26	354
2024	12	9	19	10	9	10	18	16	24	34	27	26	214
Additional Information Required/Insufficient Information											1		1
Additional Information Required/Insufficient Information - EMAIL ONLY											1		1
Airline			1				1		1	2		1	6
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service			1				1		1	1		1	5
Civil Rights			1	1	1			1		1	3		8
Civil Rights - Age								1					1
Civil Rights - Not Specified											1		1
Civil Rights - Race				1	1					1			3
Civil Rights - Sex			1								2		3
Customer Service	4	6	6	2	4	4	7	6	8	8	10	9	74
Customer Service - TSO	4	6	6	2	4	4	7	6	8	8	10	9	74
Locks			1	1			1				1		4
Locks - Missing or Damaged Lock			1	1			1				1		4
Lost and Found					1			2	1				4
Lost and Found - Airport/TSA					1			2	1				4
Mishandling of Passenger Property			5		1	2	1		1	1			11
Mishandling of Passenger Property - Damaged/Missing Items--C			2				1						3
Mishandling of Passenger Property - Damaged/Missing Items--C			3		1	2				1			7
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
No Jurisdiction								1		1		2	4
No Jurisdiction - No Referral								1		1			2
No Jurisdiction - Refer to Other												2	2
Ombudsman				1									1
Ombudsman - General				1									1
Patdown	1		1	2				1	1			1	7
Patdown - Flyer	1		1	2				1	1				6
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)	1		2	2			2		2	3	4	1	17
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1						1	1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Metal Implants		1							1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1	1	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	2	2					1	1	2	1		3	12
Property - Special Handling - Damaged Items - Carry		1					1					1	3
Property - Special Handling - Damaged Items - Checked		1											1
Property - Special Handling - Missing Items	1							1	2	1		1	6
Property - Special Handling - Missing Items	1											1	2
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening	4	1	2	1	2	4	5	4	8	17	8	8	64
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency						1	1			1	1		4
Screening - Lengthy Lines						1	1	1	5	8	2	2	20
Screening - Procedures/Process	3	1	1	1	2	2	3	3	3	5	5	5	34
Screening - Retrieving Abandoned/Confiscated Items										2		1	3
Screening - Security Breach			1										1
Screening - Traveling with Cash										1			1
2025	24	17	24	11	22	26	16						140
Airline			1	1		1							3
Airline - Lost Baggage						1							1
Airline - Policy/Regulations/Service			1										1
Airline - Wheelchair Assistance				1									1
Customer Service	7	6	6	5	4	8	4						40
Customer Service - TSO	7	6	6	5	4	8	4						40
DHS TRIP	1												1
DHS TRIP - General	1												1
Locks	1		1	1			1						4
Locks - Missing or Damaged Lock	1		1	1			1						4
Lost and Found	1						1						2
Lost and Found - Airport/TSA	1						1						2
Mishandling of Passenger Property	1		3		2		2						8
Mishandling of Passenger Property - Damaged/Missing Items--C			2				1						3
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1		1		2		1						5
No Jurisdiction			1		1	1	1						4
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to CBP					1	1	1						3
Patdown		1			1	1							3
Patdown - Flyer		1			1	1							3
Persons w/ Disabilities (PWD)	1	3	2		5	4	2						17
Persons w/ Disabilities (PWD) - Breast Cancer			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Persons w/ Disabilities (PWD) - General	1		1		1	1							4
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1	1							2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1	1							2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1		1						2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/			1				1						2
Property - Special Handling	1	2	1	1	2	4							11
Property - Special Handling - Damaged Items - Carry-On					1	1							2
Property - Special Handling - Damaged Items - Checked		1		1									2
Property - Special Handling - Missing Items	1					1							2
Property - Special Handling - Missing Items - Checked		1	1		1	2							5
Screening	11	5	9	3	7	7	5						47
Screening - Inconsistency		2	1	1	1	1							6
Screening - Lengthy Lines	4	2	7	1	2	1	1						18
Screening - Procedures/Process	7	1		1	4	4	4						21
Screening - Retrieving Abandoned/Confiscated Items			1			1							2

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PLN	1						1		2		1		5
2024							1		2		1		4
Customer Service							1		2		1		4
Customer Service - Others							1						1
Customer Service - TSO									2		1		3
2025	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PNS	22	31	19	19	26	28	44	22	22	16	14	15	278
2024	10	10	9	8	16	19	25	22	22	16	14	15	186
Airline										1	1		2
Airline - Lost Baggage											1		1
Airline - Policy/Regulations/Service										1			1
Civil Rights					1	5	1			1			8
Civil Rights - Age										1			1
Civil Rights - National Origin						1							1
Civil Rights - Not Specified							1						1
Civil Rights - Profiling						1							1
Civil Rights - Race						1							1
Civil Rights - Sex					1	2							3
Claims		2											2
Claims - General		2											2
Customer Service	3	1	6	3	8	3	10	8	9	2	3	6	62
Customer Service - TCC		1											1
Customer Service - TSO	3		6	3	8	3	10	8	9	2	3	6	61
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property						1	2	1	4	5	3	2	20
Mishandling of Passenger Property - Damaged/Missin		1				1	2	1	2	5	3	2	17
Mishandling of Passenger Property - Damaged/Missin		1							1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
No Jurisdiction											1		1
No Jurisdiction - No Referral											1		1
Patdown	1	1					2	4	1	1	1		11
Patdown - Children										1			1
Patdown - Flyer	1	1					2	4	1		1		10
Persons w/ Disabilities (PWD)	1					1	1	1	1		2	1	8
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Visual Imp	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1	1			1	3
Property - Special Handling		1	1				2	4		1			9
Property - Special Handling - Damaged Items - Carry		1	1				1	2		1			6
Property - Special Handling - Missing Items - Checked							1	2					3
Screening	5	3	2	5	7	9	7	4	7	4	3	6	62
Screening - Inconsistency		1						1				1	3
Screening - Lengthy Lines	3		2	2	2	3	3	1	5			2	23
Screening - Procedures/Process	2	2		3	5	5	4	1	2	4	3	3	34
Screening - Retrieving Abandoned/Confiscated Items						1		1					2
2025	12	21	10	11	10	9	19						92
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service	1	5	2	1	1	1	6						17
Customer Service - CSM				1									1
Customer Service - TSO	1	5	2		1	1	6						16
Mishandling of Passenger Property	2	1	1	3		2	3						12
Mishandling of Passenger Property - Damaged/Missin		1	1	2		1	3						8
Mishandling of Passenger Property - Dam	2			1									3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction		1			1		1						3
No Jurisdiction - No Referral							1						1
No Jurisdiction - Refer to FAA					1								1
No Jurisdiction - Refer to Other		1											1
Patdown				1			1						2
Patdown - Flyer				1			1						2
Persons w/ Disabilities (PWD)	2	4	2	2		1	1						12
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - General			1	1									2
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medically Necessary		1		1		1							3
Persons w/ Disabilities (PWD) - Metal Imp	1	1											2
Persons w/ Disabilities (PWD) - Mobility Disability (N	1	1											1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Property - Special Handling	2	1	2	2	2								9
Property - Special Handling - Damaged Items - Carry	1			1									2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	1		1	1									3
Property - Special Handling - Missing Items - Checked			1		2								3
Screening	5	8	3	2	5	5	7						35
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency	1	1				1							3
Screening - Lengthy Lines	1	3	1		3	1	4						13
Screening - Procedures/Process	3	4	2	2	1	3	3						18

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PRC	1												1
2024	1												1
Customer Service	1												1
Customer Service - TSO	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSC	2	4	2		1	2	2	3		1	1	1	19
2024		4	1					3		1	1	1	11
Customer Service		3						1		1	1		6
Customer Service - Others											1		1
Customer Service - TSO		3						1		1			5
HAZMAT Endorsement			1										1
HAZMAT Endorsement - General			1										1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1
Screening								2				1	3
Screening - Lengthy Lines												1	1
Screening - Procedures/Process								2					2
2025	2		1		1	2	2						8
Current Topic					1								1
Current Topic - Current Topic					1								1
Mishandling of Passenger Property			1				1						2
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - General	1												1
Property - Special Handling						2							2
Property - Special Handling - Missing Items - Checked						2							2
Screening	1						1						2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process	1												1

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSM	1						3	1					5
2024							1	1					2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
2025	1						2						3
Customer Service							1						1
Customer Service - CSM							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Medically		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSP	15	5	19	11	24	32	16	12	7	2	2	4	149
2024	6	2	5	4	5	17	6	12	7	2	2	4	72
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights			1			1	1	2				2	7
Civil Rights - Age						1							1
Civil Rights - Race							1	2				1	4
Civil Rights - Sexual Orientation			1									1	2
Customer Service	2	2	1	3	2	3	2	3	1		2		21
Customer Service - TSO	2	2	1	3	2	3	2	3	1		2		21
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property			1			2	1	3	3	1			11
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1		1	1	1			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1	2	2				6
No Jurisdiction									1				1
No Jurisdiction - No Referral									1				1
Patdown	1				2	2			1				6
Patdown - Flyer	1				1	1							3
Patdown - Flyer as Observer					1	1							2
Patdown - General									1				1
Persons w/ Disabilities (PWD)	1		1			3		2					7
Persons w/ Disabilities (PWD) - Breast Cancer						2							2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1		1					2
Persons w/ Disabilities (PWD) - Mobility Device	1		1					1					3
Property - Special Handling			1				1	1	1				4
Property - Special Handling - Damaged Items - Carry-On							1	1					2
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked									1				1
Screening	1			1	1	5	1	1		1		2	13
Screening - Children				1		1							2
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency	1					1	1	1		1		1	6
Screening - Lengthy Lines					1	1							2
Screening - Procedures/Process						1						1	2
2025	9	3	14	7	19	15	10						77
Airline						1							1
Airline - Lost Baggage						1							1
Civil Rights		1	3	1	4								9
Civil Rights - Age		1											1
Civil Rights - National Origin					1								1
Civil Rights - Other			2										2
Civil Rights - Race			1		1								2
Civil Rights - Screening of Religious or Cultural Garments					1								1
Civil Rights - Sex				1	1								2
CLEAR							1						1
CLEAR - TSA PreCheck Application Program							1						1
Customer Service	2		4		4	3	2						15
Customer Service - TSO	2		4		4	3	2						15
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property						2	1						3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1						2
No Jurisdiction			1			1	2						4
No Jurisdiction - No Referral			1				1						2
No Jurisdiction - Refer to CBP						1	1						2
Notice of Violation/Civil Penalties					1								1
Notice of Violation/Civil Penalties - General					1								1
Patdown			2		2	1							5
Patdown - Flyer			2		2	1							5
Persons w/ Disabilities (PWD)		2	1	1	3	4	2						13
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1	1	1								3
Persons w/ Disabilities (PWD) - Metal Implants (joint)						2	2						4
Persons w/ Disabilities (PWD) - Visual Impairment		1			1								2
Property - Special Handling	2		1	1		1	1						6
Property - Special Handling - Damaged Items	1		1				1						3
Property - Special Handling - Missing Items	1			1									2
Property - Special Handling - Missing Items - Checked						1							1
Screening	4		2	4	5	2	1						18
Screening - Inconsistency					1	2							3
Screening - Procedures/Process	3		1	3	3		1						11
Screening - Retrieving Abandoned/Confiscated Items			1	1	1								3
Screening - Security Breach	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PUB					1	1	1			1			4
2024						1	1			1			3
Mishandling of Passenger Property						1	1						2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Screening										1			1
Screening - Procedures/Process										1			1
2025					1								1
Screening					1								1
Screening - Retrieving Abandoned/Confiscated Items					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PUW			4		1	1							6
2024						1							1
Screening						1							1
Screening - Procedures/Process						1							1
2025			4		1								5
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry-On			1										1
Screening			2										2
Screening - Procedures/Process			2										2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVC				1			1			1			3
2024										1			1
Civil Rights										1			1
Civil Rights - Screening of Religious Cultural and Ceremonial Items										1			1
2025				1			1						2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVD	26	12	23	9	8	10	11	5	7	9	15	7	142
2024	14	7	15	2	7	3	7	5	7	9	15	7	98
Airline									1			1	2
Airline - Policy/Regulations/Service									1			1	2
Civil Rights		1											1
Civil Rights - Sex		1											1
Customer Service	6	3	8		4	1		1	2	1	3	3	32
Customer Service - TSO	6	3	8		4	1		1	2	1	3	3	32
Mishandling of Passenger Property	1		2	1			4		1	2	2		13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							2			1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage	1		2	1			1		1	1	2		9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction											1		1
No Jurisdiction - No Referral											1		1
Patdown	1		1	1	2			1		3	1		10
Patdown - Children					1								1
Patdown - Flyer	1		1	1	1			1		3	1		9
Persons w/ Disabilities (PWD)	1					1	1						3
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	1						1						2
Property - Special Handling			1				1			1	2		5
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked											2		2
Property - Special Handling - Missing Items - Checked	5		1							1			2
Screening	5	3	3		1	1	1	3	3	2	6	3	31
Screening - Inconsistency	1												1
Screening - Lengthy Lines			2				1		2	1	1	1	8
Screening - Procedures/Process	4	3	1			1		3	1	1	4	2	20
Screening - Retrieving Abandoned/Confiscated Items					1						1		2
2025	12	5	8	7	1	7	4						44
Civil Rights			2		1								3
Civil Rights - Age			1										1
Civil Rights - National Origin			1										1
Civil Rights - Race					1								1
Customer Service	2	1				1	1						5
Customer Service - TSO	2	1				1	1						5
DHS TRIP				1									1
DHS TRIP - General				1									1
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Locks				2		1							3
Locks - Missing or Damaged Lock				2		1							3
Mishandling of Passenger Property	3	1	2	1		1	1						9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage	2	1	1	1		1	1						7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked			1										1
Patdown	1					1							2
Patdown - Flyer	1					1							2
Persons w/ Disabilities (PWD)	1		1			1	1						4
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Hearing Impaired	1						1						2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Property - Special Handling	1	2	2			1							6
Property - Special Handling - Damaged Items - Carry-On	1												1
Property - Special Handling - Damaged Items - Checked		1				1							2
Property - Special Handling - Missing Items - Carry-On		1											1
Property - Special Handling - Missing Items - Checked			2										2
Screening	4	1	1	2		1	1						10
Screening - Inconsistency	2												2
Screening - Procedures/Process	2	1	1	2		1	1						8

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVU		5	4		3	2	2	1	4	2	1	2	26
2024		2	4		1	2		1	4	2	1	2	19
Customer Service		1	1			1			1	1	1		6
Customer Service - TSO		1	1			1			1	1	1		6
Locks									1				1
Locks - General									1				1
Mishandling of Passenger Property			1									1	2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missii			1										1
Patdown				3					1			1	5
Patdown - Flyer				3					1			1	5
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - General						1							1
Property - Special Handling								1	1				2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked								1					1
Screening					1					1			2
Screening - Inconsistency										1			1
Screening - Procedures/Process					1								1
2025		3			2		2						7
Customer Service		2											2
Customer Service - TSO		2											2
Persons w/ Disabilities (PWD)		1					1						2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Screening					2		1						3
Screening - Children							1						1
Screening - Procedures/Process					2								2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PWM	11	11	6	4	3	3	6	1	4	12	5	12	78
2024	5	2	1	1	1	3	2	1	4	12	5	12	49
Civil Rights						1	1				2		4
Civil Rights - Race						1	1				1		3
Civil Rights - Sexual Orientation											1		1
Customer Service	2				1	1			2	3	1	8	18
Customer Service - Others						1							1
Customer Service - TSO	2				1				2	3	1	8	17
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			4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1					1	1			3
Mishandling of Passenger Property - Damaged/Missii		1											1
Patdown							1			1			2
Patdown - Flyer							1			1			2
Persons w/ Disabilities (PWD)	1								1	1			3
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Medical [1												1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Property - Special Handling	1	1				1							3
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Item	1	1											2
Screening	1		1					1		5	2	3	13
Screening - Inconsistency										1		2	3
Screening - Lengthy Lines										1		1	2
Screening - Procedures/Process	1		1					1		2	1		6
Screening - Retrieving Abandoned/Confiscated Items										1			1
Screening - Security Breach											1		1
2025	6	9	5	3	2		4						29
Customer Service	1	1	3		2		2						9
Customer Service - TSO	1	1	3		2		2						9
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Property - Special Handling	2	2	1										5
Property - Special Handling - Damaged It	1	1											2
Property - Special Handling - Missing Item	1	1	1										3
Screening	1	5	1	3			2						12
Screening - Inconsistency		1											1
Screening - Lengthy Lines		1											1
Screening - Procedures/Process	1	3	1	3			2						10

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RAP	10	5	4	5		4	3	10	16	4	6	6	73
2024	4		3	3		2		10	16	4	6	6	54
Customer Service	4		2	1		2		5	7	1	1	1	24
Customer Service - TSO	4		2	1		2		5	7	1	1	1	24
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property									1	1			2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown									1		1		2
Patdown - Flyer									1		1		2
Persons w/ Disabilities (PWD)									1		1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Property - Special Handling				1				2					3
Property - Special Handling - Missing Items - Carry-On								2					2
Property - Special Handling - Missing Items - Checked				1									1
Screening			1	1				3	5	2	3	5	20
Screening - Inconsistency								1				1	2
Screening - Lengthy Lines									4		1	2	7
Screening - Procedures/Process			1	1				2	1	2	2	2	11
2025	6	5	1	2		2	3						19
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1
Civil Rights		1		1									2
Civil Rights - Other				1									1
Civil Rights - Race													1
Customer Service	2	1					1						4
Customer Service - TSO	2	1					1						4
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		1											1
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Carry-On						1							1
Screening	3	2		1		1							7
Screening - Inconsistency	1					1							2
Screening - Lengthy Lines		1											1
Screening - Procedures/Process	2	1		1									4

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDD			1					1		1			3
2024			1					1		1			3
Customer Service			1										1
Customer Service - TSO			1										1
Screening								1		1			2
Screening - Inconsistency										1			1
Screening - Retrieving Abandoned/Confiscated Items								1					1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDM	2	2	1	1	3		2	2	1				14
2024	1	1		1	2			2	1				8
Customer Service		1			1			1	1				4
Customer Service - Others									1				1
Customer Service - TSO		1			1			1					3
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Screening	1				1			1					3
Screening - Lengthy Lines	1												1
Screening - Procedures/Process					1								1
Screening - Retrieving Abandoned/Confiscated Items								1					1
2025	1	1	1		1		2						6
No Jurisdiction							1						1
No Jurisdiction - Refer to Other							1						1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment				1									1
Screening	1	1			1		1						4
Screening - Inconsistency							1						1
Screening - Procedures/Process	1	1			1								3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDU	64	39	61	59	48	55	76	57	61	35	31	33	619
2024	18	17	16	20	22	33	39	57	61	35	31	33	382
Additional Information Required/Insufficient Information								1					1
Additional Information Required/Insufficient Information - EMAIL ONLY								1					1
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Airline								2	1	1			4
Airline - Policy/Regulations/Service								2	1				3
Airline - Wheelchair Assistance										1			1
Civil Rights		1	1	2		1		4	3			2	14
Civil Rights - National Origin												1	1
Civil Rights - Not Specified								1					1
Civil Rights - Other		1		1									2
Civil Rights - Profiling				1									1
Civil Rights - Race			1			1		1	2				5
Civil Rights - Screening of Religious or Cultural Garments								1					1
Civil Rights - Sex									1			1	2
Civil Rights - Sexual Orientation								1					1
Claims							1		1				2
Claims - General							1		1				2
CLEAR								1					1
CLEAR - TSA PreCheck Application Program								1					1
Customer Service	7	4	11	7	14	14	19	20	27	11	10	8	152
Customer Service - Others			2						1				3
Customer Service - TCC					1								1
Customer Service - TSO	7	4	9	7	13	14	19	20	26	11	10	8	148
Locks						1			1	1			3
Locks - Missing or Damaged Lock						1			1	1			3
Lost and Found								1	1		1		3
Lost and Found - Airport/TSA								1	1		1		3
Mishandling of Passenger Property	2	2	2	2	2	4	5	3	6	3	3		34
Mishandling of Passenger Property - Damaged	1	1	1	1	1	3	2	3	3	2	2		20
Mishandling of Passenger Property - Damaged or Lost	1	1	1	1	1	1	2		3	1	1		13
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction	1					2		3		1		2	9
No Jurisdiction - No Referral						2		3		1		1	7
No Jurisdiction - Refer to CBP												1	1
No Jurisdiction - Refer to Other	1												1
Notice of Violation/Civil Penalties									1				1
Notice of Violation/Civil Penalties - General									1				1
Patdown	2	4		1	4		2	3	2		2	3	23
Patdown - Children								1	1		1		3
Patdown - Flyer	2	4		1	4		2	2	1		1	3	20
Persons w/ Disabilities (PWD)		1		2		2	4	3	7	3	4	4	30
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental		1						1	1		1		4
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Hearing Impairment							2		1				3
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1					1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1		2	1	1	7
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									2		1		3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1		1				1	4
Property - Special Handling	1	1		4		2	1	2	2	5	3	4	25
Property - Special Handling - Damaged Items - Checked	1	1		3		2	1	2	1	1	3		15
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-On										1		3	4
Property - Special Handling - Missing Items - Checked				1						3		1	5
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	5	4	2	1	2	7	7	14	8	10	8	10	78
Screening - Crew Member or Airline Employee						1				1			2
Screening - Inconsistency	1	1						1				2	7
Screening - Lengthy Lines	1	1	1	1		4	1	6	3				18
Screening - Procedures/Process	3	2	1		2	2	5	7	5	6	8	8	49
Screening - Retrieving Abandoned/Confiscated Items							1			1			2
2025	46	22	45	39	26	22	37						237
Additional Information Required/Insufficient Information	1		1										2
Additional Information Required/Insufficient Information - EMAIL ONLY	1		1										2
Airline	1						1						2
Airline - Policy/Regulations/Service	1						1						2
Civil Rights	2	2		3	1	3							11
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin		1		1									2
Civil Rights - Not Specified		1											1
Civil Rights - Profiling						1							1
Civil Rights - Race	1			1		2							4
Civil Rights - Sex				1	1								2
Customer Service	14	7	22	11	8	5	4						71
Customer Service - Others				1									1
Customer Service - TSO	14	7	22	10	8	5	4						70
Hazardous Materials Safety	1						1						2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Hazardous Materials Safety - General	1						1						2
Locks	1			1			1						3
Locks - Missing or Damaged Lock	1			1			1						3
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	4	1	6	2			3	1					17
Mishandling of Passenger Property - Damaged	4	1	4				2	1					12
Mishandling of Passenger Property - Damaged/Missing Items--C			2	2			1						5
No Jurisdiction			1	1	3		2						7
No Jurisdiction - No Referral				1	1								2
No Jurisdiction - Refer to CBP			1		2		1						4
No Jurisdiction - Refer to Other							1						1
Notice of Violation/Civil Penalties			1	1									2
Notice of Violation/Civil Penalties - General			1	1									2
Patdown	4	1		3			1						9
Patdown - Children	1												1
Patdown - Flyer	3	1		3			1						8
Persons w/ Disabilities (PWD)	6	3	7	5	4	3	7						35
Persons w/ Disabilities (PWD) - Breast Cancer	1												1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1			1						2
Persons w/ Disabilities (PWD) - Diabetes	1			1		1							3
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Medical Device	1	1											2
Persons w/ Disabilities (PWD) - Medically Necessary	1		2	1			1						5
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			2		1		3						6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				2			1						3
Persons w/ Disabilities (PWD) - Wheelchair	2	2			3		1						8
Property - Special Handling	2	2	2	3	2	2	2						15
Property - Special Handling - Damaged Items - Carry		2	1	3			1	2					9
Property - Special Handling - Missing Items	2												2
Property - Special Handling - Missing Items - Checked			1		2	1							4
Screening	10	6	5	9	8	5	17						60
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency	1			1	2	2							6
Screening - Lengthy Lines		1	1	1	1		1						5
Screening - Procedures/Process	6	4	4	7	4	3	15						43
Screening - Retrieving Abandoned/Confiscated	3	1			1								5

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RFD		3		1	1	3		1		3		1	13
2024		2		1				1		3		1	8
Civil Rights										1			1
Civil Rights - Not Specified										1			1
Customer Service		1								1		1	3
Customer Service - CSM										1			1
Customer Service - TSO		1										1	2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
No Jurisdiction		1											1
No Jurisdiction - Refer to CBP		1											1
Persons w/ Disabilities (PWD)								1		1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1		1			2
2025		1			1	3							5
Airline		1				1							2
Airline - Policy/Regulations/Service		1				1							2
Customer Service						1							1
Customer Service - TSO						1							1
No Jurisdiction						1							1
No Jurisdiction - No Referral						1							1
Screening					1								1
Screening - Procedures/Process					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RIC	31	27	38	20	17	24	23	14	17	13	12	15	251
2024	8	14	18	5	4	6	10	14	17	13	12	15	136
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Airline		1	1	1					1				4
Airline - Policy/Regulations/Service		1	1	1					1				4
Civil Rights	1		2								2	1	6
Civil Rights - National Origin												1	1
Civil Rights - Other			1										1
Civil Rights - Race	1		1										2
Civil Rights - Sex											2		2
Customer Service	5	5	7	2	2	3	6	6	8	4	4	6	58
Customer Service - Others			2										2
Customer Service - TSO	5	5	5	2	2	3	6	6	8	4	4	6	56
Locks		1	1			1							3
Locks - Missing or Damaged Lock		1	1			1							3
Mishandling of Passenger Property		1	3					2	2	2	1	1	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1	2	2		1	6
Mishandling of Passenger Property - Damaged/Missin		1	3										4
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1			1		2
Patdown		2		2					1		1		6
Patdown - Flyer		2		2					1		1		6
Persons w/ Disabilities (PWD)		1	1		1	1		2	2	2		2	12
Persons w/ Disabilities (PWD) - Diabetes			1		1								2
Persons w/ Disabilities (PWD) - General		1						1					2
Persons w/ Disabilities (PWD) - Hearing Impairment									2				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1						2	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Property - Special Handling	1		1							2			4
Property - Special Handling - Damaged Items	1									1			2
Property - Special Handling - Missing Items - Checked			1							1			2
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening	1	3	2		1	1	4	4	2	3	4	4	29
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency							1	1		2			4
Screening - Lengthy Lines							1				1	4	6
Screening - Procedures/Process	1	3	2			1	2	3	2	1	2		17
Screening - Retrieving Abandoned/Confiscated Items					1								1
2025	23	13	20	15	13	18	13						115
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	1	1		1		1							4
Civil Rights - National Origin	1												1
Civil Rights - Not Specified						1							1
Civil Rights - Race		1		1									2
Claims	1												1
Claims - Status	1												1
Customer Service	8	5	4	6	3	2	1						29
Customer Service - TSO	8	5	4	6	3	2	1						29
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	2			1	1	1	2						7
Mishandling of Passenger Property - Dam	1			1	1	1							4
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							2						2
No Jurisdiction				1	1								2
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to Other					1								1
Patdown				1	1	1	2						5
Patdown - Flyer				1	1	1	2						5
Persons w/ Disabilities (PWD)	4	1	4	2	3	4	1						19
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Cognitive	1		1			1							3
Persons w/ Disabilities (PWD) - Metal Imp	1		1	2	1	1							6
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1	1							2
Persons w/ Disabilities (PWD) - Prosthesi	1		2										3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelcha	1						1						2
Property - Special Handling		1	1	1	1	1							5
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Carry-On				1	1								2
Property - Special Handling - Missing Items - Checked						1							1
Screening	6	4	11	2	3	8	7						41
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency		1		1									2
Screening - Lengthy Lines		1	3	1	1	3	6						15
Screening - Procedures/Process	5	2	8		2	2	1						20
Screening - Retrieving Abandoned/Confiscated Items						3							3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RIW	1												1
2025	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RKD							1						1
2025							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RKS	1												1
2025	1												1
Human Capital	1												1
Human Capital - Prospective Employment	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RNO	25	16	16	15	16	17	21	6	13	8	14	8	175
2024	8	9	7	5	4	6	13	6	13	8	14	8	101
Airline						1					1		2
Airline - Policy/Regulations/Service						1					1		2
Civil Rights		1				1	1	1	1	3	1		9
Civil Rights - Civil Rights Violation (TSA Employee)								1					1
Civil Rights - Race		1							1		1		3
Civil Rights - Sex						1	1			3			5
Customer Service	2	1	4		2	1	1		3	2	2	1	19
Customer Service - Others	1												1
Customer Service - TSO	1	1	4		2	1	1		3	2	2	1	18
Mishandling of Passenger Property	2	2					3		4		1	2	14
Mishandling of Passenger Property - Damaged/Missing	2	1					1		1		1	1	7
Mishandling of Passenger Property - Damaged/Missing		1							2			1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							2		1				3
No Jurisdiction					1								1
No Jurisdiction - No Referral					1								1
Patdown			1	1				1	1		1		5
Patdown - Flyer			1	1				1	1		1		5
Persons w/ Disabilities (PWD)				1	1	2	2	4	2		1	1	14
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General							1		1			1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1	1		1				3
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1				1					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								2					2
Property - Special Handling	1	1		1			1				1		5
Property - Special Handling - Damaged Items - Carry		1									1		2
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked	1												1
Screening	3	4	2	2		1	5		2	3	6	4	32
Screening - Children			1										1
Screening - Inconsistency			1							1	1	2	5
Screening - Lengthy Lines	1			1			2				1	1	6
Screening - Procedures/Process	2	4		1			3		2	2	4	1	19
Screening - Retrieving Abandoned/Confiscated Items						1							1
2025	17	7	9	10	12	11	8						74
Airline		1		1	1								3
Airline - Policy/Regulations/Service		1		1									2
Airline - Wheelchair Assistance					1								1
Civil Rights	2					1	1						4
Civil Rights - Race						1	1						2
Civil Rights - Sex	2												2
Claims	1												1
Claims - General	1												1
Customer Service	3	2	3	1	3	1							13
Customer Service - Others	1	1			1								3
Customer Service - TSO	2	1	3	1	2	1							10
Locks				1			1						2
Locks - Missing or Damaged Lock				1			1						2
Mishandling of Passenger Property	2	2		2		1							7
Mishandling of Passenger Property - Damaged/Missing		1		1									2
Mishandling of Passenger Property - Damaged/Missing	2	1		1									5
No Jurisdiction						1							1
No Jurisdiction - No Referral						1							1
Patdown			1		3		1						5
Patdown - Children							1						1
Patdown - Flyer			1		3								4
Persons w/ Disabilities (PWD)	3		2	1	4	1	1						12
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	1		2		2								5
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1	1								2
Persons w/ Disabilities (PWD) - Mobility (wheelchair)	2												2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling	1	1	1	1		2	1						7
Property - Special Handling - Damaged Items - Carry		1	1				1						3
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked	1					1							2
Screening	5	1	2	3	1	4	3						19
Screening - Inconsistency						2	1						3
Screening - Lengthy Lines	1	1			1								3
Screening - Procedures/Process	3		2	3		2	2						12
Screening - Retrieving Abandoned/Confiscated Items	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ROA	5	1	5	4	3	3	4	4	1	2	3	4	39
2024	1	1	1	2		1	1	4	1	2	3	4	21
Civil Rights										1			1
Civil Rights - Age										1			1
Customer Service		1		1					1	1	2	1	7
Customer Service - TSO		1		1					1	1	2	1	7
Patdown							1	1					2
Patdown - Flyer							1	1					2
Persons w/ Disabilities (PWD)				1								1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Screening	1		1			1		3			1	2	9
Screening - Inconsistency			1			1						1	3
Screening - Procedures/Process	1							2			1	1	5
Screening - Retrieving Abandoned/Confiscated Items								1					1
2025	4		4	2	3	2	3						18
Civil Rights							1						1
Civil Rights - Not Specified							1						1
Customer Service			1			2							3
Customer Service - TSO			1			2							3
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Persons w/ Disabilities (PWD)	1			1									2
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Property - Special Handling				1	1								2
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On					1								1
Screening	3		2		2		2						9
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	3		1		2		2						8

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ROC	8	7	6	8	8	5	6	4	4	6	8	5	75
2024	1	3	4	5	6	2	3	4	4	6	8	5	51
Civil Rights						2		1			1	1	5
Civil Rights - Age												1	1
Civil Rights - Constitutional Rights						1							1
Civil Rights - Other						1							1
Civil Rights - Race								1					1
Civil Rights - Sexual Orientation											1		1
Customer Service	1		1	1	3		1		2	2	1	1	13
Customer Service - TSO	1		1	1	3		1		2	2	1	1	13
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property			1				1			1	1		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1	1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
No Jurisdiction		1		1									2
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to CBP		1											1
Patdown					2		1						3
Patdown - Children							1						1
Patdown - Flyer					2								2
Persons w/ Disabilities (PWD)		1		2						1	3	3	10
Persons w/ Disabilities (PWD) - Autism Spectrum												2	2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1		1									2
Property - Special Handling									2				2
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening		1	2	1	1			3		2	1		11
Screening - Children										1			1
Screening - Lengthy Lines			1	1									2
Screening - Procedures/Process		1	1		1			3		1	1		8
2025	7	4	2	3	2	3	3						24
Civil Rights						1							1
Civil Rights - Screening of Religious or Cultural Garments						1							1
Customer Service	2	1											3
Customer Service - Others	1												1
Customer Service - TSO	1	1											2
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Persons w/ Disabilities (PWD)	3	1			1	1	1						7
Persons w/ Disabilities (PWD) - Hearing Impairment		1				1							2
Persons w/ Disabilities (PWD) - Metal Implants	1												1
Persons w/ Disabilities (PWD) - Mobility Device	1						1						2
Persons w/ Disabilities (PWD) - Prostheses	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling	1												1
Property - Special Handling - Missing Items	1												1
Screening		1	2	2		1	1						7
Screening - Inconsistency				1									1
Screening - Procedures/Process		1	2	1		1	1						6

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ROW					4	1				2		4	11
2024					2	1				2		4	9
Civil Rights												2	2
Civil Rights - Race												1	1
Civil Rights - Sex												1	1
Customer Service					1	1							2
Customer Service - TSO					1	1							2
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening										2		1	3
Screening - Inconsistency										1			1
Screening - Procedures/Process										1		1	2
2025					2								2
Persons w/ Disabilities (PWD)					2								2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RST	3	2		1	1	3	1			1	4		16
2024	1	1		1			1			1	4		9
Airline		1											1
Airline - Lost Baggage		1											1
Civil Rights				1							1		2
Civil Rights - Sex				1							1		2
Customer Service											1		1
Customer Service - TSO											1		1
Patdown	1												1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)							1			1	2		4
Persons w/ Disabilities (PWD) - General											2		2
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
2025	2	1			1	3							7
DHS TRIP						1							1
DHS TRIP - General						1							1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Persons w/ Disabilities (PWD)	1				1	1							3
Persons w/ Disabilities (PWD) - Medically	1				1	1							3
Screening		1				1							2
Screening - Procedures/Process		1				1							2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RSW	28	27	55	49	68	98	66	25	17	20	18	22	493
2024	12	14	21	24	32	43	22	25	17	20	18	22	270
Additional Information Required/Insufficient Information											1		1
Additional Information Required/Insufficient Information - EMAIL ONLY											1		1
Animals		1											1
Animals - Carry-On		1											1
Civil Rights	1			2	1	2	1			1			8
Civil Rights - Age	1				1	1							3
Civil Rights - Constitutional Rights				1									1
Civil Rights - Race							1						1
Civil Rights - Sex				1		1							2
Civil Rights - Sexual Orientation										1			1
Customer Service	3	5	11	11	20	18	10	8	9	6	10	6	117
Customer Service - Others	1					1						1	3
Customer Service - TSO	2	5	11	11	20	17	10	8	9	6	10	5	114
Hazardous Materials Safety											1		1
Hazardous Materials Safety - General											1		1
Human Capital												1	1
Human Capital - Prospective Employment with TSA												1	1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Lost and Found							1				1		2
Lost and Found - Airport/TSA							1				1		2
Mishandling of Passenger Property	2	1	4	1	2	3	3	4	3	6		3	32
Mishandling of Passenger Property - Dam	1		2	1	1		2	1	1	2			11
Mishandling of Passenger Property - Dam	1	1	1		1	2	1	2	2	3		2	16
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1			1		1		1		1	5
No Jurisdiction		1	1			1	1	1					5
No Jurisdiction - No Referral		1	1			1							3
No Jurisdiction - Refer to CBP								1					1
No Jurisdiction - Refer to Other							1						1
Patdown	1	1	3	2	1	2	1		1			2	14
Patdown - Flyer	1	1	2	1	1	1	1		1			2	11
Patdown - Flyer as Observer			1										1
Patdown - Non-Flyer				1		1							2
Persons w/ Disabilities (PWD)				2	2	3	3	5		2	2	5	24
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Hearing Impairment							1				1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1		1	1				2	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1		2		1			1	1	6
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment			1										1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1		1			2
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1		1			1			3
Property - Special Handling		4		2	2	2		2	2	2			16
Property - Special Handling - Damaged Items - Carry		2			2	1		2					7
Property - Special Handling - Damaged Items - Checked				1					1	1			3
Property - Special Handling - Missing Items - Carry-C		2											2
Property - Special Handling - Missing Items - Checked				1		1			1	1			4
Screening	5	1	2	4	4	11	3	4	2	3	3	5	47
Screening - Inconsistency					1	1	1		1		1		5
Screening - Lengthy Lines	1		1	2		1	1	1					7
Screening - Procedures/Process	3	1	1	2	3	9	1	2	1	3	2	5	33
Screening - Retrieving Abandoned/Confis	1												1
Screening - Security Breach								1					1
2025	16	13	34	25	36	55	44						223
Airline				1	1		1						3
Airline - Policy/Regulations/Service				1	1		1						3
Civil Rights					1	1	2						4
Civil Rights - Age						1							1
Civil Rights - Constitutional Rights							1						1
Civil Rights - Race							1						1
Civil Rights - Sex					1								1
Customer Service	2	5	8	10	14	15	17						71
Customer Service - CSM				1									1
Customer Service - Others				1									1
Customer Service - TSO	2	5	8	8	14	15	17						69
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Locks			2				1						3
Locks - Missing or Damaged Lock			2				1						3
Lost and Found			1	1			2						4
Lost and Found - Airport/TSA			1	1			2						4
Mishandling of Passenger Property	1	1	4	3		2	2						13
Mishandling of Passenger Property - Damaged/Missing Items--C			2				1						3
Mishandling of Passenger Property - Dam	1	1	1	2		2							7
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	1			1						3
No Jurisdiction			1			1	1						3
No Jurisdiction - No Referral							1						1
No Jurisdiction - Refer to FAA			1										1
No Jurisdiction - Refer to Other						1							1
Patdown	1	1		2	1	1							6
Patdown - Flyer	1	1		2	1	1							6

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)	2	2	5	4	1	12	4						30
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						3							3
Persons w/ Disabilities (PWD) - Diabetes				1		1							2
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Persons w/ Disabilities (PWD) - Medical [1						1						2
Persons w/ Disabilities (PWD) - Medically	1	1		1		6							9
Persons w/ Disabilities (PWD) - Metal Implants (joint)			2	1	1								4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1	1						2
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			2	1									3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1	1						2
Property - Special Handling	1		4	1	1		2						9
Property - Special Handling - Damaged Items - Carry-On			1				1						2
Property - Special Handling - Damaged Items - Checked				1			1						2
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Items - Checked			3		1								4
Screening	9	4	8	3	17	20	15						76
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency		1	2		1	2	2						8
Screening - Lengthy Lines			2	1	4	3	2						12
Screening - Procedures/Process	8	3	2	2	11	14	11						51
Screening - Retrieving Abandoned/Confiscated Items			2			1							3
Screening - Shoe Screening	1												1

TSA Contact Center Traveler Complaints Report														
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
RUT		1		1			1						3	
2024							1						1	
No Jurisdiction							1						1	
No Jurisdiction - No Referral							1						1	
2025		1		1									2	
Civil Rights		1											1	
Civil Rights - Age		1											1	
Patdown				1									1	
Patdown - Flyer				1									1	

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAF	10	5	1	4	5	5	4	1	1	1	1		38
2024	8	4	1	2	2	2	3	1	1	1	1		26
Civil Rights					1								1
Civil Rights - Race					1								1
Customer Service	2	2	1	2	1	1	1		1	1			12
Customer Service - TSO	2	2	1	2	1	1	1		1	1			12
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Persons w/ Disabilities (PWD)		1									1		2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Property - Special Handling	2						1						3
Property - Special Handling - Missing Item	2						1						3
Screening	4	1					1	1					7
Screening - Inconsistency		1					1						2
Screening - Procedures/Process	3							1					4
Screening - Retrieving Abandoned/Confiscated Items	1												1
2025	2	1		2	3	3	1						12
Civil Rights				1									1
Civil Rights - Sex				1									1
Customer Service						3							3
Customer Service - TSO						3							3
No Jurisdiction							1						1
No Jurisdiction - Refer to Other							1						1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Screening	1	1		1	3								6
Screening - Inconsistency	1				1								2
Screening - Lengthy Lines		1											1
Screening - Procedures/Process				1	1								2
Screening - Retrieving Abandoned/Confiscated Items					1								1

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAN	71	53	89	68	59	87	70	37	45	44	46	29	698
2024	38	22	38	30	25	41	28	37	45	44	46	29	423
Airline					1							1	2
Airline - Policy/Regulations/Service					1							1	2
Civil Rights	3		2	2	2	1	6	1	6	3	6	1	33
Civil Rights - Constitutional Rights			1				1						2
Civil Rights - National Origin											3		3
Civil Rights - Not Specified					1								1
Civil Rights - Other					1				1	1			3
Civil Rights - Race	1		1	2		1	2		3	1	3	1	15
Civil Rights - Sex							3	1	2	1			7
Civil Rights - Sexual Orientation	2												2
Customer Service	17	6	17	11	9	17	5	13	16	11	9	4	135
Customer Service - Others	1												1
Customer Service - TCC				1									1
Customer Service - TSO	16	6	17	10	9	17	5	13	16	11	9	4	133
DHS TRIP					1	1					1		3
DHS TRIP - General					1						1		2
DHS TRIP - Status						1							1
Locks					1		1	1			1	2	6
Locks - Missing or Damaged Lock					1		1	1			1	2	6
Lost and Found					1			1			1	1	4
Lost and Found - Airport/TSA					1			1			1	1	4
Mishandling of Passenger Property	4	1	4	3	3	2	3	6	5	6	2	3	42
Mishandling of Passenger Property - Dam	2	1	4	2	1	1	1	3	3	3	1	3	25
Mishandling of Passenger Property - Dam	1			1	2	1	2	2	2	2	1		14
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
Mishandling of Passenger Property - Disa	1							1					2
No Jurisdiction		1	1				1		1	2		2	8
No Jurisdiction - No Referral			1				1			2		1	5
No Jurisdiction - Refer to CBP		1										1	2
No Jurisdiction - Refer to Other									1				1
Notice of Violation/Civil Penalties									1				1
Notice of Violation/Civil Penalties - General									1				1
Patdown	2		1	3	3	4	2		2		2	3	22
Patdown - Children						1							1
Patdown - Flyer	2		1	3	3	3	2		2		2	3	21
Persons w/ Disabilities (PWD)	1	1	5	3		4	1	1	7	7	6	4	40
Persons w/ Disabilities (PWD) - Autism Spectrum						1			2	1	1		5
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1							1		1	3
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - General		1						1			2	1	5
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1							1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically	1		1	1					1		1		5
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1				1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1					2			1	4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2			2			2	3			9
Property - Special Handling	4	3	3	2	2	4		2	1	5	3	3	32
Property - Special Handling - Damaged It	3	2	2		1			2		4	3	2	19
Property - Special Handling - Damaged Items - Checked				1		1			1	1			4
Property - Special Handling - Missing Item	1		1		1	2						1	6
Property - Special Handling - Missing Items - Checke		1		1		1							3
Screening	7	10	5	6	2	8	9	12	6	10	15	5	95
Screening - Children										1			1
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	1						1			1	1	1	5
Screening - Lengthy Lines	2	3	2	1	2	5	7	8	1	1	4	1	37
Screening - Military										1			1
Screening - Procedures/Process	4	6	3	4		3		4	5	6	9	3	47
Screening - Retrieving Abandoned/Confiscated Items				1			1				1		3
2025	33	31	51	38	34	46	42						275
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Civil Rights	4	1	2	2	2	2	3						16
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights						1							1
Civil Rights - Not Specified			1		1		2						4
Civil Rights - Other	1												1
Civil Rights - Race	3			2		1	1						7
Civil Rights - Sex		1			1								2
CLEAR							1						1
CLEAR - Registered Traveler							1						1
Customer Service	5	7	16	8	8	10	10						64
Customer Service - Others					1								1
Customer Service - TSO	5	7	16	8	7	10	10						63
Locks						1	2						3
Locks - Missing or Damaged Lock						1	2						3
Lost and Found			4			1	1						6
Lost and Found - Airport/TSA			4			1	1						6
Mishandling of Passenger Property	1	2	1	5	2	5	2						18
Mishandling of Passenger Property - Dam	1	2	1	4	1	2							11
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	3	1						6

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction	2		1	4	1	3							11
No Jurisdiction - No Referral			1		1	2							5
No Jurisdiction - Refer to CBP				3									3
No Jurisdiction - Refer to FAA	1												1
No Jurisdiction - Refer to Other	1					1							2
Notice of Violation/Civil Penalties			1	1	1								3
Notice of Violation/Civil Penalties - General				1	1	1							3
Patdown	2	2	2	1	3	3	1						14
Patdown - Flyer	2	1	2	1	3	2	1						12
Patdown - Flyer as Observer		1											1
Patdown - General						1							1
Persons w/ Disabilities (PWD)	8	5	8	3	5	7	4						40
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - Cognitive	1					1							2
Persons w/ Disabilities (PWD) - Diabetes	1	1			1	1							4
Persons w/ Disabilities (PWD) - General	1		1		1								3
Persons w/ Disabilities (PWD) - Medical Devices - At		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1				1						2
Persons w/ Disabilities (PWD) - Metal Implants (joint)			2			2							4
Persons w/ Disabilities (PWD) - Mobility	1	1				1	2						5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Persons w/ Disabilities (PWD) - Touch A	2		1	1									4
Persons w/ Disabilities (PWD) - Visual Impairment					3	1							4
Persons w/ Disabilities (PWD) - Wheelcha	2		2	1			1						6
Property - Special Handling	3	3	7	6	3	3	9						34
Property - Special Handling - Damaged It	2	3	2	1	2		6						16
Property - Special Handling - Damaged Items - Checked			1	1		1	1						4
Property - Special Handling - Missing Item	1		2			2	1						6
Property - Special Handling - Missing Items - Checked			2	4	1		1						8
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	8	10	9	8	9	10	9						63
Screening - Inconsistency		1		2	1	1							5
Screening - Lengthy Lines	2	4	1	2	1	4	1						15
Screening - Procedures/Process	6	5	8	4	7	4	8						42
Screening - Retrieving Abandoned/Confiscated Items						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAT	27	44	33	32	29	33	30	21	10	14	10	17	300
2024	12	24	11	17	11	16	17	21	10	14	10	17	180
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Civil Rights				1	1	2		1				2	7
Civil Rights - Age												1	1
Civil Rights - Constitutional Rights								1					1
Civil Rights - Race				1	1	2							4
Civil Rights - Sex												1	1
Customer Service	6	8	5	9	3	10	7	9	5	3	1	7	73
Customer Service - TSO	6	8	5	9	3	10	7	9	5	3	1	7	73
DHS TRIP												1	1
DHS TRIP - General											1		1
Locks	1						1						2
Locks - Missing or Damaged Lock	1						1						2
Mishandling of Passenger Property			2	2		1	4	1	1	1	2		14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	3	1	1		1		7
Mishandling of Passenger Property - Damaged/Missing Items--C			1	2							1		4
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1							1			2
No Jurisdiction					2	1							3
No Jurisdiction - No Referral						1							1
No Jurisdiction - Refer to CBP					1								1
No Jurisdiction - Refer to Other					1								1
Patdown	1	1		1		1				1		1	6
Patdown - Children												1	1
Patdown - Flyer	1	1		1		1				1			5
Persons w/ Disabilities (PWD)	1	4	2	1	2		4	5		2	3	3	27
Persons w/ Disabilities (PWD) - Autism Spectrum		1					1						2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - General											2		2
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary		1	1				1	1		1		1	6
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1					1					2
Persons w/ Disabilities (PWD) - Mobility Disability (N		1			1			1					3
Persons w/ Disabilities (PWD) - Prosthesi		1											1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1			1					2
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1								1	2
Property - Special Handling		3	2	2	1	1		3	2		2	1	17
Property - Special Handling - Damaged Items - Carry		1	1	1				1	1				5
Property - Special Handling - Damaged Items - Checked				1		1					1		3
Property - Special Handling - Missing Items - Carry-C		1			1			1	1			1	5
Property - Special Handling - Missing Items - Checke		1	1					1			1		4
Screening	3	8		1	2		1	2	2	7	1	2	29
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency	1	1			1					1			4
Screening - Lengthy Lines								1		1			2
Screening - Military									1				1
Screening - Procedures/Process	2	6		1					1	5	1	2	18
Screening - Retrieving Abandoned/Confiscated Items		1					1	1					3
2025	15	20	22	15	18	17	13						120
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	1	1	3	1	3	2	2						13
Civil Rights - Age				1									1
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin			1		1								2
Civil Rights - Not Specified					1								1
Civil Rights - Other		1	1										2
Civil Rights - Race					1	1	2						4
Civil Rights - Sex	1		1										2
Customer Service	2	3	5	5	2	6	2						25
Customer Service - TSO	2	3	5	5	2	6	2						25
DHS TRIP			1										1
DHS TRIP - General			1										1
Locks					2								2
Locks - Missing or Damaged Lock					2								2
Mishandling of Passenger Property	2			1	1		2						6
Mishandling of Passenger Property - Dam	2				1		1						4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1						2
No Jurisdiction							1						1
No Jurisdiction - Refer to CBP							1						1
Patdown			1		1	3	1						6
Patdown - Children					1	1							2
Patdown - Flyer			1			2	1						4
Persons w/ Disabilities (PWD)	1	4	3	2	1	1	2						14
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/M			1										1
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Hearing I	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medically Necessary			2	1	1	1							5
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/			1	1									2
Property - Special Handling		3	5	3		2							13
Property - Special Handling - Damaged Items		2	2	3		1							8
Property - Special Handling - Damaged Items - Checked			2										2
Property - Special Handling - Missing Items		1	1										2
Property - Special Handling - Missing Items - Checked						1							1
Screening		6	7	6	5	5	5	3					37
Screening - Inconsistency		1	1	1									3
Screening - Lengthy Lines			1		1		2						4
Screening - Procedures/Process		4	5	3	4	5	3	3					27
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach		1		1									2
SIDA (Security Identification Display Area)						1							1
SIDA (Security Identification Display Area) - General						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAV	6	10	16	6	10	13	16	7	9	5	6	8	112
2024	1	4	5	2	5	5	9	7	9	5	6	8	66
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights			2						1	1			4
Civil Rights - Perceived Religion										1			1
Civil Rights - Profiling			1										1
Civil Rights - Race			1										1
Civil Rights - Sex									1				1
Customer Service		1	1		4	3	3	6	4	1	2	2	27
Customer Service - TSO		1	1		4	3	3	6	4	1	2	2	27
Human Capital											1		1
Human Capital - Prospective Employment with TSA											1		1
Locks		1					1						2
Locks - Missing or Damaged Lock		1					1						2
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property									1		1	2	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1	1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Patdown		1	1	1					1		1	1	6
Patdown - Flyer		1	1	1					1		1	1	6
Persons w/ Disabilities (PWD)							2			1		1	4
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Property - Special Handling		1	1	1		1		1	1	2		2	10
Property - Special Handling - Damaged Items - Carry-On								1		1			2
Property - Special Handling - Damaged Items - Checked			1									1	2
Property - Special Handling - Missing Items - Carry-On						1			1			1	3
Property - Special Handling - Missing Items - Checked		1		1						1			3
Screening	1				1		1		1		1		5
Screening - Crew Member or Airline Employee	1												1
Screening - Procedures/Process					1		1		1		1		4
2025	5	6	11	4	5	8	7						46
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights		1											1
Civil Rights - Not Specified		1											1
Claims		1		1									2
Claims - General		1											1
Claims - Status				1									1
Customer Service	3	1	3	1		3	1						12
Customer Service - TSO	3	1	3	1		3	1						12
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property		1	1	1	1	1	3						8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage		1	1		1	1	2						6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1			1						2
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)					2								2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Property - Special Handling			3			1							4
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening		2	3	1	1	3	3						13
Screening - Inconsistency						1							1
Screening - Lengthy Lines						1	1						2
Screening - Procedures/Process		2	2	1	1	1	2						9
Screening - Retrieving Abandoned/Confiscated Items			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAW	1				1	1	1						4
2024	1						1						2
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Screening								1					1
Screening - Retrieving Abandoned/Confiscated Items							1						1
2025					1	1							2
Customer Service					1	1							2
Customer Service - TSO					1	1							2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SBA	7	5	7	9	3	2	4	3	5	3	3	1	52
2024	2	1	3	4	1	2	3	3	5	3	3	1	31
Civil Rights				1							1		2
Civil Rights - Race				1							1		2
Customer Service			2				1			1	2		6
Customer Service - TCC										1			1
Customer Service - TSO			2				1				2		5
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property		1		1			1	1	2				6
Mishandling of Passenger Property - Damaged/Missii		1		1				1					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		2				3
No Jurisdiction								1					1
No Jurisdiction - Refer to CBP								1					1
Patdown			1	1									2
Patdown - Flyer			1	1									2
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening	1				1	2	1	1	2	2		1	11
Screening - Procedures/Process	1					2	1	1	2	1		1	9
Screening - Retrieving Abandoned/Confiscated Items					1					1			2
2025	5	4	4	5	2		1						21
Civil Rights	1												1
Civil Rights - National Origin	1												1
Customer Service			2	1									3
Customer Service - TSO			2	1									3
Mishandling of Passenger Property	1		1	2	1								5
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1									2
Mishandling of Passenger Property - Dam	1			1	1								3
Patdown	1	2											3
Patdown - Flyer	1	2											3
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - General		1											1
Property - Special Handling			1	1									2
Property - Special Handling - Missing Items - Carry-On			1	1									2
Screening	2	1		1	1		1						6
Screening - Lengthy Lines							1						1
Screening - Procedures/Process	2	1			1								4
Screening - Retrieving Abandoned/Confiscated Items				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SBD				2			1						3
2024				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
2025				1			1						2
Screening				1			1						2
Screening - Lengthy Lines				1									1
Screening - Procedures/Process							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SBN	1	3	3	3	5	2	2	1	1	1	3	2	27
2024		2	2	3			1	1	1	1	3	2	13
Civil Rights											1		1
Civil Rights - Race											1		1
Customer Service										1		1	2
Customer Service - TCC										1			1
Customer Service - TSO												1	1
Mishandling of Passenger Property								1			1		2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction		1											1
No Jurisdiction - Refer to Department of State		1											1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication				1									1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
Screening			1	1			1					1	4
Screening - Procedures/Process			1	1			1					1	4
2025	1	1	1	3	5	2	1						14
Customer Service	1	1		1	3								6
Customer Service - TSO	1	1		1	3								6
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Patdown							1	1					2
Patdown - Flyer							1	1					2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch				1									1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Checked													1
Screening				1	1	1							3
Screening - Lengthy Lines					1								1
Screening - Procedures/Process				1		1							2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SBP	6	7	5	3	3	4	8	5	3	2	3	3	52
2024	4	5	1	3	1	2	2	5	3	2	3	3	31
Airline	1							1					2
Airline - Policy/Regulations/Service	1							1					2
Civil Rights	1											1	2
Civil Rights - Other												1	1
Civil Rights - Race	1												1
Customer Service		2	1		1	2	1	4	1	1	3		16
Customer Service - CSM						1							1
Customer Service - TSO		2	1		1	1	1	4	1	1	3		15
Locks							1					1	2
Locks - Missing or Damaged Lock							1					1	2
Patdown	1												1
Patdown - Children	1												1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Service Animals			1										1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening	1	2							2	1			6
Screening - Inconsistency										1			1
Screening - Lengthy Lines	1								1				2
Screening - Procedures/Process		2							1				3
2025	2	2	4	3	2	2	6						21
Customer Service				1		1	1						3
Customer Service - TSO				1		1	1						3
Mishandling of Passenger Property		1			1								2
Mishandling of Passenger Property - Damaged/Missin		1			1								2
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)		1	2			1							4
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1											1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Property - Special Handling	1						1						2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked							1						1
Screening	1		1	2	1		4						9
Screening - Inconsistency					1		1						2
Screening - Lengthy Lines	1		1	1			2						5
Screening - Procedures/Process				1			1						2

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SCK		3		2	2	1	1		1			1	11
2024					1	1	1		1			1	5
Customer Service													1
Customer Service - TSO							1						1
DHS TRIP							1						1
DHS TRIP - General						1							1
Persons w/ Disabilities (PWD)					1				1			1	3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
2025		3		2	1								6
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Informatic			1										1
Civil Rights			1										1
Civil Rights - Not Specified			1										1
Customer Service						1							1
Customer Service - TSO						1							1
Persons w/ Disabilities (PWD)			1	1									2
Persons w/ Disabilities (PWD) - Medically Necessary			1	1									2
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SDF	16	12	18	11	6	11	21	5	5	14	6	12	137
2024	8	7	9	4	5	5	12	5	5	14	6	12	92
Airline	1			1						1			3
Airline - Policy/Regulations/Service	1			1						1			3
Civil Rights						1	1						2
Civil Rights - National Origin						1							1
Civil Rights - Race							1						1
Customer Service	2	3	5		1	1	1	1	1	3			18
Customer Service - TSO	2	3	5		1	1	1	1	1	3			18
Locks			1					1					2
Locks - Missing or Damaged Lock			1					1					2
Lost and Found			1									2	3
Lost and Found - Airport/TSA			1									2	3
Mishandling of Passenger Property			2			2	3		2	2	1	1	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1			1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--C			2			1	2		1	1			7
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1			1	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Notice of Violation/Civil Penalties												1	1
Notice of Violation/Civil Penalties - General												1	1
Patdown	2				1					1	1	1	6
Patdown - Flyer	2				1						1	1	5
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)		1				1	3	1		2	2	1	11
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1					1				1		3
Persons w/ Disabilities (PWD) - Metal Implants (joint)							2	1					3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										2	1		3
Property - Special Handling	1	1		1			1	2		1			7
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Carry-C		1		1				1					3
Property - Special Handling - Missing Item	1							1					2
Screening	2	2		2	3		3		2	3	2	6	25
Screening - Inconsistency		1		1			2		1	1		1	7
Screening - Lengthy Lines					1					1		1	3
Screening - Procedures/Process	2	1		1	1		1			1	2	4	13
Screening - Retrieving Abandoned/Confiscated Items					1				1				2
2025	8	5	9	7	1	6	9						45
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service	1	1	1	1			2						6
Customer Service - Others	1												1
Customer Service - TSO		1	1	1			2						5
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1	1	3			1	1						7
Mishandling of Passenger Property - Damaged/Missing Items--C			3			1							4
Mishandling of Passenger Property - Dam	1						1						2
Mishandling of Passenger Property - Damaged/Missii		1											1
Patdown	2		2	1		2							7
Patdown - Children						2							2
Patdown - Flyer	2		2	1									5
Persons w/ Disabilities (PWD)	1		1	1			1						4
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Property - Special Handling		1		1			1						3
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked				1									1
Screening	2	2	1	3	1	3	4						16
Screening - Crew Member or Airline Employee							1						1
Screening - Lengthy Lines	1		1		1	1							4
Screening - Procedures/Process	1	2		2		2	3						10
Screening - Retrieving Abandoned/Confiscated Items				1									1

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SEA	208	143	160	155	125	155	161	107	108	114	128	143	1,707
2024	89	81	73	71	67	76	89	107	108	114	128	143	1,146
Additional Information Required/Insufficient Information			1									1	2
Additional Information Required/Insufficient Information - EMAIL			1									1	2
Airline			1	3			1		2		1	3	11
Airline - Lost Baggage				1			1				1	1	4
Airline - Policy/Regulations/Service			1	2					2			2	7
Civil Rights	4	5	8	6	11	7	7		5	8	7	9	77
Civil Rights - Age		1								1	3	1	6
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Constitutional Rights												2	2
Civil Rights - National Origin		1	2	1					1	2		1	8
Civil Rights - Not Specified					1				1				2
Civil Rights - Other	1		2						2	1	1		7
Civil Rights - Perceived Religion					1								1
Civil Rights - Race	2	2	3	3	6	3	2			2	1	4	28
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Screening of Religious or Cultural Garments					1								1
Civil Rights - Sex	1	1		2	1	4	5		1	1	1	1	18
Civil Rights - Sexual Orientation					1					1			2
Claims			1										1
Claims - General			1										1
Customer Service	29	24	36	27	18	25	27	34	36	49	43	37	385
Customer Service - CSM						1			2				3
Customer Service - Others							1						1
Customer Service - TCC		1	1								1		3
Customer Service - TSO	29	23	35	27	18	24	26	34	34	49	42	37	378
DHS TRIP			1										1
DHS TRIP - General			1										1
Flying Armed				1									1
Flying Armed - General				1									1
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Locks	1	1				2	2				1	2	9
Locks - General							1				1		2
Locks - Missing or Damaged Lock	1	1				2	1					2	7
Lost and Found		1		1		1		2	2	1	8	13	29
Lost and Found - Airport/TSA		1		1		1		2	2	1	8	13	29
Mishandling of Passenger Property	8	4	3	6	7	9	9	5	10	7	6	13	87
Mishandling of Passenger Property - Dam	3		1	2	4	6	3	3	5	4	4	5	40
Mishandling of Passenger Property - Dam	4	2	2	4	3	3	6	2	5	2	1	6	40
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1		1	2
Mishandling of Passenger Property - Disa	1	2									1	1	5
No Jurisdiction	4		2		4	2	2	3	2	2	3	5	29
No Jurisdiction - No Referral			2		1	2	1		1	2		3	12
No Jurisdiction - Refer to CBP	3				3		1	2			2	2	13
No Jurisdiction - Refer to Other	1							1	1		1		4
Patdown	1	5	3	1	6	4	8	9	8	6	13	3	67
Patdown - Children			2										2
Patdown - Flyer	1	4	1	1	6	3	8	9	8	6	12	3	62
Patdown - Flyer as Observer		1				1					1		3
Persons w/ Disabilities (PWD)	3	2	4	6	7	6	7	12	15	9	13	18	102
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1	1					2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1		1	2
Persons w/ Disabilities (PWD) - Diabetes				1	3		2	1	2			3	12
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1						1	1		3
Persons w/ Disabilities (PWD) - General			2					1		1		4	8
Persons w/ Disabilities (PWD) - Hearing Impairment			1			1			1			1	4
Persons w/ Disabilities (PWD) - Internal Medical Devices							1	1	1			2	5
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1		2				1	4
Persons w/ Disabilities (PWD) - Medically	1	1		1	2	2			4		2	4	18
Persons w/ Disabilities (PWD) - Metal Implants (joint)										2			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1		1			1	1		5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1	1						2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1	1							2
Persons w/ Disabilities (PWD) - Respirato		1							1		1	1	4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								2	2				4
Persons w/ Disabilities (PWD) - Visual Im	1								1		1		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1	2			1	4	2	2	6	1	20
Property - Special Handling	11	12	3	8	1	4	10	10	5	13	12	11	100
Property - Special Handling - Damaged It	4	3	1	2		3	3	2		4	1	2	25
Property - Special Handling - Damaged It	1	1						1	2	3	2		10
Property - Special Handling - Missing Item	4	5	2	4			6	4	2	5	6	6	44
Property - Special Handling - Missing Item	2	3		2	1	1	1	3	1	1	3	3	21
Request for Assistance				1	1			1		1			4
Request for Assistance - Other				1	1			1		1			4
Screening	28	27	10	11	12	16	16	31	23	18	21	27	240
Screening - Crew Member or Airline Empl	1	1											2
Screening - Gate Pass		1										1	2
Screening - Inconsistency	5	4	2	1	1		1	2	4	1	1	1	23
Screening - Lengthy Lines	9	4	1	3	3	8	7	14	8	3	6	5	71
Screening - Procedures/Process	13	17	7	6	8	6	6	13	11	12	14	20	133
Screening - Retrieving Abandoned/Confiscated Items				1		2	2	2		1			8
Screening - Traveling with Cash										1			1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2025	119	62	87	84	58	79	72						561
Airline				3		1							4
Airline - Policy/Regulations/Service				3									3
Airline - Wheelchair Assistance						1							1
Civil Rights	1	6	4	3	2	5	4						25
Civil Rights - Age			1	1	1		1						4
Civil Rights - Civil Rights Violation (TSA Employee)		1											1
Civil Rights - Constitutional Rights		2											2
Civil Rights - National Origin	1			1									2
Civil Rights - Not Specified			1										1
Civil Rights - Race		2			1	3	2						8
Civil Rights - Sex		1	2			2	1						6
Civil Rights - Sexual Orientation				1									1
CLEAR			1		1	1							3
CLEAR - Registered Traveler			1		1	1							3
Customer Service	40	11	23	20	14	21	11						140
Customer Service - CSM			1										1
Customer Service - TCC			1										1
Customer Service - TSO	40	11	21	20	14	21	11						138
Freedom of Information Act (FOIA)							1						1
Freedom of Information Act (FOIA) - General							1						1
Human Capital				1									1
Human Capital - Prospective Employment with TSA				1									1
Locks	1	1		2	1	1							6
Locks - General					1								1
Locks - Missing or Damaged Lock	1	1		2		1							5
Lost and Found	3		5	4	1	3	2						18
Lost and Found - Airport/TSA	3		5	4	1	3	2						18
Mishandling of Passenger Property	6	4	6	5	4	6	5						36
Mishandling of Passenger Property - Dam	1	1	2	2	2	1	2						11
Mishandling of Passenger Property - Dam	3	3	4	3	1	3	2						19
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disa	2				1	2							5
No Jurisdiction	4	3	6	6	5	4	10						38
No Jurisdiction - No Referral	1	2	3	1	1	1	2						11
No Jurisdiction - Refer to CBP	2	1	1	4	2	2	5						17
No Jurisdiction - Refer to Department of State				1			1						2
No Jurisdiction - Refer to FAA	1												1
No Jurisdiction - Refer to Other			2		2	1	2						7
Patdown	7	3	1	3	3	1	4						22
Patdown - Children	1			1	1								3
Patdown - Flyer	5	3	1	2	2	1	3						17
Patdown - Flyer as Observer	1						1						2
Persons w/ Disabilities (PWD)	15	9	15	13	6	14	13						85
Persons w/ Disabilities (PWD) - Autism Spectrum			1		1	1	1						4
Persons w/ Disabilities (PWD) - Cognitive /Developm		1			1								2
Persons w/ Disabilities (PWD) - Diabetes		1		3			1						5
Persons w/ Disabilities (PWD) - General		1	1	3		2							7
Persons w/ Disabilities (PWD) - Hearing I	1		1										2
Persons w/ Disabilities (PWD) - Internal M	1		1	1									3
Persons w/ Disabilities (PWD) - Medical D	2												2
Persons w/ Disabilities (PWD) - Medical	1	1	4		1	3	2						12
Persons w/ Disabilities (PWD) - Metal Imp	3	1	1		1	1	2						9
Persons w/ Disabilities (PWD) - Mobility D	3	2			1	1	2						9
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prosthesi	1			1									2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm			3			2							5
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1	1	1									3
Persons w/ Disabilities (PWD) - Visual Impairment				1	1								2
Persons w/ Disabilities (PWD) - Wheelcha	3	1	2	3		3	5						17
Property - Special Handling	8	9	8	11	9	6	6						57
Property - Special Handling - Damaged It	3		1	4	2	1	2						13
Property - Special Handling - Damaged It	2	1	2		2		1						8
Property - Special Handling - Missing Item	2	4	2	4	3	3	3						21
Property - Special Handling - Missing Item	1	4	3	3	2	2							15
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	34	16	18	13	11	16	16						124
Screening - Crew Member or Airline Employee				1		1							2
Screening - Gate Pass							1						1
Screening - Inconsistency	3	2			2	2	3						12
Screening - Lengthy Lines	16	2	4	2	2	3	2						31
Screening - Procedures/Process	14	11	13	10	7	8	10						73
Screening - Retrieving Abandoned/Confis	1	1	1			1							4
Screening - Security Breach						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SFB	16	13	10	10	16	14	8	6	7	14	10	8	132
2024	8	4	4	5	10	5	3	6	7	14	10	8	84
Civil Rights	1				1							1	3
Civil Rights - National Origin												1	1
Civil Rights - Race					1								1
Civil Rights - Sex	1												1
Customer Service			2	2	2	2		1	1	3	2	2	17
Customer Service - TSO			2	2	2	2		1	1	3	2	2	17
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property	1			2					2	1	1		7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1					2	1			4
Mishandling of Passenger Property - Dam	1			1							1		3
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Patdown	2				1	1		2	1	3		1	11
Patdown - Children									1				1
Patdown - Flyer	2				1	1		2		2		1	9
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	1	2	1		1	1	1	1	1	3		2	14
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1			2		1	4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1		1								2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Service Animals	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Persons w/ Disabilities (PWD) - Visual Impairment	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1							1				2
Property - Special Handling			1		1						3		5
Property - Special Handling - Missing Items - Carry-On			1		1						3		5
Screening	3	2		1	3	1	1	2	2	4	4	2	25
Screening - Children	1												1
Screening - Inconsistency	1	1		1				1		2		2	8
Screening - Lengthy Lines										1	1		2
Screening - Procedures/Process	1	1			3	1	1		2	1	3		13
Screening - Retrieving Abandoned/Confiscated Items								1					1
2025	8	9	6	5	6	9	5						48
Airline	1			1		2							4
Airline - Baggage Requirements						1							1
Airline - Policy/Regulations/Service	1			1		1							3
Civil Rights				1	1								2
Civil Rights - Age					1								1
Civil Rights - Sex				1									1
Customer Service	2				2								4
Customer Service - TCC	1												1
Customer Service - TSO	1				2								3
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
No Jurisdiction				1	1								2
No Jurisdiction - No Referral					1								1
No Jurisdiction - Refer to CBP				1									1
Patdown		2			1								3
Patdown - Flyer		1			1								2
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	4	5	1	2		6	1						19
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1												1
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Health			1			1							2
Persons w/ Disabilities (PWD) - Diabetes	1	1											2
Persons w/ Disabilities (PWD) - Internal Medical Devices						2							2
Persons w/ Disabilities (PWD) - Medically Necessary	2			2		1	1						6
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						2							2
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		2											2
Property - Special Handling			1			1							2
Property - Special Handling - Missing Items - Checked			1			1							2
Screening	1	2	4				3						10
Screening - Children							1						1
Screening - Inconsistency							1						1
Screening - Lengthy Lines		2				1							3
Screening - Procedures/Process	1		4										5

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SFO	118	112	113	90	66	99	81	41	61	57	74	76	988
2024	39	47	40	39	35	44	31	41	61	57	74	76	584
Airline	1			1		1		3	1	3		2	12
Airline - Lost Baggage						1				2			3
Airline - Policy/Regulations/Service	1							2	1	1		1	6
Airline - Positive Bag Match Program								1					1
Airline - Wheelchair Assistance				1								1	2
Business, Suggestions, and Ideas											1		1
Business, Suggestions, and Ideas - General											1		1
Civil Rights	2	7	3	8	2	8	3	1	2	5	8	8	57
Civil Rights - Age						1					2		3
Civil Rights - Constitutional Rights					1	1						2	4
Civil Rights - Headwear		1	1	3									5
Civil Rights - National Origin		1	1		1								3
Civil Rights - Not Specified			1	1			1						3
Civil Rights - Other												1	1
Civil Rights - Perceived Religion						2	1				2		5
Civil Rights - Profiling		1											1
Civil Rights - Race	2	3		2		2		1	1	2	3	2	18
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex		1		2		1	1		1	3	1	2	12
Civil Rights - Sexual Orientation												1	1
Claims			1										1
Claims - Status			1										1
Customer Service	11	16	20	15	15	16	8	11	22	23	21	20	198
Customer Service - CSM						1							1
Customer Service - Others						1				1			2
Customer Service - TCC						1							1
Customer Service - TSO	11	16	20	15	15	13	8	11	22	22	21	20	194
DHS TRIP			1								1		2
DHS TRIP - General			1								1		2
Locks		2	1	1	1	1		1					7
Locks - Missing or Damaged Lock		2	1	1	1	1		1					7
Lost and Found	1	1					3	2	1				8
Lost and Found - Airport/TSA	1	1					3	2	1				8
Mishandling of Passenger Property	3	2		3	3	5	3	3	5	4	4	3	38
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1	2	1	1	3	2	1		12
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	2		1	1	3	2	2	2	2	3	3	24
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1	1								2
No Jurisdiction	2		2	1	1	2	1	3	3	2	5	4	26
No Jurisdiction - No Referral								1	1		2		4
No Jurisdiction - Refer to CBP	1		2	1	1	2	1	1		1	1	4	15
No Jurisdiction - Refer to Other	1							1	2	1	2		7
Ombudsman			1									1	2
Ombudsman - General			1									1	2
Patdown				2			3	1	1	4	3	3	17
Patdown - Flyer				2			3	1	1	3	3	3	16
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	3	3		2	5	3	4	6	3	6	7	14	56
Persons w/ Disabilities (PWD) - Autism Spectrum									1		1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1					1			2
Persons w/ Disabilities (PWD) - Diabetes		1						2				2	5
Persons w/ Disabilities (PWD) - General				1		1	1	3	1			2	9
Persons w/ Disabilities (PWD) - Hearing Impairment											1	1	2
Persons w/ Disabilities (PWD) - Internal Medical Devices					1			1				2	4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Medically Necessary	1				1	1	1				1	2	7
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1	3	3	7
Persons w/ Disabilities (PWD) - Prostheses	2			1	1								4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1				2			3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Other		2			1		1		1	2	1		8
Persons w/ Disabilities (PWD) - Wounded Warrior							1						1
Property - Special Handling	3	5	5	1	3	2	1	1	6	3	2	2	34
Property - Special Handling - Damaged Items - Carry-On					1	1					1		3
Property - Special Handling - Damaged Items - Checked				1				1	4	1			7
Property - Special Handling - Missing Items - Carry-On	1	4	3		1				1	1		2	13
Property - Special Handling - Missing Items - Checked	2	1	2		1	1	1		1	1	1		11
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	13	11	6	4	4	6	5	9	17	7	22	19	123
Screening - Children				1									1
Screening - Inconsistency	2	1	1		1	1		2	3	1	3		15
Screening - International Screening												1	1
Screening - Lengthy Lines	3	1	1		1	1		1	2	1	2	4	17
Screening - Procedures/Process	8	7	4	2	2	3	5	6	11	5	17	14	84
Screening - Retrieving Abandoned/Confiscated Items		2				1			1				4
Screening - Security Breach				1									1
TWIC					1								1
TWIC - General					1								1
2025	79	65	73	51	31	55	50						404
Additional Information Required/Insufficient Information	2												2
Additional Information Required/Insufficient Information - Other	2												2
Airline	3	3	1	2	1		1						14
Airline - Lost Baggage		1	1			1							3
Airline - Policy/Regulations/Service	3	2		1	1	2	1						10

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Airline - Positive Bag Match Program				1									1
Civil Rights	9	7	10	7	3	8	6						50
Civil Rights - Age	1						3						4
Civil Rights - Constitutional Rights		1				1	1						3
Civil Rights - Headwear	3		1				1						5
Civil Rights - National Origin			2	2		2							6
Civil Rights - Not Specified		1	2				1						4
Civil Rights - Other		2		1									3
Civil Rights - Perceived Religion	2	1	1	1									5
Civil Rights - Race	2	1	3	2	2	5							15
Civil Rights - Screening of Religious or Cultural Practices	1												1
Civil Rights - Sex		1	1	1	1								4
Claims						1	1						2
Claims - General						1							1
Claims - Status							1						1
CLEAR				1									1
CLEAR - Registered Traveler				1									1
Customer Service	13	15	16	10	8	9	16						87
Customer Service - CSM			1										1
Customer Service - TSO	13	15	15	10	8	9	16						86
DHS TRIP	1		2	2									5
DHS TRIP - General	1		2	2									5
Locks				2		1							3
Locks - Missing or Damaged Lock				2		1							3
Lost and Found	2	2	1			2	2						9
Lost and Found - Airport/TSA	2	2	1			2	2						9
Mishandling of Passenger Property	4	1	1	4	2	3	2						17
Mishandling of Passenger Property - Damaged Item	1		1	3		1	1						7
Mishandling of Passenger Property - Damaged Item - Checked Baggage	3			1	1	2							7
Mishandling of Passenger Property - Disarrayed Item		1			1		1						3
No Jurisdiction	6	3	4	3	3	2	2						23
No Jurisdiction - No Referral	4	1	2			2							9
No Jurisdiction - Refer to CBP	1	2	2	2	3		2						12
No Jurisdiction - Refer to Other	1			1									2
No Subject				1									1
No Subject - General				1									1
Patdown	2	2	5	2	1	4	2						18
Patdown - Children		2	1										3
Patdown - Flyer	2		4	2	1	4	2						15
Persons w/ Disabilities (PWD)	10	5	5	5	3	5	6						39
Persons w/ Disabilities (PWD) - Autism Spectrum		2											2
Persons w/ Disabilities (PWD) - Breast Cancer			2										2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes						1	1						2
Persons w/ Disabilities (PWD) - Diapers/Childcare	1												1
Persons w/ Disabilities (PWD) - General		1			1	1	2						5
Persons w/ Disabilities (PWD) - Medically Necessary	2		1	2		2							7
Persons w/ Disabilities (PWD) - Metal Implants	1			1									2
Persons w/ Disabilities (PWD) - Mobility Devices	1	2				1	1						5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1						1
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Visual Impairment	1												1
Persons w/ Disabilities (PWD) - Wheelchairs	4		2	1	1								8
Property - Special Handling	3	5	4	4		1	3						20
Property - Special Handling - Damaged Items	1	1	2			1	1						6
Property - Special Handling - Damaged Items - Checked Baggage		1	1	2									4
Property - Special Handling - Missing Items	2			2			2						6
Property - Special Handling - Missing Items - Checked Baggage		3	1										4
Screening	24	22	24	8	9	16	9						112
Screening - Crew Member or Airline Employee	1	1					1						3
Screening - Inconsistency	2	1	3	1		1							8
Screening - Lengthy Lines	4	4	6	3	3	3	2						25
Screening - Procedures/Process	16	16	14	3	6	12	5						72
Screening - Retrieving Abandoned/Confiscated Items	1			1			1						3
Screening - Security Breach			1										1
TWIC					1								1
TWIC - General					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SGF	7	8	10	6	4	5	3	2	2	8	1	4	60
2024	3	2	1	1	1	1	2	2	2	8	1	4	28
Civil Rights										2			2
Civil Rights - Profiling										1			1
Civil Rights - Race										1			1
Customer Service	1			1			1	1	2	1			7
Customer Service - TSO	1			1			1	1	2	1			7
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1
Patdown		1					1						2
Patdown - Flyer		1					1						2
Persons w/ Disabilities (PWD)										1		1	2
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening	1	1	1		1			1		4	1	3	13
Screening - Inconsistency								1				1	2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	1	1	1		1					4		2	10
2025	4	6	9	5	3	4	1						32
Civil Rights		1			1	1							3
Civil Rights - Race						1							1
Civil Rights - Sex					1								1
Civil Rights - Sexual Orientation		1											1
Claims				1									1
Claims - Status				1									1
Customer Service	1		2										3
Customer Service - TSO	1		2										3
DHS TRIP							1						1
DHS TRIP - General							1						1
Mishandling of Passenger Property	1						1						2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Dam	1												1
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown			1	1									2
Patdown - Flyer			1	1									2
Persons w/ Disabilities (PWD)	2	2	1		1								6
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medical Devices - At		1											1
Persons w/ Disabilities (PWD) - Medically	1	1	1		1								4
Property - Special Handling			2		1								3
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked			1										1
Screening		3	3	2		1	1						10
Screening - Inconsistency		1		1									2
Screening - Lengthy Lines			2	1									3
Screening - Procedures/Process		2	1			1	1						5

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SGU	3	2			1	3	1		1		2		13
2024	2	2				2			1		2		9
Customer Service						1			1				2
Customer Service - TSO						1			1				2
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1										1		2
Mishandling of Passenger Property - Dam	1										1		2
No Jurisdiction											1		1
No Jurisdiction - Refer to Department of State											1		1
Patdown			1										1
Patdown - Flyer as Observer			1										1
Screening	1						1						2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process	1												1
2025	1				1	1	1						4
Customer Service	1												1
Customer Service - TSO	1												1
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)							1		1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SHD										1			1
2024										1			1
Locks										1			1
Locks - Missing or Damaged Lock										1			1

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SHR		1										1	2
2024		1										1	2
Persons w/ Disabilities (PWD)		1										1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1										1	2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SHV	2	1	6	2	3	5	6		3	3	1		32
2024	2	1	3	1	2	1	5		3	3	1		22
Customer Service	1	1		1			1		1				5
Customer Service - TSO	1	1		1			1		1				5
Mishandling of Passenger Property				1		1			1				3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--C			1						1				2
No Jurisdiction											1		1
No Jurisdiction - Refer to Other										1			1
Patdown			1				1						2
Patdown - Flyer			1				1						2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening	1				1	1	3		1	1	1		9
Screening - Crew Member or Airline Employee									1				1
Screening - Lengthy Lines						1	3						4
Screening - Procedures/Process	1				1					1	1		4
2025			3	1	1	4	1						10
Civil Rights						2							2
Civil Rights - Age						1							1
Civil Rights - Not Specified						1							1
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property			1				1						2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Patdown						1							1
Patdown - Children						1							1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - General			1										1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1
Screening				1	1								2
Screening - Procedures/Process				1	1								2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SIT	3	2				3				1	3	1	13
2024	1	1				1				1	3	1	8
Civil Rights						1							1
Civil Rights - Other						1							1
Customer Service											2	1	3
Customer Service - TSO											2	1	3
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Property - Special Handling	1	1											2
Property - Special Handling - Damaged Items - Check			1										1
Property - Special Handling - Missing Item	1												1
Screening										1			1
Screening - Procedures/Process										1			1
2025	2	1				2							5
Civil Rights						1							1
Civil Rights - Constitutional Rights						1							1
Customer Service	1												1
Customer Service - TSO	1												1
Screening	1	1				1							3
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1	1											2

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SJC	22	21	23	23	20	26	23	16	15	17	17	16	239
2024	10	8	8	11	13	11	11	16	15	17	17	16	153
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Animals					1								1
Animals - Carry-On					1								1
Civil Rights			1	1	2	2	1	1		1		1	10
Civil Rights - Age						1							1
Civil Rights - Other					1			1					2
Civil Rights - Race			1		1	1	1			1		1	6
Civil Rights - Sex				1									1
CLEAR												1	1
CLEAR - TSA PreCheck Application Program												1	1
Customer Service	2	4	3	2	7	3	1	5	7	3	8	5	50
Customer Service - TSO	2	4	3	2	7	3	1	5	7	3	8	5	50
HAZMAT Endorsement							1						1
HAZMAT Endorsement - General							1						1
Human Capital			1									1	2
Human Capital - Prospective Employment with TSA			1									1	2
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Lost and Found									1	1		1	3
Lost and Found - Airport/TSA									1	1		1	3
Mishandling of Passenger Property	3		1	3	1	1			1	4	3	1	18
Mishandling of Passenger Property - Dam	2		1	1	1	1				2	1		9
Mishandling of Passenger Property - Dam	1			2					1	2	2	1	9
No Jurisdiction										2		1	3
No Jurisdiction - No Referral										1			1
No Jurisdiction - Refer to CBP										1		1	2
Patdown	1						1		1	2		1	6
Patdown - Flyer							1		1	2		1	5
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)		2		1	1		1	2	1	1	3	3	15
Persons w/ Disabilities (PWD) - Autism Spectrum					1						1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diabetes				1								1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1				1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1								1			2
Persons w/ Disabilities (PWD) - Mobility Disability (N		1										1	2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1	1			1		3
Property - Special Handling	3			3	1	3	1	3	1	2			17
Property - Special Handling - Damaged It	1							1					2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-On						1		1					2
Property - Special Handling - Missing Item	2			3	1	2	1		1	2			12
Screening	1	2	2	1		2	4	4	3	1	3	1	24
Screening - Inconsistency	1	1		1				1	1				5
Screening - Lengthy Lines								1	1			1	3
Screening - Procedures/Process		1	2			1	3	2	1	1	2		13
Screening - Retrieving Abandoned/Confiscated Items							1				1		2
Screening - Security Breach						1							1
2025	12	13	15	12	7	15	12						86
Airline				1			1						2
Airline - Policy/Regulations/Service				1			1						2
Civil Rights	2	2	2	3		1							10
Civil Rights - Age		1											1
Civil Rights - National Origin	1		1										2
Civil Rights - Other			1										1
Civil Rights - Race	1	1		2									4
Civil Rights - Screening of Religious or Cultural Garments				1									1
Civil Rights - Sex						1							1
Claims					1		1						2
Claims - Status					1		1						2
CLEAR					1	1							2
CLEAR - TSA PreCheck Application Program					1	1							2
Customer Service	3	3	3	2	2	3	2						18
Customer Service - TSO	3	3	3	2	2	3	2						18
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found		2				1							3
Lost and Found - Airport/TSA		2				1							3
Mishandling of Passenger Property			1	1		3	3						8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						3	2						5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
No Jurisdiction			1					1					2
No Jurisdiction - No Referral							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	2	2	1		2	2						10
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary		2		1			1						4

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Mobility I		1											1
Persons w/ Disabilities (PWD) - Visual Impairment				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1	1						2
Property - Special Handling		1	2	2	1	1	3						10
Property - Special Handling - Damaged Items - Carry-On					1	1	1						3
Property - Special Handling - Damaged It		1					1						2
Property - Special Handling - Missing Items - Carry-C			1										1
Property - Special Handling - Missing Items - Checke			1	2			1						4
Screening		3	1	4	2	1	1	2					14
Screening - Inconsistency		1											1
Screening - Lengthy Lines		1			1								2
Screening - Procedures/Process		1	1	4	1	1	1	2					11

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SJT	2			1		1	1						5
2024	1												1
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information - EMAIL ONLY	1												1
2025	1			1		1	1						4
Additional Information Required/Insufficient Information							1						1
Additional Information Required/Insufficient Information - EMAIL ONLY							1						1
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SJU	28	24	60	54	48	32	36	19	22	16	21	11	371
2024	7	7	23	20	13	10	15	19	22	16	21	11	184
Airline		1	1	1				1	1		2		7
Airline - Lost Baggage											1		1
Airline - Policy/Regulations/Service		1	1	1				1	1		1		6
Civil Rights			1	2				1		3	2	1	10
Civil Rights - National Origin										1			1
Civil Rights - Not Specified											1		1
Civil Rights - Perceived Religion										1			1
Civil Rights - Profiling				1									1
Civil Rights - Race			1					1		1	1	1	5
Civil Rights - Sexual Orientation				1									1
Claims						1		1					2
Claims - General						1							1
Claims - Status								1					1
Customer Service		2	9	7	1	2	6	8	4	1	8	1	49
Customer Service - Others							1						1
Customer Service - TCC			2										2
Customer Service - TSO		2	7	7	1	2	5	8	4	1	8	1	46
Locks				1	1								2
Locks - Missing or Damaged Lock				1	1								2
Lost and Found	1				1	1			1				4
Lost and Found - Airport/TSA	1				1	1			1				4
Mishandling of Passenger Property	2		2	1	4	2	2		6	1	1	1	22
Mishandling of Passenger Property - Dam	1				3	1			2			1	8
Mishandling of Passenger Property - Dam	1		1		1	1	1		3	1			9
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1		1		1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	1									2
No Jurisdiction			1		1	1				1	1		5
No Jurisdiction - No Referral			1			1				1			3
No Jurisdiction - Refer to CBP											1		1
No Jurisdiction - Refer to FAA					1								1
Patdown					1	1	2			2		3	9
Patdown - Children					1								1
Patdown - Flyer						1	1			2		3	7
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)	3		3	4	1			2		2	1	3	19
Persons w/ Disabilities (PWD) - Diabetes					1						1		2
Persons w/ Disabilities (PWD) - Medically	1							1					2
Persons w/ Disabilities (PWD) - Mobility I	2		3	3				1				3	12
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										2			2
Property - Special Handling		3	4	2	1		2	3	2	3	4	1	25
Property - Special Handling - Damaged Items - Check		2					1	2			1		6
Property - Special Handling - Missing Items - Carry-C		1		1	1		1	1		2	1		9
Property - Special Handling - Missing Items - Checked			4	1					1	1	2	1	10
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening	1	1	2	2	2	2	3	3	7	3	2	1	29
Screening - Inconsistency					1				1			1	3
Screening - Lengthy Lines		1		1			1	2	1		1		7
Screening - Procedures/Process	1		2	1	1	2	2	1	4	3	1		18
Screening - Retrieving Abandoned/Confiscated Items									1				1
2025	21	17	37	34	35	22	21						187
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Airline	1		1	2	1								5
Airline - Lost Baggage			1	1									2
Airline - Policy/Regulations/Service	1			1									2
Airline - Wheelchair Assistance					1								1
Civil Rights		1	1	3	5	4							14
Civil Rights - Age					2	1							3
Civil Rights - National Origin					2								2
Civil Rights - Not Specified		1	1	2	1	1							6
Civil Rights - Race				1									1
Civil Rights - Sex						2							2
Customer Service	7	1	8	2	8	7	2						35
Customer Service - TSO	7	1	8	2	8	7	2						35
DHS TRIP			1										1
DHS TRIP - General			1										1
Lost and Found			1	2	1	1	1						6
Lost and Found - Airport/TSA			1	2	1	1	1						6
Mishandling of Passenger Property	1	1	1	4	2		4						13
Mishandling of Passenger Property - Dam	1			2	1		2						6
Mishandling of Passenger Property - Damaged/Missin		1	1	2	1		2						7
No Jurisdiction	1		1	2	1								5
No Jurisdiction - No Referral	1		1	1									3
No Jurisdiction - Refer to CBP				1									1
No Jurisdiction - Refer to Other					1								1
Patdown	3		2		1	2							8
Patdown - Children						2							2
Patdown - Flyer	3		2		1								6
Persons w/ Disabilities (PWD)	3	4	5	8	3		1						24
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - General	1	2	1	1	1								6
Persons w/ Disabilities (PWD) - Internal Medical	1	1											2
Persons w/ Disabilities (PWD) - Medically	1				1								2
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1	3	3				1					8
Persons w/ Disabilities (PWD) - Service Animals				1									1
Property - Special Handling	2	2	4	4	1	1	3						17
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Checked			1				1						2
Property - Special Handling - Missing Items - Carry-C		1	2	3	1		2						9
Property - Special Handling - Missing Items	2		1	1		1							5
Screening	3	7	12	7	12	7	10						58
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		1		1			1						3
Screening - Lengthy Lines		3	4	3	3	3	3						19
Screening - Procedures/Process	3	3	6	2	9	4	6						33
Screening - Retrieving Abandoned/Confiscated Items			2										2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SLC	71	59	100	103	99	113	96	54	52	53	57	42	899
2024	33	29	33	51	43	50	45	54	52	53	57	42	542
Additional Information Required/Insufficient Information	1				1								2
Additional Information Required/Insufficient Information - EMAIL ONLY	1				1								2
Airline							1			1		2	4
Airline - Policy/Regulations/Service							1			1		2	4
Civil Rights	1	1	1	1	3	2	3	3		4	4	4	27
Civil Rights - Age					1								1
Civil Rights - Civil Rights Violation (TSA Employee)			1				1					1	3
Civil Rights - National Origin							1					1	2
Civil Rights - Not Specified				1	1						1		3
Civil Rights - Other	1								1				2
Civil Rights - Perceived Religion		1											1
Civil Rights - Race						2		1		3		2	8
Civil Rights - Screening of Religious or Cultural Garments											1		1
Civil Rights - Sex					1		1	1			2		5
Civil Rights - Sexual Orientation										1			1
Claims						1							1
Claims - Status						1							1
CLEAR						1						1	2
CLEAR - Registered Traveler						1							1
CLEAR - TSA PreCheck Application Program												1	1
Customer Service	6	12	13	18	11	13	13	16	15	13	13	7	150
Customer Service - CSM			1		1		1						3
Customer Service - TSO	6	12	12	18	10	13	12	16	15	13	13	7	147
DHS TRIP												1	1
DHS TRIP - General												1	1
Human Capital											1		1
Human Capital - Former Employee											1		1
Locks					3				1		1	1	6
Locks - Missing or Damaged Lock					3				1		1	1	6
Lost and Found			1	2			2	1		1			7
Lost and Found - Airport/TSA			1	2			2	1		1			7
Mishandling of Passenger Property	3	1	2	2	7	9	7	8	8	9	10	7	73
Mishandling of Passenger Property - Damaged/Missing Items--Carry-On	2	1	1	1	5	6	6	4	8	5	7	7	53
Mishandling of Passenger Property - Damaged/Missing Items--Carry-On--Unspecified Luggage			1	1	2	3	1	4		1	3		16
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										3			3
Mishandling of Passenger Property - Disposition	1												1
No Jurisdiction				2	2		1	1	1	2	3	4	16
No Jurisdiction - No Referral				2	2				1	1	1	1	8
No Jurisdiction - Refer to CBP							1	1			1	3	6
No Jurisdiction - Refer to Other										1	1		2
Patdown	3	1	3	5	2	4	3	5	4	1		1	32
Patdown - Children							1	1					2
Patdown - Flyer	3	1	1	5	2	3	2	4	4	1		1	27
Patdown - Flyer as Observer			1			1							2
Patdown - General			1										1
Persons w/ Disabilities (PWD)		2			3	6	4	4	3	3	2	6	33
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1					1	2
Persons w/ Disabilities (PWD) - Diapers/Garments/Devices		1			1			1					3
Persons w/ Disabilities (PWD) - General						2		1					3
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1		1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1	1	1	1	1			5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						2							2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1											1
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1	1	1		1	1	1	4	10
Property - Special Handling	5	3	2	3	5	6	3	4	6	2	6	3	48
Property - Special Handling - Damaged Items	3	2	1	3	2	5	2	2	2	1	3	3	29
Property - Special Handling - Damaged Items - Carry-On	1		1		1			1					5
Property - Special Handling - Missing Items - Carry-On					1		1		3	1	2		8
Property - Special Handling - Missing Items - Checked	1	1			1	1		1			1		6
Screening	14	9	11	18	6	8	8	12	14	17	17	5	139
Screening - Children					1							1	2
Screening - Gate Pass	1												1
Screening - Inconsistency	2	1	4	2			2		2	2	2		17
Screening - Lengthy Lines	2	1	2	4	1	5	2	2		1	1		21
Screening - Procedures/Process	9	6	5	11	4	3	3	10	12	14	14	4	95
Screening - Retrieving Abandoned/Confiscated Items		1		1									2
Screening - Shoe Screening							1						1
2025	38	30	67	52	56	63	51						357
Additional Information Required/Insufficient Information					1								1
Additional Information Required/Insufficient Information - EMAIL ONLY					1								1
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Animals			1										1
Animals - Checked			1										1
Business, Suggestions, and Ideas			1										1
Business, Suggestions, and Ideas - General			1										1
Civil Rights	4	2	2	1	3	4	3						19
Civil Rights - Age	1					1	2						4
Civil Rights - Constitutional Rights	1					1							2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Not Specified			1			1							2
Civil Rights - Other	1			1									2
Civil Rights - Race		1			2	2							5
Civil Rights - Sex	1		1	1			1						4
Claims			1										1
Claims - General			1										1
CLEAR						1							1
CLEAR - TSA PreCheck Application Program						1							1
Customer Service	2	8	9	12	10	14	6						61
Customer Service - Others						1							1
Customer Service - TSO	2	8	9	12	10	13	6						60
DHS TRIP							1						1
DHS TRIP - General						1							1
Human Capital			1										1
Human Capital - Prospective Employment with TSA			1										1
Locks	1			1	1		2						5
Locks - Missing or Damaged Lock	1			1	1		2						5
Lost and Found		2	1		2		1						6
Lost and Found - Airport/TSA		2	1		2		1						6
Mishandling of Passenger Property	7	1	7	8	13	7	4						47
Mishandling of Passenger Property - Damaged	5	1	5	5	9	3	4						32
Mishandling of Passenger Property - Damaged	2		2	1	4	4							13
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				2									2
No Jurisdiction			3		3	1	2						9
No Jurisdiction - No Referral			1		1								2
No Jurisdiction - Refer to CBP			2		2	1	2						7
Patdown	1	3	4	2	1	3	2						16
Patdown - Children		1				1							2
Patdown - Flyer	1	2	4	2	1	2	2						14
Persons w/ Disabilities (PWD)	3	6	10	6	5	4	4						38
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental 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) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1	1	1	1							4
Persons w/ Disabilities (PWD) - Metal Implants (Joint)			1										1
Persons w/ Disabilities (PWD) - Mobility []	2	3	1		2								8
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1				1						2
Persons w/ Disabilities (PWD) - Respiratory and Inha		2	2			1	2						7
Persons w/ Disabilities (PWD) - Wheelcha	1	1	1	2	1								6
Property - Special Handling	6	4	6	5	4	4	6						35
Property - Special Handling - Damaged It	4	3	2	3	1	4	4						21
Property - Special Handling - Damaged It	1		1	1			2						5
Property - Special Handling - Missing Item	1	1	1	1	3								7
Property - Special Handling - Missing Items - Checked			2										2
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening	14	4	20	17	13	24	19						111
Screening - Inconsistency	2		5	2	1	2	1						13
Screening - Lengthy Lines	2	1	1	3	3	4	6						20
Screening - Procedures/Process	8	3	14	12	9	18	12						76
Screening - Retrieving Abandoned/Confis	1												1
Screening - Security Breach	1												1
TWIC						1							1
TWIC - General						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SLN	1												1
2025	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SMF	41	26	42	36	37	21	50	19	26	26	25	18	367
2024	20	8	17	11	21	10	22	19	26	26	25	18	223
Additional Information Required/Insufficient Information									2		1	1	4
Additional Information Required/Insufficient Information - EMAIL ONLY									2		1	1	4
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Airline		1							1	1			3
Airline - Policy/Regulations/Service		1							1	1			3
Civil Rights	1		2	1	3	1	1	1		3	3	1	17
Civil Rights - Constitutional Rights					1					1			2
Civil Rights - Not Specified											1	1	2
Civil Rights - Other										1	1		2
Civil Rights - Profiling			1										1
Civil Rights - Race	1				2	1	1	1					6
Civil Rights - Sex			1	1						1	1		4
Customer Service	5		7	1	9	4	4	5	7	7	2	5	56
Customer Service - CSM			1		1								2
Customer Service - Others										1			1
Customer Service - TSO	5		6	1	8	4	4	5	7	6	2	5	53
DHS TRIP								1					1
DHS TRIP - General								1					1
Locks	2												2
Locks - Missing or Damaged Lock	2												2
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property		1	3	4		2	4			3	1	4	22
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1			2			2	1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--C			2	3		2	2			1		3	13
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction				1					1	1			3
No Jurisdiction - No Referral				1						1			2
No Jurisdiction - Refer to CBP									1				1
Patdown	3	1		1	1	1	1	2	5	4	5	1	25
Patdown - Children										1			1
Patdown - Flyer	3	1		1	1	1	1	2	4	3	5	1	23
Patdown - General									1				1
Persons w/ Disabilities (PWD)	1	2			1	1	6	3	6	3	6	4	33
Persons w/ Disabilities (PWD) - Autism Spectrum		1			1		1						3
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cancer (d	1												1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1		1				2
Persons w/ Disabilities (PWD) - Diabetes											1	1	2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2		2	1	3		8
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1				1	2
Persons w/ Disabilities (PWD) - Mobility Disability (N		1							1		1		3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									2			1	3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1				1	1	3
Property - Special Handling	1		3		3		4	1		1	3	1	17
Property - Special Handling - Damaged Items - Carry-On			2		1		1						4
Property - Special Handling - Damaged Items - Checked							1	1		1			3
Property - Special Handling - Missing Item	1				1		2				2	1	7
Property - Special Handling - Missing Items - Checked			1		1						1		3
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	7	3	2	3	3	1	2	5	4	3	4		37
Screening - Children											1		1
Screening - Inconsistency						1		2	1	1	1		6
Screening - Lengthy Lines					1			1	1				3
Screening - Procedures/Process	6	1	1	3	2		2	2	2	2	2		23
Screening - Retrieving Abandoned/Confiscated Items		2	1										3
Screening - Security Breach	1												1
2025	21	18	25	25	16	11	28						144
Airline			1				1						2
Airline - Lost Baggage			1										1
Airline - Policy/Regulations/Service							1						1
Animals	1												1
Animals - Carry-On	1												1
Civil Rights	2	1	2				3						8
Civil Rights - Not Specified	1						2						3
Civil Rights - Profiling	1												1
Civil Rights - Race		1	1										2
Civil Rights - Sex			1										1
Civil Rights - Sexual Orientation							1						1
Customer Service	5	1	7	5	6	1	1						26
Customer Service - Others						1							1
Customer Service - TCC			1										1
Customer Service - TSO	5	1	6	5	6		1						24
DHS TRIP							1						1
DHS TRIP - General							1						1
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found			1	1		1							3
Lost and Found - Airport/TSA			1	1		1							3
Mishandling of Passenger Property		2	3	2	1	1	4						15
Mishandling of Passenger Property - Damaged		2	1	1	1	1							6
Mishandling of Passenger Property - Damaged/Missing			2	2			4						8
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
No Jurisdiction	1	2		2	1								6
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to CBP		1			1								2
No Jurisdiction - Refer to Other	1	1		1									3
Patdown		2	1			2	3						8
Patdown - Flyer		2	1			2	3						8
Persons w/ Disabilities (PWD)	4	1	4	4	2	4	1						20
Persons w/ Disabilities (PWD) - Autism Spectrum	2					1							3
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - Cognitive	1		1			1							3
Persons w/ Disabilities (PWD) - General			1	1		1							3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			2	2		1							5
Persons w/ Disabilities (PWD) - Metal Implants	1				1		1						3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Property - Special Handling		1	4	2	2	1	4						14
Property - Special Handling - Damaged Items - Carry		1	1				1						3
Property - Special Handling - Damaged Items - Checked			1	1	1		1						4
Property - Special Handling - Missing Items - Carry-On			1	1	1								3
Property - Special Handling - Missing Items - Checked			1			1	2						4
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	6	6	3	9	4	1	9						38
Screening - Inconsistency	1			3	2								6
Screening - Lengthy Lines		2	1				1						4
Screening - Procedures/Process	5	4	2	5	2	1	7						26
Screening - Retrieving Abandoned/Confiscated Items				1			1						2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SMX												1	1
2024												1	1
Airline												1	1
Airline - Policy/Regulations/Service												1	1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SNA	32	28	29	36	32	39	40	15	14	18	20	22	325
2024	13	10	9	10	16	17	22	15	14	18	20	22	186
Additional Information Required/Insufficient Information							1						1
Additional Information Required/Insufficient Information - EMAIL ONLY							1						1
Airline							1				1		2
Airline - Policy/Regulations/Service							1				1		2
Civil Rights	2	1		3			2	1	2	1		1	16
Civil Rights - Not Specified				1			2						3
Civil Rights - Other				1						1	1	1	4
Civil Rights - Race				1				1			1		3
Civil Rights - Sex	1	1							2		1		5
Civil Rights - Sexual Orientation	1												1
Customer Service	3		6	3	4	6	6	5	5	6	3	5	52
Customer Service - TCC				1				1					2
Customer Service - TSO	3		6	2	4	6	6	4	5	6	3	5	50
DHS TRIP								1					1
DHS TRIP - General								1					1
Locks		1			1			1				2	5
Locks - Missing or Damaged Lock		1			1			1				2	5
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property	2		1	2	3	1				1	3	2	15
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1	1	1				1	2	2	9
Mishandling of Passenger Property - Dam	2			1	2								5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
No Jurisdiction							1			1			2
No Jurisdiction - Refer to Other							1			1			2
Patdown	4	2	1			2	3	1	2	4	1	1	21
Patdown - Children						1							1
Patdown - Flyer	4	2	1			1	3	1	2	3	1	1	19
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	2	2			2	3	3	2	1	2	1	5	23
Persons w/ Disabilities (PWD) - Autism Spectrum										1		1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General							1		1				2
Persons w/ Disabilities (PWD) - Hearing I	1												1
Persons w/ Disabilities (PWD) - Internal M	1					1		1					3
Persons w/ Disabilities (PWD) - Medical Devices - At		1										1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1				1	1	1	4
Persons w/ Disabilities (PWD) - Mobility Disability (N		1						1				1	3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Service Animals					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1							1	2
Property - Special Handling		2		1	3	1	6	1	3		1	3	21
Property - Special Handling - Damaged Items - Carry		1		1	2	1	2		1			1	9
Property - Special Handling - Damaged Items - Checked							1		1				2
Property - Special Handling - Missing Items - Carry-On					1		1		1		1		4
Property - Special Handling - Missing Items - Checke		1					2	1				2	6
Screening		2	1	1	3	1	2	3	1	3	7	2	26
Screening - Inconsistency											1		1
Screening - Lengthy Lines							1				1		2
Screening - Procedures/Process		2	1	1	3	1	1	3	1	3	3	2	21
Screening - Retrieving Abandoned/Confiscated Items											1		1
Screening - Security Breach											1		1
2025	19	18	20	26	16	22	18						139
Civil Rights	1	2	3	1			1						8
Civil Rights - Age	1						1						2
Civil Rights - National Origin		1											1
Civil Rights - Not Specified			1										1
Civil Rights - Race			1	1									2
Civil Rights - Sex		1	1										2
Customer Service	6	7	6	5	5	3	4						36
Customer Service - TSO	6	7	6	5	5	3	4						36
DHS TRIP		1				1							2
DHS TRIP - General		1				1							2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	1		1	3	1	6							12
Mishandling of Passenger Property - Dam	1			3		4							8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	2							3
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1
Patdown	1	1		3	1	2	2						10
Patdown - Children				1		1							2
Patdown - Flyer	1	1		2	1	1	2						8
Persons w/ Disabilities (PWD)	3	1	3	3	5	3	3						21
Persons w/ Disabilities (PWD) - Autism S	1			1									2
Persons w/ Disabilities (PWD) - Diabetes		1		1									2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - General			1		1	1							3
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			2		1								3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						2	1						3
Persons w/ Disabilities (PWD) - Touch Assistance	1				3		1						5
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling	1	2	1	2	2	2	4						14
Property - Special Handling - Damaged Items	1		1		1		4						7
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked Baggage		2		2	1	1							6
Screening	4	4	6	8	2	5	4						33
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency				1		1							2
Screening - Lengthy Lines			1			2							3
Screening - Procedures/Process	4	4	5	6	2	2	4						27

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SOW	1						1						2
2024	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
2025							1						1
Notice of Violation/Civil Penalties							1						1
Notice of Violation/Civil Penalties - General							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SPI								1		1	1		3
2024								1		1	1		3
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SPS	1					1	1	1				1	5
2024								1				1	2
Civil Rights								1					1
Civil Rights - Race								1					1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
2025	1					1	1						3
Customer Service	1					1	1						3
Customer Service - TSO	1					1	1						3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SRQ		9	11	13	9	24	23	3	4	5	3	12	116
2024		6	6	3	5	8	9	3	4	5	3	12	64
Civil Rights												1	1
Civil Rights - Constitutional Rights												1	1
Customer Service		2	2	1	3	3	3	1		1	1	1	18
Customer Service - TSO		2	2	1	3	3	3	1		1	1	1	18
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property		1	1				1						3
Mishandling of Passenger Property - Damaged/Missin		1	1										2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown		2			2	1	2		1	1	1	2	12
Patdown - Flyer		2			2	1	2		1	1	1	2	12
Persons w/ Disabilities (PWD)			1	1				1	3			2	8
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling		1										1	2
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Missing Items - Checked												1	1
Screening			2	1		4	2	1		3	1	5	19
Screening - Inconsistency						1					1	1	3
Screening - Lengthy Lines			1									1	2
Screening - Procedures/Process			1	1		3	2	1		2		3	13
Screening - Retrieving Abandoned/Confiscated Items										1			1
2025		3	5	10	4	16	14						52
Airline					1								1
Airline - Policy/Regulations/Service					1								1
CLEAR				1									1
CLEAR - Registered Traveler				1									1
Customer Service			1	3	1	6	3						14
Customer Service - TSO			1	3	1	6	3						14
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property		1					1						2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missin		1											1
No Jurisdiction				1									1
No Jurisdiction - Refer to CBP				1									1
Patdown			1		1	1	1						4
Patdown - Children			1										1
Patdown - Flyer					1	1	1						3
Persons w/ Disabilities (PWD)		1		1		5	6						13
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Diabetes						2	1						3
Persons w/ Disabilities (PWD) - Internal Medical Devices						1	1						2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1					1						2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1	1						2
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening		1	2	4	1	2	2						12
Screening - Lengthy Lines					1								1
Screening - Military						1							1
Screening - Procedures/Process		1	2	3		1	2						9
Screening - Retrieving Abandoned/Confiscated Items				1									1

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STC		1					1						2
2024		1											1
Screening		1											1
Screening - Procedures/Process		1											1
2025							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STL	60	48	43	41	36	32	48	17	20	30	29	29	433
2024	26	18	14	15	16	15	24	17	20	30	29	29	253
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information - Airline	1												1
Airline			1			1			1				3
Airline - Policy/Regulations/Service			1			1			1				3
Civil Rights	1	2		1		1		1		2	3	2	14
Civil Rights - Age		2											2
Civil Rights - Civil Rights Violation (TSA Employee)								1					1
Civil Rights - Constitutional Rights												1	1
Civil Rights - Not Specified										1	1		2
Civil Rights - Race	1			1		1			1		2		6
Civil Rights - Sex										1		1	2
Customer Service	7	10	8	8	9	4	9	4	6	10	8	13	96
Customer Service - Others										1			1
Customer Service - TCC	1	1											2
Customer Service - TSO	6	9	8	8	9	4	9	4	6	9	8	13	93
DHS TRIP											2		2
DHS TRIP - General											2		2
Hazardous Materials Safety						1							1
Hazardous Materials Safety - General						1							1
Locks							1	2					3
Locks - Missing or Damaged Lock							1	2					3
Mishandling of Passenger Property	2				1	1	3	2	2	1	1		13
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1					1			1	1			4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1						3	2			1		7
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1				1				2
No Jurisdiction			1			1					1		3
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to Other						1					1		2
Patdown	2				2	1	1	1	3	2	2	2	16
Patdown - Children							1		1				2
Patdown - Flyer	2				1	1		1	1	2	2	2	12
Patdown - Flyer as Observer					1				1				2
Persons w/ Disabilities (PWD)	4			1		2	1	2	3	3	5	3	24
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General								1			1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices - Attached to the Body	2									1			3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1						1	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter/ Segway)				1		1		1	1			1	5
Persons w/ Disabilities (PWD) - Prostheses	2									1	1	1	5
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1	1	3		5
Property - Special Handling			1	3	2			1	2	4	3	1	17
Property - Special Handling - Damaged Items - Carry-On			1							1	1		3
Property - Special Handling - Damaged Items - Checked											2		2
Property - Special Handling - Missing Items - Carry-On				2				1	1	3		1	8
Property - Special Handling - Missing Items - Checked				1	2				1				4
Screening	9	6	3	2	2	3	9	4	2	8	4	8	60
Screening - Children			1										1
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	3	1				1		1	1	3		1	14
Screening - Lengthy Lines							1				1	1	3
Screening - Procedures/Process	6	4	2	2	2	2	5	3	1	5	3	6	41
2025	34	30	29	26	20	17	24						180
Airline							2						2
Airline - Policy/Regulations/Service							2						2
Civil Rights	1	4	5	1	2	1	2						16
Civil Rights - Constitutional Rights			1			1	1						3
Civil Rights - National Origin			1	1	1								3
Civil Rights - Not Specified			1										1
Civil Rights - Perceived Religion		1											1
Civil Rights - Race		1	1				1						3
Civil Rights - Sex	1	2	1		1								5
Customer Service	12	10	11	6	5	7	6						57
Customer Service - TCC		1											1
Customer Service - TSO	12	9	11	6	5	7	6						56
Locks					1	1							2
Locks - Missing or Damaged Lock					1	1							2
Lost and Found	1			1	1								3
Lost and Found - Airport/TSA	1			1	1								3
Mishandling of Passenger Property	1	1	2	2	1	1	3						11
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage		1	2	1									4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1			1	1	1	1						5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							2						2
No Jurisdiction			1			1							2
No Jurisdiction - Refer to CBP						1							1
No Jurisdiction - Refer to Other			1										1
Patdown	1	1	1	2			2						7
Patdown - Flyer	1	1	1	2			2						7
Persons w/ Disabilities (PWD)	7	4	4	5	2	1	3						26
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Cognitive	1	1		1			1						4
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment	2		1										3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medically	1	2				1							4
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1	2	1	1		1						6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				2	1								3
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	2	2		3	2	2							11
Property - Special Handling - Damaged It	1	1											2
Property - Special Handling - Missing Items - Carry-C		1		3	1	1							6
Property - Special Handling - Missing Item	1				1	1							3
Screening	9	8	5	6	6	3	6						43
Screening - Inconsistency			2	1		1							4
Screening - Lengthy Lines	2	1	2	2	1		1						9
Screening - Procedures/Process	7	7	1	3	5	2	4						29
Screening - Security Breach							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STS	1	5	2	4	1	4	7	4		1	3		32
2024				1			1	4		1	3		10
Airline				1									1
Airline - Lost Baggage				1									1
Customer Service							1	1		1			3
Customer Service - TSO							1	1		1			3
Persons w/ Disabilities (PWD)								1			1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Screening								2			2		4
Screening - Inconsistency								1			1		2
Screening - Procedures/Process											1		1
Screening - Retrieving Abandoned/Confiscated Items								1					1
2025	1	5	2	3	1	4	6						22
Civil Rights						1	1						2
Civil Rights - Age						1							1
Civil Rights - Sex							1						1
Customer Service	1						1						2
Customer Service - TSO	1						1						2
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
No Jurisdiction						1	1						2
No Jurisdiction - No Referral						1	1						2
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)		5	1	2	1	2	1						12
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		3	1		1	2	1						8
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STT	4	4	9	9	7	12	8	8	2	4	4	2	73
2024	3	3	2	3	2	4	1	8	2	4	4	2	38
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Civil Rights			1							1			2
Civil Rights - Race			1							1			2
Customer Service	1		1	1		1	1	3		1			9
Customer Service - TCC										1			1
Customer Service - TSO	1		1	1		1	1	3					8
Mishandling of Passenger Property				1	1			3	1				6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								2					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1			1	1				4
No Jurisdiction						1				1			2
No Jurisdiction - Refer to CBP						1				1			2
Persons w/ Disabilities (PWD)	1								1		2	1	5
Persons w/ Disabilities (PWD) - Diabetes									1		1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)	1											1	2
Property - Special Handling						1		2			1		4
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked								2					2
Screening	1	3		1	1	1				1	1		9
Screening - Procedures/Process	1	3		1	1	1					1		8
Screening - Retrieving Abandoned/Confiscated Items										1			1
2025	1	1	7	6	5	8	7						35
Civil Rights			1			1	1						3
Civil Rights - Age			1										1
Civil Rights - Not Specified							1						1
Civil Rights - Race						1							1
Customer Service	1		3	1		1	2						8
Customer Service - TSO	1		3	1		1	2						8
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property						1	1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1						2
No Jurisdiction				1			3						4
No Jurisdiction - Refer to CBP				1			3						4
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)		1			1								2
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1											1
Property - Special Handling				2									2
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening			3	1	3	5							12
Screening - Lengthy Lines					1	2							3
Screening - Procedures/Process			3	1	2	3							9

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STX	2	1		2	2	1	6	1	2	1		1	19
2024	1			2	2	1	3	1	2	1		1	14
Civil Rights								1					1
Civil Rights - Sex								1					1
Customer Service									1	1		1	3
Customer Service - TSO									1	1		1	3
Mishandling of Passenger Property	1						1						2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction							1						1
No Jurisdiction - Refer to CBP							1						1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening				1	1	1	1		1				5
Screening - Inconsistency					1								1
Screening - Lengthy Lines						1			1				2
Screening - Procedures/Process				1			1						2
2025	1	1					3						5
Customer Service	1						1						2
Customer Service - TSO	1						1						2
Persons w/ Disabilities (PWD)							2						2
Persons w/ Disabilities (PWD) - Service Animals							2						2
Screening		1											1
Screening - Procedures/Process		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SUN				5	2		2						9
2024					1		2						3
Customer Service					1								1
Customer Service - TSO					1								1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
Request for Assistance								1					1
Request for Assistance - Other								1					1
2025				5	1								6
Customer Service					1								1
Customer Service - TSO					1								1
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1
Screening				4									4
Screening - Lengthy Lines				1									1
Screening - Procedures/Process				3									3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SUX						1			1			1	3
2024									1			1	2
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening									1				1
Screening - Procedures/Process									1				1
2025						1							1
Civil Rights						1							1
Civil Rights - Race						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SWF	2	4	2	3	1	4	2	1		3	1	1	24
2024	1	1	2		1	2	1	1		3	1	1	14
Additional Information Required/Insufficient Information							1						1
Additional Information Required/Insufficient Information - EMAIL ONLY							1						1
Customer Service		1				1				2	1	1	6
Customer Service - TSO		1				1				2	1	1	6
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
No Jurisdiction	1												1
No Jurisdiction - No Referral	1												1
No Subject				1									1
No Subject - General				1									1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Carry-On										1			1
Screening					1		1	1					3
Screening - Procedures/Process					1			1					2
Screening - Security Breach							1						1
2025	1	3		3		2	1						10
Customer Service						1							1
Customer Service - TSO						1							1
Persons w/ Disabilities (PWD)		2		1									3
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Screening	1	1		2		1	1						6
Screening - Procedures/Process	1	1		2		1	1						6

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SYR	12	13	20	11	14	11	2	6	10	5	11	5	120
2024	8	7	10	4	5	8	2	6	10	5	11	5	81
Airline									1	1			2
Airline - Policy/Regulations/Service									1	1			2
Civil Rights	1	1			1	1		1		1	2		8
Civil Rights - Constitutional Rights		1											1
Civil Rights - Headwear										1			1
Civil Rights - National Origin						1							1
Civil Rights - Race	1				1								2
Civil Rights - Screening of Religious or Cultural Garments											2		2
Civil Rights - Sex								1					1
Customer Service	2	1	2	1		2	1	2	3	1	1	1	17
Customer Service - CSM												1	1
Customer Service - Others			1										1
Customer Service - TSO	2	1	1	1		2	1	2	3	1	1		15
Hazardous Materials Safety											1		1
Hazardous Materials Safety - General											1		1
Mishandling of Passenger Property		2	1		3	1		1			1	1	10
Mishandling of Passenger Property - Damaged/Missii		1	1		2			1					5
Mishandling of Passenger Property - Damaged/Missii		1				1					1	1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
No Jurisdiction						1							1
No Jurisdiction - No Referral						1							1
Patdown		1	1		1					1	1		5
Patdown - Flyer		1	1		1					1	1		5
Persons w/ Disabilities (PWD)		1	1	2		1			1		3		9
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1							1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1						1				2
Persons w/ Disabilities (PWD) - Service Animals											1		1
Property - Special Handling	1		1						1				3
Property - Special Handling - Missing Items - Carry-On			1						1				2
Property - Special Handling - Missing Items - Checked	1												1
Screening	4	1	4	1		2	1	2	4	1	2	3	25
Screening - Children									1				1
Screening - Inconsistency												1	1
Screening - Lengthy Lines	2	1	1			1				1	2		8
Screening - Procedures/Process	2		2	1		1		2	3			2	13
Screening - Retrieving Abandoned/Confiscated Items							1						1
Screening - Security Breach			1										1
2025	4	6	10	7	9	3							39
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights			2		2								4
Civil Rights - Not Specified			1										1
Civil Rights - Sex			1		1								2
Civil Rights - Sexual Orientation					1								1
Customer Service		4	1	1	2								8
Customer Service - TSO		4	1	1	2								8
DHS TRIP			1										1
DHS TRIP - General			1										1
Locks						1							1
Locks - General						1							1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown			1		1								2
Patdown - Flyer			1		1								2
Persons w/ Disabilities (PWD)	1	1	1	1	2	1							7
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication			1		1								2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Property - Special Handling				1	1								2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked					1								1
Screening	3	1	2	4	1	1							12
Screening - Crew Member or Airline Employee	1												1
Screening - Lengthy Lines			1	2									3
Screening - Procedures/Process	2	1	1	2	1	1							8

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

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TLH	7	3	4	6	5	10	3	4	2	4	2	2	52
2024	5	2	2	2	3	3	3	4	2	4	2	2	34
Claims								1					1
Claims - General								1					1
Customer Service			2	2		3	1			1			9
Customer Service - TSO			2	2		3	1			1			9
Human Capital		1											1
Human Capital - Former Employee		1											1
Locks									1		1		2
Locks - Missing or Damaged Lock									1		1		2
Mishandling of Passenger Property	2				1		1						4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Dam	1						1						2
Mishandling of Passenger Property - Disa	1												1
Notice of Violation/Civil Penalties										1			1
Notice of Violation/Civil Penalties - General										1			1
Patdown								1				1	2
Patdown - Flyer								1					1
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)	1							2		2			5
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1		1			2
Screening	2	1			2		1		1		1	1	9
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency											1		1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2	1					1		1			1	6
2025	2	1	2	4	2	7							18
Civil Rights						1							1
Civil Rights - Not Specified						1							1
Customer Service	2	1		1		1							5
Customer Service - TSO	2	1		1		1							5
Mishandling of Passenger Property			1			1							2
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1							2
No Jurisdiction						1							1
No Jurisdiction - No Referral						1							1
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening				2	1	3							6
Screening - Procedures/Process				2	1	3							6

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TOL				2					1		1		4
2024				2					1		1		4
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TPA	62	93	91	81	88	135	143	57	62	58	43	44	957
2024	30	39	42	34	27	56	69	57	62	58	43	44	561
Airline			1					1	1				3
Airline - Policy/Regulations/Service			1					1					2
Airline - Wheelchair Assistance									1				1
Civil Rights	3	4	2	1	3	1	3	3	1	2	1	2	26
Civil Rights - Civil Rights Violation (TSA Employee)							1						1
Civil Rights - Constitutional Rights										1			1
Civil Rights - Not Specified					1			1					2
Civil Rights - Other												1	1
Civil Rights - Profiling			1										1
Civil Rights - Race	3	3	1		1	1	1	2	1			1	14
Civil Rights - Sex		1		1	1		1			2			6
Claims						1	2						3
Claims - General						1	1						2
Claims - Status							1						1
Customer Service	9	13	16	15	6	25	25	22	33	21	15	15	215
Customer Service - Others						2							2
Customer Service - TSO	9	13	16	15	6	23	25	22	33	21	15	15	213
DHS TRIP													1
DHS TRIP - General												1	1
Locks			2		1		4			1	1		9
Locks - Missing or Damaged Lock			2		1		4			1	1		9
Lost and Found				1						1	1		3
Lost and Found - Airport/TSA				1						1	1		3
Mishandling of Passenger Property	1	2	5	3	2	3	6	7	2	3	2	1	37
Mishandling of Passenger Property - Damaged	1		4	1	1	2	4	3	2	3			21
Mishandling of Passenger Property - Damaged/Missing		1	1	2		1	2	2			2	1	12
Mishandling of Passenger Property - Damaged/Missing		1						2					3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
No Jurisdiction	1		1		1		1	1			3		8
No Jurisdiction - No Referral								1			2		3
No Jurisdiction - Refer to CBP	1		1				1						3
No Jurisdiction - Refer to Other					1						1		2
Patdown	2		1	4	3	7	3	2	2	4	2	2	32
Patdown - Children						1	1		1	1			4
Patdown - Flyer	2		1	4	3	4	2	2	1	3	2	2	26
Patdown - Flyer as Observer						2							2
Persons w/ Disabilities (PWD)	3	5	3	3	6	6	13	7	8	12	4	9	79
Persons w/ Disabilities (PWD) - Autism Spectrum							1	2		1			4
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1							1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1			1			2
Persons w/ Disabilities (PWD) - Diabetes				1		1							2
Persons w/ Disabilities (PWD) - General							1		1	1			3
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1					1		1	3
Persons w/ Disabilities (PWD) - Medically	1	1	1		1	2	3	1	2	6	2	2	22
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility	1		1	1		1	2	1	2	1		3	13
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1			1								2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1		1	1	1	1			5
Persons w/ Disabilities (PWD) - Respiratory	1	1						2					4
Persons w/ Disabilities (PWD) - Service Animals									2				2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		2	1	1	1	2	3				1		11
Property - Special Handling	3	3	4	2	2	2	1	4	5	4	3		33
Property - Special Handling - Damaged Items	1	1	2		1			3					8
Property - Special Handling - Damaged Items - Checked		1			1	1			1	2			6
Property - Special Handling - Missing Items	2	1	2	2		1	1	1	3	1	1		15
Property - Special Handling - Missing Items - Checked									1	1	2		4
Screening	8	12	7	5	3	11	11	10	10	10	11	14	112
Screening - Crew Member or Airline Employee	2												2
Screening - Inconsistency	1			1		2	1			2		1	8
Screening - Lengthy Lines	1	1				1		1			1	2	7
Screening - Procedures/Process	4	11	6	3	2	7	10	9	10	8	10	11	91
Screening - Retrieving Abandoned/Confiscated Items			1		1	1							3
Screening - Security Breach				1									1
2025	32	54	49	47	61	79	74						396
Additional Information Required/Insufficient Information	1		2										3
Additional Information Required/Insufficient Information	1		2										3
Airline					1	1	2						4
Airline - Policy/Regulations/Service					1		2						3
Airline - Wheelchair Assistance						1							1
Animals			1										1
Animals - Carry-On			1										1
Civil Rights	1	2	3	2	2	2	2						14
Civil Rights - National Origin			1	1	1								3
Civil Rights - Not Specified		1	1										2
Civil Rights - Race	1	1	1	1	1	1	2						8
Civil Rights - Sex						1							1
Claims					1								1
Claims - Status					1								1
CLEAR					1								1
CLEAR - TSA PreCheck Application Program					1								1
Customer Service	5	10	17	12	9	17	26						96

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - CSM				1									1
Customer Service - Others				1									1
Customer Service - TCC		1											1
Customer Service - TSO	4	10	17	10	9	17	26						93
DHS TRIP	1				2	1							4
DHS TRIP - General	1				2	1							4
Hazardous Materials Safety			1		1	2							4
Hazardous Materials Safety - General			1		1	2							4
Locks	1	1				1							3
Locks - Missing or Damaged Lock	1	1				1							3
Lost and Found				2	5	3	1						11
Lost and Found - Airport/TSA				2	5	3	1						11
Mishandling of Passenger Property		5	2	3	3	7	5						25
Mishandling of Passenger Property - Damaged/Missing		4	1	2	2	7	4						20
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1	1								3
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction		2	2	2	3	2	2						13
No Jurisdiction - No Referral		1	1	1	2	1	1						7
No Jurisdiction - Refer to CBP			1	1	1								3
No Jurisdiction - Refer to Department of State						1							1
No Jurisdiction - Refer to Other		1					1						2
Notice of Violation/Civil Penalties				1	2		1						4
Notice of Violation/Civil Penalties - General				1	2		1						4
Patdown		1	3	1	5	2	5	2					19
Patdown - Children							1	1					2
Patdown - Flyer		1	3	1	5	2	4	1					17
Persons w/ Disabilities (PWD)		7	12	9	4	15	13	6					66
Persons w/ Disabilities (PWD) - Autism Spectrum		1		1	1		1						4
Persons w/ Disabilities (PWD) - Cancer (general) Not			1	1									2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1		2		2						5
Persons w/ Disabilities (PWD) - Diabetes			1	1	1			1					4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - General		1		1	1	2							5
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medically		1	4			4	3						12
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1			4	1					6
Persons w/ Disabilities (PWD) - Mobility		1	1			3	1						6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Respiratory		1		1		1							3
Persons w/ Disabilities (PWD) - Service Animals				1	1								2
Persons w/ Disabilities (PWD) - Touch Aversion (pair			1	1			1						3
Persons w/ Disabilities (PWD) - Visual Impairment		1	1										2
Persons w/ Disabilities (PWD) - Wheelchair		2	2	1		2	1						8
Property - Special Handling		2	5	2	4	1	4	8					26
Property - Special Handling - Damaged Items		1	3		1			4					9
Property - Special Handling - Damaged Items - Checked				1			1	1					3
Property - Special Handling - Missing Items - Carry-On						1	3	2					6
Property - Special Handling - Missing Items		1	2	2	2			1					8
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening		11	13	12	11	13	21	19					100
Screening - Crew Member or Airline Employee				1			1						2
Screening - Inconsistency		1	3	1	1	2	1	1					10
Screening - Lengthy Lines			2			1	4						7
Screening - Procedures/Process		9	7	10	7	9	14	18					74
Screening - Retrieving Abandoned/Confiscated		1	1		2	1	1						6
Screening - Security Breach				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TRI	3		1	1	3	2	4				1	1	16
2024	1		1	1	2	1	3				1	1	11
Civil Rights													1
Civil Rights - Race													1
Customer Service	1			1	2		1						5
Customer Service - TSO	1			1	2		1						5
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Patdown			1										1
Patdown - Flyer as Observer			1										1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Carry-On							1						1
Screening						1					1		2
Screening - Procedures/Process						1					1		2
2025	2				1	1	1						5
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information	1												1
Human Capital	1												1
Human Capital - Prospective Employment	1												1
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Checked					1								1
Screening						1	1						2
Screening - Crew Member or Airline Employee						1							1
Screening - Procedures/Process							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TTN	3	8	7	3	4	5	4	1	5	4	3		47
2024	3	3	5	3	4	3	2	1	5	4	3		36
Civil Rights											1		1
Civil Rights - Screening of Religious or Cultural Garments											1		1
Customer Service	1	1	2	2	4	2	1		2	1	1		17
Customer Service - TSO	1	1	2	2	4	2	1		2	1	1		17
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
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Persons w/ Disabilities (PWD)										2			2
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling	2	1											3
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items - Carry-on		1											1
Property - Special Handling - Missing Items	1												1
Screening			2	1		1	1		3	1	1		10
Screening - Inconsistency									1				1
Screening - Procedures/Process			2			1	1		2	1			7
Screening - Retrieving Abandoned/Confiscated Items				1							1		2
2025		5	2			2	2						11
Customer Service		2					1						3
Customer Service - TSO		2					1						3
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missing Items		1											1
No Jurisdiction							1						1
No Jurisdiction - Refer to CBP							1						1
Persons w/ Disabilities (PWD)			2				1						3
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1										1
Screening		2				1							3
Screening - Inconsistency		1											1
Screening - Procedures/Process		1				1							2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TUL	23	22	25	18	15	15	25	9	5	5	4	11	177
2024	12	13	14	7	7		12	9	5	5	4	11	106
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Civil Rights		1	1	1				3	1	1		2	10
Civil Rights - Constitutional Rights										1		1	2
Civil Rights - Not Specified			1										1
Civil Rights - Race		1		1					1			1	4
Civil Rights - Sex								1					1
Civil Rights - Sexual Orientation								2					2
Customer Service	7	1	8	1	3	1	2	2	1	1		4	31
Customer Service - TSO	7	1	8	1	3	1	2	2	1	1		4	31
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								2					2
Lost and Found - Airport/TSA								2					2
Mishandling of Passenger Property	1	2		1	1		1	1		1	2	1	11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1		1				2	1	6
Mishandling of Passenger Property - Damaged Item	1	1						1		1			4
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1
Patdown									1	1		1	3
Patdown - Flyer									1	1		1	3
Persons w/ Disabilities (PWD)				1		1	2			1			5
Persons w/ Disabilities (PWD) - Autism Spectrum				1			1						2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Property - Special Handling		1	2										3
Property - Special Handling - Damaged Items - Carry		1	1										2
Property - Special Handling - Damaged Items - Checked			1										1
Screening	4	7	3	2	3	3	6	1	2		2	3	36
Screening - Inconsistency	1	1					1						3
Screening - Lengthy Lines	1	2	2		1	2	3		2			1	14
Screening - Procedures/Process	2	4	1	2	2		2	1			1	2	17
Screening - Retrieving Abandoned/Confiscated Items						1							1
Screening - Shoe Screening											1		1
2025	11	9	11	11	8	8	13						71
Civil Rights		1	1				2						4
Civil Rights - Age			1										1
Civil Rights - National Origin							1						1
Civil Rights - Not Specified							1						1
Civil Rights - Sex		1											1
Customer Service	3	1	2	2	4		5						17
Customer Service - Others					1								1
Customer Service - TSO	3	1	2	2	3		5						16
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	2		2	2		2	1						9
Mishandling of Passenger Property - Damaged Item	2			1			1						4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on			2	1		2							5
No Jurisdiction			3			1							4
No Jurisdiction - No Referral			3										3
No Jurisdiction - Refer to CBP						1							1
Patdown		1		1									2
Patdown - Flyer		1		1									2
Persons w/ Disabilities (PWD)			2		1	2	1						6
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1			1							2
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Property - Special Handling	2	1	1		2	1							7
Property - Special Handling - Damaged Items - Carry-on	1				1	1							3
Property - Special Handling - Damaged Items - Checked		1											1
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Damaged	1		1										2
Screening	4	4		6	1	1	4						20
Screening - Crew Member or Airline Employee							1						1
Screening - Lengthy Lines					1		1						2
Screening - Procedures/Process	4	4		5		1	2						16
Screening - Retrieving Abandoned/Confiscated Items				1									1
SIDA (Security Identification Display Area)							1						1
SIDA (Security Identification Display Area) - General							1						1

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TUP		1			1								2
2025		1			1								2
Civil Rights					1								1
Civil Rights - Race					1								1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missin			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TUS	13	12	17	11	13	17	20	2	5	3	6	9	128
2024	1	5	8	3	8	8	12	2	5	3	6	9	70
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights		1				1	5	1					8
Civil Rights - National Origin							1						1
Civil Rights - Race						1	3	1					5
Civil Rights - Sex		1					1						2
Claims			1										1
Claims - General			1										1
Customer Service	1	1	4	1	4	3	5		2			3	24
Customer Service - TSO	1	1	4	1	4	3	5		2			3	24
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property						1	2	1	2		1		7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1			2		1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							2						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - General			1										1
Patdown					1	1							2
Patdown - Flyer					1	1							2
Persons w/ Disabilities (PWD)					1	1			1	1	2	1	7
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1	1			2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling		1		1								1	3
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Items - Checked												1	1
Screening		2		1	1		1	1		1	3	4	14
Screening - Classified Materials												1	1
Screening - Procedures/Process		2		1	1		1	1		1	3	3	13
2025	12	7	9	8	5	9	8						58
Airline		1					1						2
Airline - Policy/Regulations/Service		1					1						2
Civil Rights	1		2			1							4
Civil Rights - Age			1										1
Civil Rights - Other			1										1
Civil Rights - Race	1												1
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Customer Service	3	2	2	1		1							9
Customer Service - TSO	3	2	2	1		1							9
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	2				2	1							5
Mishandling of Passenger Property - Dam	2				2	1							5
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Patdown		2			1								3
Patdown - Flyer		1			1								2
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	3	1	2	3	1	3	1						14
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cai			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes		1					1						2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment				2									2
Persons w/ Disabilities (PWD) - Medical [2											2
Persons w/ Disabilities (PWD) - Medically	1		1			1							3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1		1							2
Property - Special Handling	1	1		1				2					5
Property - Special Handling - Damaged It	1			1			1						3
Property - Special Handling - Missing Items - Checke		1					1						2
Screening	2		2	3	1		4						14
Screening - Inconsistency				1		1	1						3
Screening - Opposite Sex						1							1
Screening - Procedures/Process	2		2	2	1		3						10

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TVC	2		4		1		1	1	4	3	5	3	24
2024	2						1	1	4	3	5	3	19
Customer Service									1		3	1	5
Customer Service - TSO									1		3	1	5
Human Capital									1				1
Human Capital - TSA Background Check									1				1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown										1	1	1	4
Patdown - Flyer									1	1	1	1	4
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening							1	1	1	2	1	1	7
Screening - Inconsistency												1	1
Screening - Lengthy Lines										2			2
Screening - Procedures/Process							1	1	1		1		4
2025			4		1								5
Customer Service			2		1								3
Customer Service - TSO			2		1								3
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TYR	1	2	1	2		1	3			1		2	13
2024		2	1	1		1	1			1		2	9
Customer Service			1	1		1	1			1			5
Customer Service - TSO			1	1		1	1			1			5
Patdown		1											1
Patdown - Flyer		1											1
Screening		1										2	3
Screening - Inconsistency		1											1
Screening - Procedures/Process												2	2
2025	1			1			2						4
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - General							1						1
Screening				1			1						2
Screening - Procedures/Process				1			1						2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TYS	15	11	9	12	7	9	16	10	7	7	9	7	119
2024	2	6	3	7	3	1	6	10	7	7	9	7	68
Additional Information Required/Insufficient Information							1						1
Additional Information Required/Insufficient Information - EMAIL ONLY							1						1
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights		1		1				1	1	1			5
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights									1				1
Civil Rights - Race		1						1					2
Civil Rights - Sexual Orientation				1									1
Customer Service	2	2	3	4	1	1	2	2	2	2	3	2	26
Customer Service - CSM				1								1	2
Customer Service - TSO	2	2	3	3	1	1	2	2	2	2	3	1	24
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property									1	3	1	2	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										3		1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1		1	1	3
Patdown		1					1						2
Patdown - Flyer		1					1						2
Persons w/ Disabilities (PWD)				1				3	2		2	1	9
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Property - Special Handling									1	1	1		3
Property - Special Handling - Damaged Items - Carry-On									1	1	1		3
Screening		2			2		1	4			1	2	12
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency							1						1
Screening - Lengthy Lines		1						1				2	4
Screening - Procedures/Process		1			2			2			1		6
2025	13	5	6	5	4	8	10						51
Airline	1					1							2
Airline - Policy/Regulations/Service	1					1							2
Civil Rights	1		2				1						4
Civil Rights - Age							1						1
Civil Rights - Constitutional Rights			1										1
Civil Rights - Race	1												1
Civil Rights - Sex			1										1
Customer Service	4	1	1	2	1	3	1						13
Customer Service - TSO	4	1	1	2	1	3	1						13
Locks				1	1								2
Locks - Missing or Damaged Lock				1	1								2
Mishandling of Passenger Property	1						2						3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1						1						2
Patdown			1			1	1						3
Patdown - Flyer			1			1	1						3
Persons w/ Disabilities (PWD)	4	2	1		1	1							9
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)	1												1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment	2												2
Persons w/ Disabilities (PWD) - Wheelchair or Scooter	1	2			1								4
Property - Special Handling	1	2	1	1		1	2						8
Property - Special Handling - Damaged Items - Carry-On	1	1		1		1							4
Property - Special Handling - Damaged Items - Checked Baggage		1	1				2						4
Screening	1			1	1	1	3						7
Screening - Inconsistency						1	1						2
Screening - Lengthy Lines				1	1								2
Screening - Procedures/Process	1						2						3

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
UNV	1	1		1	4	1		1			1		10
2024				1		1		1			1		4
Civil Rights				1		1					1		3
Civil Rights - Race						1					1		2
Civil Rights - Sex				1									1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
2025	1	1			4								6
No Jurisdiction					2								2
No Jurisdiction - No Referral					2								2
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling	1												1
Property - Special Handling - Damaged Item	1												1
Screening					2								2
Screening - Procedures/Process					2								2

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VEL				1		1							2
2024				1		1							2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Service Animals								1					1

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VPS	13	15	11	8	17	20	15	13	18	14	17	5	166
2024	6	10	6	4	12	13	6	13	18	14	17	5	124
Airline					1								1
Airline - Wheelchair Assistance					1								1
Civil Rights		1				1		1	1			1	5
Civil Rights - Age						1							1
Civil Rights - Other									1				1
Civil Rights - Race		1											1
Civil Rights - Sex								1				1	2
Claims	1												1
Claims - Status	1												1
Customer Service	1	7	5	1	7	6	1	6	7	5	6	3	55
Customer Service - TSO	1	7	5	1	7	6	1	6	7	5	6	3	55
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property				1	1	1			1	2			6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		1			1	2			5
Patdown				1			1	1	2	2			7
Patdown - Children									1				1
Patdown - Flyer				1			1	1	1	2			6
Persons w/ Disabilities (PWD)	1				1	1		4	3		6	1	17
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes								1			2		3
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1	1		1		3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1			1				1	3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1	1		1		3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair	1								1				2
Property - Special Handling	1			1		1	1			2			6
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Damaged Items - Checked							1			1			2
Property - Special Handling - Missing Items - Carry-On				1		1							2
Property - Special Handling - Missing Items - Checked										1			1
Screening	2	2	1		2	3	3	1	4	3	4		25
Screening - Inconsistency					1	1	2		2	1			7
Screening - Procedures/Process	2	2	1		1	2	1	1	2	2	4		18
2025	7	5	5	4	5	7	9						42
Civil Rights	1						1						2
Civil Rights - Race	1												1
Civil Rights - Sex							1						1
Customer Service	3		1	3	1	4	2						14
Customer Service - TSO	3		1	3	1	4	2						14
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Persons w/ Disabilities (PWD)	2		1		2	1							6
Persons w/ Disabilities (PWD) - Autism Spectrum						1							1
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Medically	1				1								2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)			1		1								2
Property - Special Handling		1		1	1		2						5
Property - Special Handling - Damaged Items - Carry-On				1			1						2
Property - Special Handling - Damaged Items - Checked		1											1
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked							1						1
Screening	1	4	3		1	1	4						14
Screening - Inconsistency		1	1										2
Screening - Lengthy Lines		1											1
Screening - Procedures/Process	1	2	2		1	1	4						11

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VRB		4	4	2	1		3	1	1	1	1		18
2024		1		1	1			1	1	1	1		7
Civil Rights										1			1
Civil Rights - Constitutional Rights									1				1
Customer Service				1									1
Customer Service - TSO				1									1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Carry-On								1					1
Screening					1						1		2
Screening - Procedures/Process											1		1
Screening - Retrieving Abandoned/Confiscated Items					1								1
SIDA (Security Identification Display Area)										1			1
SIDA (Security Identification Display Area) - General										1			1
2025		3	4	1			3						11
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
No Jurisdiction		1	2										3
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to CBP			1										1
No Jurisdiction - Refer to FAA		1											1
Persons w/ Disabilities (PWD)		1	1										2
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Screening			1				2						3
Screening - Procedures/Process			1				2						3

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
XNA	3	5	11	8	8	11	9	5	7	5	6	5	83
2024	2	1	1	2	2	1	4	5	7	5	6	5	41
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights									1	1		1	3
Civil Rights - National Origin										1			1
Civil Rights - Perceived Religion												1	1
Civil Rights - Race									1				1
Customer Service	1			1			2	1	3		3	1	12
Customer Service - TSO	1			1			2	1	3		3	1	12
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property				1					1	1	1	1	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1						1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1		1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
No Jurisdiction						1			1			1	3
No Jurisdiction - No Referral						1			1			1	3
Patdown		1					1						2
Patdown - Flyer		1					1						2
Persons w/ Disabilities (PWD)	1		1		1	1		1			1		6
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Medically	1		1										2
Property - Special Handling							1	1			1		3
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked							1				1		2
Screening								1		3		1	5
Screening - Inconsistency										1			1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process								1		1		1	3
2025	1	4	10	6	6	10	5						42
Civil Rights			1			2							3
Civil Rights - Constitutional Rights						2							2
Civil Rights - Sex			1										1
Customer Service			3	2	1	2	1						9
Customer Service - TSO			3	2	1	2	1						9
Human Capital						1							1
Human Capital - Prospective Employment with TSA						1							1
Mishandling of Passenger Property	1			1									2
Mishandling of Passenger Property - Dam	1			1									2
Patdown				1	1	1							3
Patdown - Flyer				1	1	1							3
Persons w/ Disabilities (PWD)			1			3							4
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling				1			1						2
Property - Special Handling - Missing Items - Checked				1			1						2
Screening		4	5	1	4	1	3						18
Screening - Inconsistency					1								1
Screening - Lengthy Lines					2								2
Screening - Procedures/Process		4	4	1	1	1	3						14
Screening - Retrieving Abandoned/Confiscated Items			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
XWA	5	1	1	1	2	2	2	1		1	1	3	20
2024	2		1		1	1	1	1		1	1	3	12
Customer Service						1	1			1	1		4
Customer Service - TSO						1	1			1	1		4
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Property - Special Handling		1										1	2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items		1											1
Screening		1	1		1							2	5
Screening - Inconsistency					1								1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process			1									1	3
2025	3	1		1	1	1	1						8
Customer Service	2					1	1						4
Customer Service - TSO	2					1	1						4
Screening	1	1		1	1								4
Screening - Inconsistency	1	1											2
Screening - Procedures/Process				1	1								2

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
YKM		1				2	1				1	1	6
2024						1					1	1	3
Customer Service												1	1
Customer Service - TSO												1	1
Notice of Violation/Civil Penalties											1		1
Notice of Violation/Civil Penalties - General											1		1
TWIC						1							1
TWIC - Status						1							1
2025		1				1	1						3
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Informatic		1											1
Notice of Violation/Civil Penalties							1						1
Notice of Violation/Civil Penalties - General							1						1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
z None z	28,082	23,785	25,733	24,197	24,848	29,650	27,792	12,143	11,334	12,265	13,564	13,492	246,885
2024	13,304	9,336	10,528	8,925	10,095	12,121	12,075	12,143	11,334	12,265	13,564	13,492	139,182
Additional Information Required/Insufficient Information	16	16	9	7	6	15	7	7	21	7	23	13	147
Additional Information Required/Insufficient Information - General	16	16	9	7	6	15	7	7	21	7	23	13	147
Advanced Imaging Technology (AIT)		1					1			3			5
Advanced Imaging Technology (AIT) - Flyer							1			3			4
Advanced Imaging Technology (AIT) - General		1											1
Airline	8	6	12	13	13	22	18	20	19	31	40	34	236
Airline - Baggage Requirements							1	1		1	2		5
Airline - Lost Baggage	1	1	2	2		2	3	1	3	3	3	3	24
Airline - Policy/Regulations/Service	6	5	9	10	13	19	13	16	14	27	32	28	192
Airline - Wheelchair Assistance	1		1	1		1	1	2	2		3	3	15
Animals				1					1				2
Animals - Carry-On				1					1				2
Business, Suggestions, and Ideas	1									1			2
Business, Suggestions, and Ideas - General	1									1			2
Cargo	2		1			1		2	1		1		8
Cargo - Indirect Air Carrier (IAC)			1					1					2
Cargo - Known Shipper	2					1		1	1		1		6
Civil Rights	5	3	2	6	4	5	6	4	8	5	2	4	54
Civil Rights - Age		1						1	1	1		2	6
Civil Rights - Civil Rights Violation (TSA Employee)						1	1	1				1	4
Civil Rights - Constitutional Rights			1						1	1			3
Civil Rights - National Origin				1	2	1	1		2	1			8
Civil Rights - Not Specified					1		1		1	1		1	5
Civil Rights - Other	3						1						4
Civil Rights - Profiling						1							1
Civil Rights - Race	2	1		3	1	2	2	2	3	1	1		18
Civil Rights - Screening of Religious Cultural and Ceremonies		1											1
Civil Rights - Sex			1	2							1		4
Claims	2	2	6	6	4	6	8	3	2	3	5	2	49
Claims - General		1	4	2	1	5	6	1	1		2		23
Claims - Status	2	1	2	4	3	1	2	2	1	3	3	2	26
CLEAR					3	12	13	12	9	8	4	7	68
CLEAR - Registered Traveler					1	1	6	3	2	2	2		17
CLEAR - TSA PreCheck Application Program					2	11	7	9	7	6	2	7	51
CSM/Stakeholder Follow-up												1	1
CSM/Stakeholder Follow-up - General												1	1
Current Topic											1		1
Current Topic - Current Topic											1		1
Customer Service	11	11	75	57	36	44	30	34	45	25	30	22	420
Customer Service - CSM				2		1	1	1	1		1		7
Customer Service - Others	3	4	13	12	11	11	7	6	13	3	6	1	90
Customer Service - TCC	2	1	3	4	4	2	1	1	4	1	1	1	25
Customer Service - TSO	6	6	59	39	21	30	21	26	27	21	22	20	298
DHS TRIP	2	5	15	10	6	16	17	9	19	18	24	14	155
DHS TRIP - General	2	5	15	10	5	12	16	8	16	17	23	13	142
DHS TRIP - Status					1	4	1	1	3	1	1	1	13
Expedited Passenger Screening Program	13,113	9,133	10,100	8,530	9,723	11,601	11,640	11,744	10,849	11,800	13,051	13,074	134,358
Expedited Passenger Screening Program - General	3	2	9	7	1	2	2	1		3			30
Expedited Passenger Screening Program - Known Carrier	1	1			1	1	1		2	1		1	9
Expedited Passenger Screening Program - Known Carrier - Over 75	40	45	38	32	43	49	30	61	33	36	25	16	448
Expedited Passenger Screening Program - Known Carrier - Over 75		1	3	5	3	4	2	4		1		2	25
Expedited Passenger Screening Program - Known Carrier - Over 75 - General			2	1		1							4
Expedited Passenger Screening Program - Known Carrier - Over 75 - Status	682	564	692	480	507	897	918	1,083	1,415	1,542	1,913	1,953	12,646
Expedited Passenger Screening Program - Known Carrier - Over 75 - Status - General	12,369	8,493	9,334	7,984	9,155	10,632	10,671	10,583	9,383	10,196	11,088	11,079	120,967
Expedited Passenger Screening Program - Known Carrier - Over 75 - Status - Status	18	27	22	21	13	15	16	12	16	21	25	23	229
Federal Air Marshall Service (FAMS)			2									1	3
Federal Air Marshall Service (FAMS) - General			2									1	3
Freedom of Information Act (FOIA)		2			1			1			1	1	6
Freedom of Information Act (FOIA) - General		2			1			1			1	1	6
General Aviation	1		1			1					1	1	5
General Aviation - Flight Training Security	1		1			1					1	1	5
Hazardous Materials Safety	2	1		5	7	7	4	2	4	3	3	1	43
Hazardous Materials Safety - General	2	1	4	5	7	7	4	2	4	3	3	1	43
HAZMAT Endorsement	7	8	13	7	6	12	12	8	15	13	13	9	123
HAZMAT Endorsement - General	4	1	4	2	3	8	4	3	5	4	7	3	48
HAZMAT Endorsement - Status	3	7	9	5	3	4	8	5	10	9	6	6	75
Human Capital	13	7	1	4	2	2	4	4	12	9	21	14	93
Human Capital - Current Employee				1				1					2
Human Capital - Employment Verification						1		2					3
Human Capital - Former Employee	1					1					1		3
Human Capital - Prospective Employment	12	6	1	3	1		4	1	10	7	18	14	77
Human Capital - TSA Background Check		1			1				2	2	2		8
Intranet/Internet Inquiries	2	2	1	1		2		1				1	10
Intranet/Internet Inquiries - General	2	2	1	1		2		1				1	10
Locks	1	2	5	5	5	9	9	7	5		4	3	58
Locks - General		1			2	1		1	2	1	2		10
Locks - Missing or Damaged Lock	1	1	5	5	3	8	9	6	3	2	2	3	48
Lost and Found	4	5	15	15	7	6	9	11	15	14	10	9	120
Lost and Found - Airport/TSA	4	5	15	15	7	6	9	11	15	14	10	9	120
Mishandling of Passenger Property	3	9	46	41	52	66	36	46	40	40	26	19	424
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor							2						2
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor - General	3	4	29	21	33	37	17	22	17	21	14	11	229
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor - Status		4	8	14	15	22	12	20	20	13	12	6	146
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor - Status - General		1	4	4	3	5	5	4	2	6		1	35

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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
Mishandling of Passenger Property - Disarrayed Items--Carry-on				5	2	1	2		1			1	12
No Jurisdiction	66	67	75	83	112	159	138	116	132	166	164	156	1,434
No Jurisdiction - No Referral	11	20	28	24	23	38	26	36	36	45	51	35	373
No Jurisdiction - Refer to CBP	44	36	37	32	58	89	86	52	55	81	92	86	748
No Jurisdiction - Refer to Department of State		1	2	5	1	7	3	3	1	5	3		31
No Jurisdiction - Refer to FAA				1	2	4	3	1	3	2	1	3	20
No Jurisdiction - Refer to Other	11	10	8	21	28	21	20	24	37	33	17	32	262
No Subject			10	3	4	5	3	1	1	1	1	1	30
No Subject - General			10	3	4	5	3	1	1	1	1	1	30
Notice of Violation/Civil Penalties	6	2	4	4	4	10	10		11	6	9	9	75
Notice of Violation/Civil Penalties - General	6	2	4	4	4	10	10		11	6	9	9	75
Ombudsman			2	1		2		2	1				8
Ombudsman - General			2	1		2		2	1				8
Patdown	2	2	15	2	8	3	2	3	12	2	4	6	61
Patdown - Children		1							2		1		4
Patdown - Flyer	2	1	14	2	5	3	2	3	9	2	3	6	52
Patdown - Flyer as Observer					2								2
Patdown - General			1		1								2
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)	5	4	4	10	14	17	12	20	15	12	24	16	153
Persons w/ Disabilities (PWD) - Assistive Technology							1					1	2
Persons w/ Disabilities (PWD) - Autism Spectrum						1	1	2			1	2	7
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1			1	1		2	1	1	7
Persons w/ Disabilities (PWD) - Diabetes			1		2			2	1	1		2	9
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General				3	2	4		4	4		2		19
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1					1	2	1			5
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						2	2			1		2	7
Persons w/ Disabilities (PWD) - Medically	2	1	1	2	5		1	3	6	2	10	4	37
Persons w/ Disabilities (PWD) - Metal Implants	1			2		2		2	1		3	2	13
Persons w/ Disabilities (PWD) - Mobility Disability (N)		1		1	3		1			1	2	2	11
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1	1		2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1				1	1	1			1		5
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Service Animals						1	1		1				3
Persons w/ Disabilities (PWD) - Visual Impairment						1	1				1		3
Persons w/ Disabilities (PWD) - Wheelchair	2	1	1	1	2	4	2	3		2	1		19
Persons w/ Disabilities (PWD) - Wounded Warrior										1			1
Property - Special Handling	6	12	29	35	20	26	19	24	30	18	18	7	244
Property - Special Handling - Damaged Items	2	3	10	13	4	8	5	6	8	2	8	3	72
Property - Special Handling - Damaged Items	1	1	4	2	4	8	1	1	3	2	3	1	31
Property - Special Handling - Missing Items	2	4	7	7	4	3	7	9	4	8	4	2	61
Property - Special Handling - Missing Items	1	4	8	13	8	7	6	8	15	6	3	1	80
Request for Assistance				1		1			1				3
Request for Assistance - Other						1			1				2
Request for Assistance - Wounded Warrior (MSIJSOC)				1									1
Screening	22	28	74	64	54	56	48	46	54	63	63	54	626
Screening - Children			1	1	1	1							4
Screening - Crew Member or Airline Employee			1	1	1		1	1		1			6
Screening - Cruise Ships		1	2						2				5
Screening - Gate Pass								1		3	2		6
Screening - Inconsistency	3	5	7	6	7	6	5	3	5	6	7	2	62
Screening - International Screening	3	6	10	8	8	10	6	2	6	4	6	6	75
Screening - Lengthy Lines	1	1	8	6	4	1	6	2	2	1	4	4	40
Screening - Military								1					1
Screening - Procedures/Process	13	13	42	39	29	35	25	31	34	45	41	39	386
Screening - Retrieving Abandoned/Confiscated	1	2	1	2	3	2	4	4	3	3	3	2	30
Screening - Security Breach	1		1	1	1	1		1	2			1	9
Screening - Travelling with Cash			1				1						2
SIDA (Security Identification Display Area)		1				1					2	1	5
SIDA (Security Identification Display Area) - General		1				1					2	1	5
Transcriptions						1			1				2
Transcriptions - Claim Form Request						1			1				2
TSA Contact Information							1	1					2
TSA Contact Information - General							1	1					2
TWIC	4	7	7	14	4	13	28	15	11	14	19	12	148
TWIC - General	2	3	5	7	2	7	18	10	7	11	12	5	89
TWIC - Status	2	4	2	7	2	6	10	5	4	3	7	7	59
2025	14,778	14,449	15,205	15,272	14,753	17,529	15,717						107,703
Additional Information Required/Insufficient Information	16	8	12	8	8	8	9						69
Additional Information Required/Insufficient Information	16	8	12	8	8	8	9						69
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Airline	44	62	66	66	57	56	43						394
Airline - Baggage Requirements			1	1	2	2	2						8
Airline - Lost Baggage	1	5	10	6	2	6	3						33
Airline - Policy/Regulations/Service	42	53	48	59	50	43	35						330
Airline - Positive Bag Match Program		1					1						2
Airline - Wheelchair Assistance	1	3	7		3	5	2						21
Animals			1				1						2
Animals - Carry-On			1				1						2
Cargo	1	1	2	2	3	1	3						13
Cargo - Indirect Air Carrier (IAC)	1				1		2						4
Cargo - Known Shipper		1	2	2	2	1	1						9
Civil Rights	4	8	9	6	4	9	6						46

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Age		1			1								2
Civil Rights - Civil Rights Violation (TSA Employee)		1					1						2
Civil Rights - Constitutional Rights			1		1			1					3
Civil Rights - Headwear				1									1
Civil Rights - National Origin		1	1	2		3		1					8
Civil Rights - Not Specified	1	1	4	1	1	1							9
Civil Rights - Other	2		1										3
Civil Rights - Race			2	2		4		4					14
Civil Rights - Sex		1			1								2
Civil Rights - Sexual Orientation	1	1											2
Claims	11	9	16	15	13	10		9					83
Claims - General	2	2	4	3	4			1					16
Claims - Status	9	7	12	12	9	10		8					67
CLEAR	7	7	10	13	7	8		15					67
CLEAR - Registered Traveler	1	4	7	8	3	5		7					35
CLEAR - TSA PreCheck Application Prog	6	3	3	5	4	3		8					32
Customer Service	14	14	19	15	14	16		22					114
Customer Service - CSM			1										1
Customer Service - Others	4	2	1	4	1	2		5					19
Customer Service - TCC	3	1	1		1	1		1					8
Customer Service - TSO	7	11	16	11	12	13		16					86
DHS TRIP	27	25	14	24	20	21		19					150
DHS TRIP - General	26	19	14	22	16	19		17					133
DHS TRIP - Status	1	6		2	4	2		2					17
Expedited Passenger Screening Program	14,187	13,734	14,333	14,115	13,788	16,385		14,762					101,304
Expedited Passenger Screening Program	1	3	1	1									6
Expedited Passenger Screening Program	1	2	1	1		1		1					7
Expedited Passenger Screening Program	33	20	29	37	16	25		26					186
Expedited Passenger Screening Program	3	1	2	1				1					9
Expedited Passenger Screening Program - Over 75						1							1
Expedited Passenger Screening Program	2,553	2,603	2,263	2,611	2,745	3,837		2,867					19,479
Expedited Passenger Screening Program	11,551	11,070	12,020	11,444	11,011	12,503		11,853					81,452
Expedited Passenger Screening Program	45	35	17	20	16	17		14					164
Federal Flight Deck Officer (FFDO) Program		1						1					3
Federal Flight Deck Officer (FFDO) Program - General		1				1		1					3
Freedom of Information Act (FOIA)			2		1	1		2					6
Freedom of Information Act (FOIA) - General			2		1	1		2					6
General Aviation	1	3	2	6	2	3		3					20
General Aviation - Flight Training Security	1	2	2	6	1	3		3					18
General Aviation - General		1			1								2
Hazardous Materials Safety	7	8	12	6	5	6		15					59
Hazardous Materials Safety - General	7	8	12	6	5	6		15					59
HAZMAT Endorsement	18	8	19	25	29	29		20					148
HAZMAT Endorsement - General	4	4	12	12	16	17		6					71
HAZMAT Endorsement - Status	14	4	7	13	13	12		14					77
Human Capital	8	10	13	15	21	17		18					102
Human Capital - Current Employee		1				1							2
Human Capital - Employment Verification		1	1	1	1	1							5
Human Capital - Former Employee		2			2	1		2					7
Human Capital - Prospective Employment	8	6	12	13	18	13		16					86
Human Capital - TSA Background Check				1									1
Human Capital - Wage Garnishment						1							1
Intranet/Internet Inquiries		1	2	1	1								5
Intranet/Internet Inquiries - General		1	2	1	1								5
Locks	6	6	7	4	2	6		1					32
Locks - General				1	1	1							3
Locks - Missing or Damaged Lock	6	6	7	3	1	5		1					29
Lost and Found	15	14	16	14	18	22		12					111
Lost and Found - Airport/TSA	15	14	16	14	18	22		12					111
Mishandling of Passenger Property	23	31	33	33	19	29		23					191
Mishandling of Passenger Property - Damaged	13	12	11	12	10	12		5					75
Mishandling of Passenger Property - Damaged	8	16	21	20	8	13		13					99
Mishandling of Passenger Property - Damaged	1	3	1	1	1	2		3					12
Mishandling of Passenger Property - Disposition	1					2		2					5
No Jurisdiction	253	353	451	752	594	738		541					3,682
No Jurisdiction - No Referral	43	54	57	69	46	59		80					408
No Jurisdiction - Refer to CBP	174	260	346	629	500	635		436					2,980
No Jurisdiction - Refer to Department of State	2	4	9	10	8	4		7					44
No Jurisdiction - Refer to FAA	6	6	9	7	17	7		5					57
No Jurisdiction - Refer to Other	28	29	30	37	23	33		13					193
No Subject	4	6	3	2	2	1		1					19
No Subject - General	4	6	3	2	2	1		1					19
Notice of Violation/Civil Penalties	8	9	11	9	12	13		13					75
Notice of Violation/Civil Penalties - General	8	9	11	9	12	13		13					75
Ombudsman	1					1							2
Ombudsman - General	1					1							2
Patdown	4	6	3	1	4	1		3					22
Patdown - Children								1					1
Patdown - Flyer	4	6	3	1	2	1		2					19
Patdown - Flyer as Observer					1								1
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)	16	12	24	16	22	17		28					135
Persons w/ Disabilities (PWD) - Autism Spectrum	3		1			1		1					6
Persons w/ Disabilities (PWD) - Breast Cancer			1			1							2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								2					2
Persons w/ Disabilities (PWD) - Diabetes		1	1	3	2	3							10

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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
Persons w/ Disabilities (PWD) - Diapers/Colostomy Bags	1		1										2
Persons w/ Disabilities (PWD) - General	2	1	2	1	1	1	1						9
Persons w/ Disabilities (PWD) - Internal Medical Device		2	2	1									7
Persons w/ Disabilities (PWD) - Medical Device	2		1	1	1	1	1						6
Persons w/ Disabilities (PWD) - Medically Fragile	3	3	7	2	7	1	3						26
Persons w/ Disabilities (PWD) - Metal Implants	1	1	1	4	3	4	8						22
Persons w/ Disabilities (PWD) - Mobility Device	1	1	1		3	1	4						11
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1					1						2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1				2	1						4
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment			1	1			1						3
Persons w/ Disabilities (PWD) - Service Animals			1			1	1						3
Persons w/ Disabilities (PWD) - Touch Aids	1		2		2								5
Persons w/ Disabilities (PWD) - Wheelchairs	2	1	2	3	3	1	3						15
Property - Special Handling	16	20	23	20	16	10	25						130
Property - Special Handling - Damaged Items	7	1	6	10	2	3	8						37
Property - Special Handling - Damaged Items - Checked		2	4	2	2		4						14
Property - Special Handling - Missing Items	2	5	7	3	7	2	5						31
Property - Special Handling - Missing Items - Checked	7	12	6	5	5	5	8						48
Request for Assistance	1			1									2
Request for Assistance - Other	1			1									2
Screening	58	63	74	59	63	61	85						463
Screening - Children	1	1											2
Screening - Crew Member or Airline Employee	2	1		1	2	1	1						8
Screening - Cruise Ships				1									1
Screening - Gate Pass	1	2	1		2		2						8
Screening - Inconsistency	5	2	9	3	1	4	6						30
Screening - International Screening	5	3	3	1	2	5	3						22
Screening - Lengthy Lines	1	2	8	2	3		3						19
Screening - Military						1	1						2
Screening - Procedures/Process	41	45	51	47	49	44	64						341
Screening - Retrieving Abandoned/Confiscated Items	2	4	2	2	2	5	5						22
Screening - Security Breach		2		1	1	1							5
Screening - Traveling with Cash		1		1	1								3
SIDA (Security Identification Display Area)		1	2	1		2							6
SIDA (Security Identification Display Area) - General	1		2	1		2							6
Transcriptions		1											1
Transcriptions - Claim Form Request		1											1
TSA Contact Information		1	2	1									4
TSA Contact Information - General		1	2	1									4
TWIC	28	27	24	42	28	57	36						242
TWIC - General	13	15	13	23	12	30	22						128
TWIC - Status	15	12	11	19	16	27	14						114
Total	34,829	30,146	32,995	30,498	30,723	36,685	35,001	15,986	15,292	16,280	17,631	17,333	313,399