

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABE	23	12	18	16	20	18	33	18	25	13	18	18	232
2021												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	7	3	6	5	6	9	15	10	18	4	10	17	110
Civil Rights	1		2				1				1	1	6
Civil Rights - Hair Patdowns	1											1	2
Civil Rights - Race							1				1		2
Civil Rights - Racial Profiling or Discrimination			2										2
Customer Service	1	1	1					1			2		6
Customer Service - Others											1		1
Customer Service - TSO	1	1	1					1			1		5
Expedited Passenger Screening Program	2	2	2	5	4	8	14	8	16	4	6	13	84
Expedited Passenger Screening Program - TSA Application Pro			1		1				2	1			5
Expedited Passenger Screening Program	2	2	1	5	3	8	14	8	14	3	6	13	79
Hazardous Materials Safety									1				1
Hazardous Materials Safety - General									1				1
Patdown					2						1		3
Patdown - Flyer					2						1		3
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Diabetes												1	1
Property - Special Handling	1											1	2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Item	1												1
Screening	2		1			1		1	1			1	7
Screening - Inconsistency	1											1	2
Screening - Procedures/Process	1		1			1		1	1				5
2023	16	9	12	11	14	9	18	8	7	9	8		121
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service							1			1			2
Customer Service - TSO							1			1			2
Expedited Passenger Screening Program	15	9	12	10	13	8	15	7	7	8	6		110
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1				1		3			1			6
Expedited Passenger Screening Program	13	9	12	10	12	8	12	7	7	7	6		103
Mishandling of Passenger Property							1						1
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		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Screening	1							1					2
Screening - Procedures/Process	1							1					2

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ABI	1	1	3	2	1	1	2	4	5	1	5	2	28
2022			2		1		2	2	4		3	2	16
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program					1		2	2	3		2	1	11
Expedited Passenger Screening Program - TSA PreCheck					1		2	2	3		2	1	11
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening												1	1
Screening - Inconsistency												1	1
2023	1	1	1	2		1		2	1	1	2		12
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1	1	1	1		1		2		1	1		9
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA PreC		1	1	1		1		2		1	1		8
Patdown									1				1
Patdown - Flyer									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	94	71	65	70	59	96	87	62	91	82	72	62	911
2021												27	27
Customer Service													2
Customer Service - TSO													2
Expedited Passenger Screening Program													17
Expedited Passenger Screening Program - TSA PreCheck													17
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Metal Implants (joint)													1
Prohibited & Permitted Items													1
Prohibited & Permitted Items - General													1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Checked													1
Screening													3
Screening - Procedures/Process													3
2022	36	37	28	38	38	65	58	37	53	43	29	35	497
Civil Rights		2			2	2	2	1		2			11
Civil Rights - Constitutional Rights										1			1
Civil Rights - National Origin							1						1
Civil Rights - Race						2				1			3
Civil Rights - Racial Profiling or Discrimination		2			1								3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1		1						2
Civil Rights - Transgender Screening								1					1
Customer Service	3	3	4	3	2	3	4	3	1	1	1	2	30
Customer Service - TCC						1							1
Customer Service - TSO	3	3	4	3	2	2	4	3	1	1	1	2	29
Expedited Passenger Screening Program	27	20	17	30	27	51	44	27	44	38	24	22	371
Expedited Passenger Screening Program - Active Du		1											1
Expedited Passenger Screening Program - DoD			2							1		1	4
Expedited Passenger Screening Program	3	4	1		1	1	1	1	4	3	1	2	22
Expedited Passenger Screening Program	24	15	14	30	26	50	43	26	39	34	23	18	342
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1			1	2
Identification (ID) Requirements	1												1
Identification (ID) Requirements - Domestic	1												1
Locks					1		1					1	3
Locks - General							1						1
Locks - Missing or Damaged Lock					1							1	2
Mishandling of Passenger Property	2	1	2		1	2		1	2	1		4	16
Mishandling of Passenger Property - Damaged/Missin		1							1			1	3
Mishandling of Passenger Property - Dam	1		2		1	2		1	1			3	11
Mishandling of Passenger Property - Disa	1									1			2
Notice of Violation/Civil Penalties								1					1
Notice of Violation/Civil Penalties - General								1					1
Patdown	1	2	1	1	2						2	1	10
Patdown - Children											1		1
Patdown - Flyer	1	2	1	1	2						1		8
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)	1	2				2		1	1				7
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Medically	1								1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Food/Beverages			1										1
Property - Special Handling	1	5	1		3	4	3	1	2	1	1	2	24
Property - Special Handling - Damaged It	1		1		1	1	2			1		2	9
Property - Special Handling - Damaged Items - Check		1			1	1			1		1		5
Property - Special Handling - Missing Items - Carry-C		1			1	2		1	1				6
Property - Special Handling - Missing Items - Checke		3					1						4
Screening		2	2	4		1	4	2	3		1	3	22
Screening - Inconsistency			1	2			2	1	1			2	9
Screening - Procedures/Process		2		2		1	1	1	2		1	1	11
Screening - Retrieving Abandoned/Confiscated Items			1				1						2
2023	58	34	37	32	21	31	29	25	38	39	43		387
Civil Rights			1		1			2		2			6
Civil Rights - Race			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1			2		1			4
Civil Rights - Transgender Screening										1			1
Claims						1							1
Claims - Status						1							1
Customer Service	4	3	2	2	1	1	5		2	9	9		38
Customer Service - CSM							1						1
Customer Service - TSO	4	3	2	2	1	1	4		2	9	9		37
Expedited Passenger Screening Program	48	27	27	26	13	24	19	16	24	16	22		262
Expedited Passenger Screening Program - DoD		1			1								2
Expedited Passenger Screening Program	1	1	3	1		2				1	1		10
Expedited Passenger Screening Program	47	25	24	25	12	22	19	16	24	15	21		250
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1

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Mishandling of Passenger Property	1	1	1	1		1	1		2	2	2		12
Mishandling of Passenger Property - Damaged/Missin		1				1	1		1		1		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1	1		2
Mishandling of Passenger Property - Disa	1		1	1					1	1			5
No Jurisdiction			1								1		2
No Jurisdiction - No Referral											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				2	2	1	1	1	1	2		11
Patdown - Flyer	1				2	2	1	1	1	1	1		10
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)	1							1	5	3	1		11
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	1								1		1		3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										3			3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									2				2
Property - Special Handling	1	1	2	1				1	1		1		8
Property - Special Handling - Damaged It	1			1				1					3
Property - Special Handling - Damaged Items - Check		1	1								1		3
Property - Special Handling - Missing Items - Checked			1						1				2
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	2	1	3	1	4	2	2	4	3	6	4		32
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency	1								1	1	1		4
Screening - Lengthy Lines							1	1			1		3
Screening - Procedures/Process	1	1	3	1	4	2	1	2	1	5	2		23
Screening - Retrieving Abandoned/Confiscated Items								1					1

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ABR	3	2	3	4		2	2	1	2	2	2	2	25
2021												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
2022	3	1	1			2	2	1		2		1	13
Expedited Passenger Screening Program	1					1	2	1		1		1	7
Expedited Passenger Screening Program	1					1	2	1		1		1	7
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling		2					1						3
Property - Special Handling - Damaged Items		1					1						2
Property - Special Handling - Missing Items		1											1
Screening				1									1
Screening - Procedures/Process				1									1
2023		1	2	4					2		2		11
Civil Rights			1	1									2
Civil Rights - Race			1	1									2
Expedited Passenger Screening Program			1	3					1		1		6
Expedited Passenger Screening Program - TSA PreCheck			1	3					1		1		6
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
Screening - Lengthy Lines			1										1

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ABY		2		2		5	2	4	3	2	3	2	25
2022		2				2		2	2	2	3	2	15
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Expedited Passenger Screening Program		2				2				1	2	1	8
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreC		2				2				1	1	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--Checked Baggage								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) - Prosthesis/Amputees and Casts												1	1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Carry-On								1					1
2023				2		3	2	2	1				10
Airline						1							1
Airline - Baggage Requirements						1							1
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program				2			1	2	1				6
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1			1	2	1				5
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

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ACK	1								3	4	16	3	27
2021												2	2
Civil Rights												1	1
Civil Rights - National Origin												1	1
Customer Service												1	1
Customer Service - TSO												1	1
2022									1	2	9	1	13
Customer Service										1	2		3
Customer Service - TSO										1	2		3
Expedited Passenger Screening Program									1	1	6		8
Expedited Passenger Screening Program - TSA PreCheck									1	1	6		8
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Carry-On												1	1
2023	1								2	2	7		12
Customer Service	1									1	2		4
Customer Service - TSO	1									1	2		4
Expedited Passenger Screening Program									2		4		6
Expedited Passenger Screening Program - TSA PreCheck									2		4		6
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											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
ACT	1	3	3		6	2	3	1	4	4	1	3	31
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022		1	3		3	1	2	1	3	2		2	18
Expedited Passenger Screening Program		1	3		3	1	2	1	2	1		2	16
Expedited Passenger Screening Program - TSA Application Pro			1		1								2
Expedited Passenger Screening Program - TSA PreC		1	2		2	1	2	1	2	1		2	14
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Screening										1			1
Screening - Procedures/Process										1			1
2023	1	2			3	1	1		1	2	1		12
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program	1	2			3	1			1	1			9
Expedited Passenger Screening Program	1	2			3	1			1	1			9
Screening											1		1
Screening - Procedures/Process											1		1

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ACV		4	1	2	2	3	4	1		2	3	2	24
2022		2	1			2	2	1		2	2	2	13
Expedited Passenger Screening Program		1	1			2	2			2	2	2	12
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreC			1	1		1	2			2	2	2	11
Screening		1											1
Screening - Procedures/Process		1											1
2023		2		2	2	1	2	1			1		11
Expedited Passenger Screening Program		2		2	2	1	2				1		10
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreC		2		2	1	1	2				1		9
Screening								1					1
Screening - Procedures/Process								1					1

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ACY	15	10	17	8	10	12	15	15	13	11	11	6	143
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022	5	6	6	3	5	5	8	9	7	7	5	5	71
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service	2	1				1			1		1	1	7
Customer Service - TSO	2	1				1			1		1	1	7
Duplicate E-mail		1											1
Duplicate E-mail - General		1											1
Expedited Passenger Screening Program	1	4	3	3	5	3	6	7	5	2	3	4	46
Expedited Passenger Screening Program - TSA Application Program							1	1					2
Expedited Passenger Screening Program	1	4	3	3	5	3	5	6	5	2	3	4	44
Mishandling of Passenger Property	1								1				2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown						1				2	1		4
Patdown - Children										1			1
Patdown - Flyer										1			1
Patdown - Flyer as Observer						1					1		2
Persons w/ Disabilities (PWD)			1					1					2
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			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				2			2			6
Screening - Inconsistency	1									1			2
Screening - Procedures/Process							2			1			3
Screening - Shoe Screening			1										1
2023	10	4	11	5	5	7	7	6	6	4	6		71
Customer Service			1								1		2
Customer Service - TSO			1								1		2
Expedited Passenger Screening Program	8	4	9	4	5	7	6	6	6	3	2		60
Expedited Passenger Screening Program	1		2						2				5
Expedited Passenger Screening Program	7	4	7	4	5	7	6	6	4	3	2		55
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Persons w/ Disabilities (PWD)	1										1		2
Persons w/ Disabilities (PWD) - Medically	1										1		2
Screening	1		1	1						1	2		6
Screening - Procedures/Process	1		1	1						1	2		6

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ADK						1		3		1	1		6
2022								2			1		3
Expedited Passenger Screening Program								2			1		3
Expedited Passenger Screening Program - TSA PreCheck								2			1		3
2023						1		1		1			3
Expedited Passenger Screening Program						1		1					2
Expedited Passenger Screening Program - TSA PreCheck						1		1					2
Screening										1			1
Screening - Procedures/Process										1			1

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ADQ		1	3	1	1	1	3	2	1		2	2	17
2022		1	1					1	1		1	2	7
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service									1		1	1	3
Customer Service - TSO									1		1	1	3
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Screening			1										1
Screening - Procedures/Process			1										1
2023			2	1	1	1	3	1			1		10
Expedited Passenger Screening Program			2	1	1	1	3				1		9
Expedited Passenger Screening Program - TSA Application Pro			1										1
Expedited Passenger Screening Program - TSA PreCheck			1	1	1	1	3				1		8
No Jurisdiction								1					1
No Jurisdiction - Refer to Other								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AEX	4	1	2	3	4	5	1	6	1	3	1		31
2022	4	1	1	1	2	3		6	1	2	1		22
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Customer Service					1			2					3
Customer Service - TSO					1			2					3
Expedited Passenger Screening Program	1			1	1	2		3		2	1		11
Expedited Passenger Screening Program	1			1	1	2		3		2	1		11
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
No Jurisdiction									1				1
No Jurisdiction - No Referral									1				1
Property - Special Handling		1						1					2
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Missing Items - Carry-On								1					1
Screening	2		1										3
Screening - Gate Pass	1												1
Screening - Inconsistency			1										1
Screening - Procedures/Process	1												1
2023			1	2	2	2	1			1			9
Civil Rights					1								1
Civil Rights - Race					1								1
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program				1	1	1	1			1			5
Expedited Passenger Screening Program - TSA PreCheck				1	1	1	1			1			5
Patdown			1	1									2
Patdown - Flyer			1	1									2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AGS	7	6	14	7	7	13	9	12	8	14	10	14	121
2021												3	3
Customer Service												1	1
Customer Service - TSO												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening												1	1
Screening - Lengthy Lines												1	1
2022	2	1	11	3	3	7	4	6	4	2	6	11	60
Customer Service	1		1	1		1			1	1			6
Customer Service - TSO	1		1	1		1			1	1			6
Expedited Passenger Screening Program	1	1	5	2	2	4	2	5	3		5	8	38
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	1		5	2	2	4	2	5	2		5	8	36
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property			1				1			1			3
Mishandling of Passenger Property - 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 CBP											1		1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
Screening			2		1	2	1	1				1	8
Screening - Inconsistency			1										1
Screening - Procedures/Process			1		1	2	1	1				1	7
2023	5	5	3	4	4	6	5	6	4	12	4		58
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service					1					1	1		3
Customer Service - TSO					1					1	1		3
Expedited Passenger Screening Program	5	4	3	2	3	5	4	4	3	10	3		46
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program	5	4	3	2	3	5	4	4	3	10	1		44
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening				1				1	1	1			4
Screening - Inconsistency										1			1
Screening - Procedures/Process				1				1	1				3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AKN									1		2	2	5
2022											2	2	4
Mishandling of Passenger Property											1	1	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1	1	2
Screening											1	1	2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process												1	1
2023									1				1
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									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	49	41	34	37	52	47	49	51	42	44	63	28	537
2021												3	3
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
2022	19	11	12	16	22	21	26	25	23	21	33	25	254
Civil Rights	1						2	1			2		6
Civil Rights - Race							1	1			1		3
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1				1		2
Customer Service				1			1	2	2	2	2		10
Customer Service - TSO				1			1	2	2	2	2		10
Expedited Passenger Screening Program	9	8	9	13	19	18	17	20	17	11	27	21	189
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	1	2		1			2		2			1	9
Expedited Passenger Screening Program	8	6	8	12	18	18	15	20	15	10	27	20	177
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1								1
Human Capital							2						2
Human Capital - Prospective Employment with TSA							2						2
Mishandling of Passenger Property								1	1	2	1	1	6
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	1		3
Patdown	2			1	1					1		1	6
Patdown - Flyer	2			1	1					1		1	6
Persons w/ Disabilities (PWD)		2			1				1	2			6
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (N)		2											2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	3	1				1	2	1	1	1	1	1	12
Property - Special Handling - Damaged Items	1						2					1	4
Property - Special Handling - Damaged Items - Checked	1							1		1			3
Property - Special Handling - Missing Items - Carry-On		1							1				2
Property - Special Handling - Missing Items - Checked	1					1					1		3
Screening	4		3	1	1	2	2		1	2		1	17
Screening - Inconsistency	1											1	2
Screening - Lengthy Lines						2							2
Screening - Procedures/Process	3		2	1	1		2		1	2			12
Screening - Retrieving Abandoned/Confiscated Items			1										1
2023	30	30	22	21	30	26	23	26	19	23	30		280
Civil Rights					1								1
Civil Rights - Race					1								1
Customer Service	2	1		1	1	1	1	4		1	1		13
Customer Service - Others								1					1
Customer Service - TSO	2	1		1	1	1	1	3		1	1		12
Expedited Passenger Screening Program	22	27	16	15	23	22	19	20	14	18	22		218
Expedited Passenger Screening Program	2	2	1	1							1		7
Expedited Passenger Screening Program	20	25	15	14	23	22	19	20	14	18	21		211
Locks				1						1			2
Locks - Missing or Damaged Lock				1						1			2
Mishandling of Passenger Property	1		1	1	1			1		1			6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		1	1						1			4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown	1		1		1	1	1		2	1	2		10
Patdown - Flyer	1		1		1	1	1		1	1	2		9
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)	1								1		1		3
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	1	1			1	1			1		1		6
Property - Special Handling - Damaged Items	1	1							1				3
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked					1	1							2
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening	2	1	4	3	2	1	2	1	1	1	2		20
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency			2	1			1			1			5
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	2	1	1	2	2		1	1	1		2		13

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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
ALO	1			2	2	2						1	8
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022				2	1	1							4
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening						1							1
Screening - Procedures/Process						1							1
2023	1				1	1							3
Expedited Passenger Screening Program	1				1								2
Expedited Passenger Screening Program	1				1								2
Patdown							1						1
Patdown - Flyer							1						1

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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
ALS	1		2		1				2	1	1		8
2022			1		1					1	1		4
Expedited Passenger Screening Program					1					1			2
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program - TSA PreCheck					1								1
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Screening			1										1
Screening - Procedures/Process			1										1
2023	1		1						2				4
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1
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									1				1
Screening		1											1
Screening - Crew Member or Airline Empl		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
ALW	1	1	1		1		1	1	1		2	2	11
2022	1		1		1			1	1		1	2	8
Expedited Passenger Screening Program					1				1		1		3
Expedited Passenger Screening Program - TSA PreCheck					1				1		1		3
Property - Special Handling	1							1					2
Property - Special Handling - Missing Items	1							1					2
Screening			1									2	3
Screening - Procedures/Process			1									2	3
2023		1					1				1		3
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1
Property - Special Handling											1		1
Property - Special Handling - Missing 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
AMA	8	6	4	3	4	16	7	5	6	4	6	8	77
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022		3	2		2	6	4	2	3	1	2	7	32
Customer Service			1					1	1				3
Customer Service - TSO			1					1	1				3
Expedited Passenger Screening Program		3	1		2	4	2	1	2	1	2	6	24
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreC		3	1		2	4	1	1	2	1	2	6	23
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening						1	2					1	4
Screening - Procedures/Process						1	2						3
Screening - Traveling with Cash												1	1
2023	8	3	2	3	2	10	3	3	3	3	4		44
Customer Service						3					2		5
Customer Service - TSO						3					2		5
Expedited Passenger Screening Program	7	2		2	2	1	1	2	3	1			21
Expedited Passenger Screening Program	1								1				2
Expedited Passenger Screening Program	6	2		2	2	1	1	2	2	1			19
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1		1							1			3
Mishandling of Passenger Property - Dam	1		1							1			3
Patdown		1	1					1					3
Patdown - Flyer		1	1					1					3
Property - Special Handling				1			1			1	1		4
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked				1			1						2
Screening						6					1		7
Screening - Inconsistency						1							1
Screening - Lengthy Lines						2					1		3
Screening - Procedures/Process						3							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
ANC	33	46	30	36	40	40	29	41	77	75	75	44	566
2021												14	14
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Customer Service													1
Customer Service - TSO													1
Expedited Passenger Screening Program													7
Expedited Passenger Screening Program - TSA Application Program													1
Expedited Passenger Screening Program - TSA PreCheck													6
Persons w/ Disabilities (PWD)													2
Persons w/ Disabilities (PWD) - Hearing Impairment													1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway													1
Screening													3
Screening - Procedures/Process													3
2022	13	23	13	21	18	13	15	15	33	38	41	30	273
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Information		1											1
Airline					1		1						2
Airline - Policy/Regulations/Service					1		1						2
Civil Rights			1		1		1	1	5		1	2	13
Civil Rights - Age										1			1
Civil Rights - National Origin								1	1				2
Civil Rights - Race									2			1	3
Civil Rights - Racial Profiling or Discrimination					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1		1		1	1	4
Civil Rights - Sexual Orientation - Not Transgender									1				1
Civil Rights - Transgender Screening			1										1
Customer Service	1	3	2	2	1	2	2	1	1	3	6	5	29
Customer Service - TSO	1	3	2	2	1	2	2	1	1	3	6	5	29
Expedited Passenger Screening Program	6	17	9	12	8	9	9	10	23	25	24	17	169
Expedited Passenger Screening Program - Active Duty Military					1								1
Expedited Passenger Screening Program - DoD					1						1		2
Expedited Passenger Screening Program - Known Crew Member				1									1
Expedited Passenger Screening Program	1	3							2	1	1	1	9
Expedited Passenger Screening Program	5	14	9	11	6	9	9	10	21	24	22	16	156
Locks	1				2						2		5
Locks - General											1		1
Locks - Missing or Damaged Lock	1				2						1		4
Lost and Found											1	1	2
Lost and Found - Airport/TSA											1	1	2
Mishandling of Passenger Property				1				1	1	3	1	2	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										2		1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1	1	1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1				1					2
Patdown				1	1				1	2	1		6
Patdown - Flyer				1	1				1	2	1		6
Persons w/ Disabilities (PWD)	1		1		1			1	1			2	7
Persons w/ Disabilities (PWD) - Autism 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) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Visual Impairment	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling	2			2	2	1			1	1	1		10
Property - Special Handling - Damaged Items	2			2					1	1	1		7
Property - Special Handling - Missing Items - Checked					2	1							3
Screening	2	2		3	1	1	2	1		3	4	1	20
Screening - Children											1		1
Screening - Inconsistency	1			2							2		5
Screening - Lengthy Lines							1						1
Screening - Procedures/Process	1	2		1	1	1	1	1		2	1		11
Screening - Retrieving Abandoned/Confiscated Items										1		1	2
2023	20	23	17	15	22	27	14	26	44	37	34		279
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information	1												1
Airline							1				1		2
Airline - Lost Baggage											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
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service	2	1	2	2	3	2	2	4	5	5	5		33
Customer Service - TSO	2	1	2	2	3	2	2	4	5	5	5		33
Expedited Passenger Screening Program	14	16	11	7	14	20	7	15	32	23	22		181
Expedited Passenger Screening Program	1	1											2
Expedited Passenger Screening Program	2	1				1				1			5
Expedited Passenger Screening Program	11	14	11	7	14	19	7	15	32	22	22		174
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	2	2	1		1			1			1		8
Mishandling of Passenger Property - Damaged/Missing Items		2											2
Mishandling of Passenger Property - Damaged/Missing Items	2		1					1			1		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Ombudsman			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
Ombudsman - General			1										1
Patdown				3	2		1	1	1	2	1		11
Patdown - Flyer				2	2		1	1	1	2	1		10
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)						1	1	1	2	3	1		9
Persons w/ Disabilities (PWD) - Autism Spectrum										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) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1	2			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 - Checke		1											1
Screening	1	3	1	3	2	3		2	4	4	1		24
Screening - Inconsistency	1	1		2					1		1		7
Screening - Lengthy Lines										1			1
Screening - Procedures/Process		2	1	1	2	3		2	3	2			16

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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
AOO	1												1
2023	1												1
Screening	1												1
Screening - Procedures/Process	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
APN	1			1		2					1	1	6
2021												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
2022				1		1					1		3
Expedited Passenger Screening Program				1		1							2
Expedited Passenger Screening Program - TSA PreCheck				1		1							2
Patdown											1		1
Patdown - Flyer											1		1
2023	1					1							2
Expedited Passenger Screening Program	1					1							2
Expedited Passenger Screening Program	1					1							2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ART	2	1		2		1			2			1	9
2022	2	1		1		1			1			1	6
Customer Service	1			1					1				3
Customer Service - TSO	1			1					1				3
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening	1	1											2
Screening - Inconsistency	1												1
Screening - Procedures/Process			1										1
2023				1		1			1				3
Expedited Passenger Screening Program				1		1			1				3
Expedited Passenger Screening Program - TSA PreCheck				1		1			1				3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ASE	9	2	6	15	12	20	12	3	13	9	13	9	123
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022	6	2	1	4	7	13	3	1	9	5	4	8	63
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program	4	2	1	4	6	11	3	1	7	4	4	8	55
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program	4	2	1	4	6	11	3	1	7	3	4	8	54
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening	2				1								3
Screening - Procedures/Process	2				1								3
2023	3		5	11	5	7	9	2	4	4	9		59
Civil Rights				1	1								2
Civil Rights - National Origin					1								1
Civil Rights - Transgender Screening				1									1
Customer Service						1				1			2
Customer Service - TSO						1				1			2
Expedited Passenger Screening Program	3		4	8	4	6	6	1	3	2	9		46
Expedited Passenger Screening Program - TSA Application Program			1										1
Expedited Passenger Screening Program	3		3	8	4	6	6	1	3	2	9		45
Patdown			1										1
Patdown - Flyer as Observer			1										1
Property - Special Handling				1			2	1					4
Property - Special Handling - Damaged Items - Carry-On							2	1					3
Property - Special Handling - Missing Items - Checked				1									1
Screening				1			1		1	1			4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process				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
ATL	665	743	743	637	623	741	786	930	801	843	842	635	8,989
2021												192	192
Airline												1	1
Airline - Lost Baggage												1	1
Civil Rights												1	1
Civil Rights - Constitutional Rights												1	1
Claims												1	1
Claims - General												1	1
Customer Service												52	52
Customer Service - TSO												52	52
Expedited Passenger Screening Program												95	95
Expedited Passenger Screening Program - TSA Application Program												7	7
Expedited Passenger Screening Program - TSA PreCheck												88	88
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
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
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)												3	3
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Prohibited & Permitted Items												2	2
Prohibited & Permitted Items - Alcohol and Tobacco												1	1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump												1	1
Property - Special Handling												8	8
Property - Special Handling - Damaged Items - Carry-On												2	2
Property - Special Handling - Damaged Items - Checked												3	3
Property - Special Handling - Missing Items - Carry-On												2	2
Property - Special Handling - Missing Items - Checked												1	1
Screening												25	25
Screening - Lengthy Lines												4	4
Screening - Procedures/Process												21	21
2022	213	284	292	197	255	336	354	424	381	362	420	443	3,961
Additional Information Required/Insufficient Information												2	2
Additional Information Required/Insufficient Information - EMAIL ONLY												2	2
Airline		1	1	1	1		1			1	2	1	9
Airline - Lost Baggage										1		1	2
Airline - Policy/Regulations/Service		1	1	1	1		1				1		6
Airline - Wheelchair Assistance											1		1
Civil Rights	3	2	2	4	4	2	7	2	2	5	2	4	39
Civil Rights - Age				1									1
Civil Rights - Constitutional Rights							1						1
Civil Rights - National Origin										1			1
Civil Rights - Perceived Religion		1										1	2
Civil Rights - Profiling						1	2						3
Civil Rights - Race						1	3	1	1	2	1	3	12
Civil Rights - Racial Profiling or Discrimination	3		2	3	3								11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1			1		1		1	1	1		6
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening										1			1
Claims				1				2					3
Claims - General								2					2
Claims - Status				1									1
Current Topic		1											1
Current Topic - Current Topic		1											1
Customer Service	36	50	30	19	29	40	28	49	30	39	29	40	419
Customer Service - CSM		1	1				1						3
Customer Service - Others			1		1				1	1			4
Customer Service - TCC												1	1
Customer Service - TSO	36	49	28	19	28	40	27	49	29	38	29	39	411
DHS TRIP			1		1				1			1	4
DHS TRIP - General			1		1							1	3
DHS TRIP - Status									1				1
Duplicate E-mail			1	1									2
Duplicate E-mail - General			1	1									2
Expedited Passenger Screening Program	123	182	203	141	185	254	261	320	314	277	355	335	2,950
Expedited Passenger Screening Program - Active Duty Military					1				1	2	1		5
Expedited Passenger Screening Program	1	3	3		1	1	1	4	4	1			19
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	9	25	17	8	6	9	9	15	10	13	9	13	143
Expedited Passenger Screening Program	112	154	183	133	176	242	247	298	299	259	345	321	2,769
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1	2	4	3		2		1	13
Identification (ID) Requirements	1				2								3
Identification (ID) Requirements - Domestic					1								1
Identification (ID) Requirements - International Travel					1								1
Identification (ID) Requirements - Minors (18 and under)	1												1
Locks		1	1		1	1	1	2				4	11
Locks - Missing or Damaged Lock		1	1		1	1	1	2				4	11
Lost and Found		4				1			2	2		1	10
Lost and Found - Airport/TSA		4				1			2	2		1	10
Mishandling of Passenger Property		6	7	5	5	1	11	9	6	7	4	10	71
Mishandling of Passenger Property - Damaged/Missing		1	5			1	4	3	2	3	3	3	25

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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 - Damaged/Missin			4	2	4	4		6	6	4	4	1	7	42
Mishandling of Passenger Property - Disarrayed Item			1		1	1		1						4
No Jurisdiction		2	4	1	1	1	4	3	4	1	2	3	3	29
No Jurisdiction - No Referral					1				3		1	1		6
No Jurisdiction - Refer to CBP		1	2			1	3	1	1				1	10
No Jurisdiction - Refer to Department of State												1		1
No Jurisdiction - Refer to Other		1	2	1			1	2		1	1	1	2	12
Patdown				2		1					2	4	4	13
Patdown - Flyer				2		1					2	4	4	13
Persons w/ Disabilities (PWD)		7	5	4		4	4	3	2	4	1	1	5	40
Persons w/ Disabilities (PWD) - Autism S		1						1					1	3
Persons w/ Disabilities (PWD) - Breast Ca		1	1											2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1				1
Persons w/ Disabilities (PWD) - Diabetes			1	1			1						1	4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/M				1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to th				1				1	1	2	1		1	7
Persons w/ Disabilities (PWD) - Medically		2					1		1			1	1	5
Persons w/ Disabilities (PWD) - Mobility D		1				2		1	1					5
Persons w/ Disabilities (PWD) - Prosthesi		1												1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1							1
Persons w/ Disabilities (PWD) - Service Animals				1		1	1							3
Persons w/ Disabilities (PWD) - Wheelcha		1	3										1	5
Persons w/ Disabilities (PWD) - Wounded Warrior										1				1
Prohibited & Permitted Items		3	3	1										7
Prohibited & Permitted Items - Alcohol any		1												1
Prohibited & Permitted Items - Beauty & Grooming It			1											1
Prohibited & Permitted Items - Electronic Devices			1											1
Prohibited & Permitted Items - Food/Beve		2	1	1										4
Property - Special Handling		25	13	13	14	8	13	13	13	5	9	11	7	144
Property - Special Handling - Damaged It		4	1	1		2	2	1	3	1	2	5	1	23
Property - Special Handling - Damaged It		1	2	3	5	1	2	2	4			1	1	22
Property - Special Handling - Missing Item		14	8	7	6	4	2	4	3	1	2	3	3	57
Property - Special Handling - Missing Item		6	2	2	3	1	7	6	3	3	5	2	2	42
Screening		13	12	23	10	13	16	26	21	16	17	9	26	202
Screening - Crew Member or Airline Employee						1	1				1			3
Screening - Gate Pass								1		1				2
Screening - Inconsistency		2	2	4	1	1	2	6	2	2	1	3	7	33
Screening - Lengthy Lines		1	3	6	4	3	1	4	5	1	1	2	5	36
Screening - Procedures/Process		10	7	13	5	8	10	12	13	11	14	2	14	119
Screening - Retrieving Abandoned/Confiscated Items							1	3	1	1		2		8
Screening - Shoe Screening							1							1
Transfer to Security Specialist				1										1
Transfer to Security Specialist - Reportable Communication				1										1
TWIC				1										1
TWIC - General				1										1
2023		452	459	451	440	368	405	432	506	420	481	422		4,836
Additional Information Required/Insufficient Information			1		1						2	1		5
Additional Information Required/Insufficient Informati			1		1						2	1		5
Airline		1	1	1	2		1	1	2	3	1	1		14
Airline - Lost Baggage			1	1					1	1		1		5
Airline - Policy/Regulations/Service		1			1		1	1	1	2	1			8
Airline - Wheelchair Assistance				1										1
Cargo							1							1
Cargo - Known Shipper							1							1
Civil Rights		4	6	8	2	4	1	8	3	5	2	7		50
Civil Rights - Civil Rights Violation (TSA Employee)			1											1
Civil Rights - National Origin				1			1	1		1		1		5
Civil Rights - Race		2	2	4	2	4		5	2	3		4		28
Civil Rights - Screening of Religious or Cultural Garments									1					1
Civil Rights - Sex/Gender/Gender Identity		2	1	1			2			2				8
Civil Rights - Sexual Orientation - Not Transgender												1		1
Civil Rights - Transgender Screening			2	2						1		1		6
Claims											2			2
Claims - General											1			1
Claims - Status											1			1
Customer Service		48	37	27	45	33	53	41	59	46	41	53		483
Customer Service - CSM									1					1
Customer Service - Others		1	1	1				1	1					5
Customer Service - TCC		1												1
Customer Service - TSO		46	36	26	45	33	53	40	57	46	41	53		476
DHS TRIP								1				1		2
DHS TRIP - General												1		1
DHS TRIP - Status								1						1
Expedited Passenger Screening Program		332	353	357	329	281	290	287	353	284	344	283		3,493
Expedited Passenger Screening Program - Active Duty Military									1			1		2
Expedited Passenger Screening Program		1		2	2	4	3		2	1	1			16
Expedited Passenger Screening Program		12	15	8	6	1	8	2	7	2	6	8		75
Expedited Passenger Screening Program		318	338	346	321	276	277	283	343	281	337	274		3,394
Expedited Passenger Screening Program		1		1			2	2						6
Intranet/Internet Inquiries									1					1
Intranet/Internet Inquiries - General									1					1
Locks		2				2	3	1		2	1	1		12
Locks - Missing or Damaged Lock		2				2	3	1		2	1	1		12
Lost and Found			1	1	1		3	1			4			11
Lost and Found - Airport/TSA			1	1	1		3	1			4			11

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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	5	13	6	9	8	10	15	8	11	10	16		111
Mishandling of Passenger Property - Damaged Item	2	5	4	5	4	5	7	4	4	7	6		53
Mishandling of Passenger Property - Damaged Item	3	7	2	4	4	4	7	4	7	3	10		55
Mishandling of Passenger Property - Disarrayed Item		1				1	1						3
No Jurisdiction	3	1	2	4	4	1	3	4	6	2	3		33
No Jurisdiction - No Referral					1			2	4		1		8
No Jurisdiction - Refer to CBP	2			1	1		1	2		1	1		9
No Jurisdiction - Refer to FAA				1									1
No Jurisdiction - Refer to Other	1	1	2	2	2	1	2		2	1	1		15
Notice of Violation/Civil Penalties							1						1
Notice of Violation/Civil Penalties - General							1						1
Ombudsman									1				1
Ombudsman - General									1				1
Patdown	2	2	2	4	3	5	4		3		2		27
Patdown - Children							1						1
Patdown - Flyer	2	2	2	4	2	5	2		3		2		24
Patdown - Flyer as Observer					1								1
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)	5	5	4	2	1	3	9	8	8	19	8		72
Persons w/ Disabilities (PWD) - Autism Spectrum		1	1							1			3
Persons w/ Disabilities (PWD) - Breast Cancer		1							1				2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										2	1		3
Persons w/ Disabilities (PWD) - Diabetes		1		1			1			1	1		5
Persons w/ Disabilities (PWD) - General			1					1					2
Persons w/ Disabilities (PWD) - Hearing Impairment		2							1				3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1		2	1		4
Persons w/ Disabilities (PWD) - Medically	2					1	4	2	1	3	2		15
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility []	1						1		1	1	1		5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										2	1		3
Persons w/ Disabilities (PWD) - Service A	1										1		2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelchair	1		2	1	1	1	2	4	3	6			21
Property - Special Handling	7	15	11	15	11	5	8	15	12	5	5		109
Property - Special Handling - Damaged Item	2	5	4	3	5	2		3	1	1	1		27
Property - Special Handling - Damaged Items - Checked		2	2	3					3		2		12
Property - Special Handling - Missing Item	2	7	3	4	2	1	5	6	2	3	1		36
Property - Special Handling - Missing Item	3	1	2	5	4	2	3	6	6	1	1		34
Request for Assistance					1	1					1		3
Request for Assistance - Other					1	1					1		3
Screening	43	24	32	26	20	28	52	52	39	48	40		404
Screening - Crew Member or Airline Employee	1	1	4	3		1	1	1		1			13
Screening - Inconsistency	6	4	4	1		2	3	3	4	6	5		38
Screening - International Screening						1				1			2
Screening - Lengthy Lines	17	5	8	6		5	19	14	16	12	5		107
Screening - Procedures/Process	19	13	16	15	17	19	29	31	18	27	30		234
Screening - Retrieving Abandoned/Confiscated Items		1		1	2			3	1	1			9
Screening - Shoe Screening					1								1
SIDA (Security Identification Display Area)								1					1
SIDA (Security Identification Display Area) - General								1					1

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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
ATW	18	13	4	8	7	12	15	9	11	8	8	8	121
2021												3	3
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												2	2
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
2022	4	5		2	2	6	8	1	5	5	5	5	48
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service	1										1		2
Customer Service - TSO	1										1		2
Expedited Passenger Screening Program	3	4		1	2	3	7		4	5	3	5	37
Expedited Passenger Screening Program - TSA Application Program							1		1			1	3
Expedited Passenger Screening Program	3	4		1	2	3	6		3	5	3	4	34
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke		1											1
Screening						2	1	1			1		5
Screening - Inconsistency						1	1	1					3
Screening - Procedures/Process						1					1		2
2023	14	8	4	6	5	6	7	8	6	3	3		70
Civil Rights								1					1
Civil Rights - Race								1					1
Expedited Passenger Screening Program	13	8	4	6	4	6	6	7	6	1	3		64
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program	13	8	4	6	4	6	6	6	6	1	3		63
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					1			3
Screening - Procedures/Process	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
ATY		2		1	1	1					1		6
2022		2		1		1							4
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transg		1											1
Expedited Passenger Screening Program						1							2
Expedited Passenger Screening Program - TSA PreC		1				1							2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
2023					1						1		2
Customer Service											1		1
Customer Service - Others											1		1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck					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
AUG					3			1	1	1	1	1	8
2021												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022					1			1		1			3
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program								1		1			2
Expedited Passenger Screening Program - TSA PreCheck								1		1			2
2023					2				1		1		4
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program					2				1				3
Expedited Passenger Screening Program - TSA PreCheck					2				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
AUS	202	219	225	177	157	253	319	247	254	238	254	196	2,741
2021												59	59
Civil Rights												2	2
Civil Rights - Racial Profiling or Discrimination												1	1
Civil Rights - Sexual Orientation - Not Transgender												1	1
Customer Service												4	4
Customer Service - TSO												4	4
Expedited Passenger Screening Program												37	37
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												36	36
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Patdown												2	2
Patdown - Flyer												2	2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Food/Beverages												1	1
Screening												11	11
Screening - Lengthy Lines												3	3
Screening - Procedures/Process												8	8
2022	59	92	97	60	59	130	167	136	137	111	136	137	1,321
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights	3		2	1		1	1		1	1	2	1	13
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns	1		1										2
Civil Rights - Race						1	1		1		1	1	5
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Screening of Religious or Cultural Garments											1		1
Civil Rights - Sex/Gender/Gender Identity	1												1
Civil Rights - Transgender Screening	1		1										2
Customer Service	7	12	8	5	3	15	9	5	9	4	4	3	84
Customer Service - CSM			1										1
Customer Service - TSO	7	12	7	5	3	15	9	5	9	4	4	3	83
DHS TRIP											1		1
DHS TRIP - General											1		1
Expedited Passenger Screening Program	36	69	70	41	41	88	128	118	116	92	122	117	1,038
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD		1	2				1	1					5
Expedited Passenger Screening Program	3	9	8	2	2	2	1	4	3	2	4	5	45
Expedited Passenger Screening Program	33	59	59	39	39	86	125	113	113	90	117	112	985
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1				1		2
Locks						1	3					1	5
Locks - Missing or Damaged Lock						1	3					1	5
Mishandling of Passenger Property	1	1	3			3	2	1		2	1	2	16
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							2	1		1		1	5
Mishandling of Passenger Property - Dam	1		3			3					1		8
Mishandling of Passenger Property - Disarrayed Item		1								1		1	3
No Jurisdiction			3	1			1	2					7
No Jurisdiction - No Referral			1				1	1					3
No Jurisdiction - Refer to Other			2	1				1					4
Patdown	2	1		1	1	1	4	1	2	3		3	19
Patdown - Flyer	2	1		1	1	1	3	1	2	3		3	18
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)	4	2	2	1		2	4	1	2	3		2	23
Persons w/ Disabilities (PWD) - Autism 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							1						1
Persons w/ Disabilities (PWD) - General							1			1			2
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Internal M		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Medically Necessary		2					1		1				4
Persons w/ Disabilities (PWD) - Metal Im		1					1	1					3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Prosthes		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1		1			1				4
Prohibited & Permitted Items	1		1										2
Prohibited & Permitted Items - Food/Beverages			1										1
Prohibited & Permitted Items - Liquids/Ge	1												1
Property - Special Handling	3			4	2	8	6	2	2	3	1	3	34
Property - Special Handling - Damaged Items - Carry-On					1	5	4	1			1	1	13
Property - Special Handling - Damaged It	1				1	1	1	1	1			1	7
Property - Special Handling - Missing Item	1			1		1	1		1			1	6
Property - Special Handling - Missing Item	1			3		1				3			8
Screening	2	7	8	6	8	15	9	6	5	3	4	5	78
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency			1	1		1	2		1			1	7
Screening - Lengthy Lines		2	1	1	5	8	1	2			1	1	22
Screening - Procedures/Process	2	4	6	3	3	6	4	4	4	3	2	2	43
Screening - Retrieving Abandoned/Confiscated Items							1				1	1	3
Screening - Shoe Screening				1									1
Screening - Traveling with Cash		1											1
2023	143	127	128	117	98	123	152	111	117	127	118		1,361

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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
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights		2	2		2	4	2	2	1	2	3		20
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights											1		1
Civil Rights - National Origin										1			1
Civil Rights - Not Specified										1			1
Civil Rights - Race		1	1			2			1		1		6
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1			2	2	2	2			1		10
Claims										1	1		2
Claims - General										1			1
Claims - Status											1		1
Customer Service	8	4	8	10	7	8	6	8	3	7	8		77
Customer Service - Others					1								1
Customer Service - TSO	8	4	8	10	6	8	6	8	3	7	8		76
Expedited Passenger Screening Program	122	101	103	83	79	95	124	81	91	93	86		1,058
Expedited Passenger Screening Program - Active Duty Military				1									1
Expedited Passenger Screening Program - DoD		1	1				1	1					4
Expedited Passenger Screening Program	5	4	2	3		4	1		5	5	2		31
Expedited Passenger Screening Program	117	95	100	79	79	91	122	80	85	88	84		1,020
Expedited Passenger Screening Program - TSA/DHS		1							1				2
Intranet/Internet Inquiries										1			1
Intranet/Internet Inquiries - General										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		4	3	6	1	2	1	2	5	3	4		31
Mishandling of Passenger Property - Damaged/Missin		1	2	4			1	1	3	3	4		19
Mishandling of Passenger Property - Damaged/Missin		3	1	2	1	1		1	1				10
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	3		2	3	5	3	2	4	2	1		26
Patdown - Flyer	1	3		1	3	5	3	2	2	2	1		23
Patdown - Flyer as Observer				1									1
Patdown - Non-Flyer									2				2
Persons w/ Disabilities (PWD)	1	2	2	3	1		4	2	4	2			21
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Diabetes								1	1				2
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1											1
Persons w/ Disabilities (PWD) - Medical I	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1			1	1		2			5
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		1			2						4
Persons w/ Disabilities (PWD) - Service Animals			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1	1				3				6
Property - Special Handling	4	5	5	1	3	3	2	2	2	5	4		36
Property - Special Handling - Damaged It	3	2	2	1		1	1		2	3	1		16
Property - Special Handling - Damaged Items - Check		1	1		1		1	1		1	1		7
Property - Special Handling - Missing Items - Carry-C		2			2	2		1		1	1		9
Property - Special Handling - Missing Item	1		2								1		4
Screening	7	4	5	11	2	5	10	12	6	11	10		83
Screening - Crew Member or Airline Empl	1		2	1			1		1	1			7
Screening - Inconsistency	1	1		4						2	1		9
Screening - Lengthy Lines							1	1	2		4		8
Screening - Military										1			1
Screening - Procedures/Process	4	3	3	6	2	3	8	11	3	6	5		54
Screening - Retrieving Abandoned/Confis	1					2				1			4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AVL	25	19	28	16	5	19	26	21	28	25	35	19	266
2021												8	8
Expedited Passenger Screening Program												6	6
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												5	5
Patdown												1	1
Patdown - Flyer												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	10	8	14	7	1	9	9	6	17	7	21	11	120
Customer Service		1	1						1	1			4
Customer Service - TSO		1	1						1	1			4
Expedited Passenger Screening Program	9	6	9	4	1	7	8	5	14	6	15	10	94
Expedited Passenger Screening Program	2	3		2		1		1	1		3		13
Expedited Passenger Screening Program	7	3	9	2	1	6	8	4	13	6	12	10	81
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domestic		1											1
Mishandling of Passenger Property									1		2		3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											2		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									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) - Prosthesis/Amputees and Casts											1		1
Prohibited & Permitted Items	1		1										2
Prohibited & Permitted Items - Food/Beverages			1										1
Prohibited & Permitted Items - General	1												1
Property - Special Handling			1	2		1		1	1			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 - Checked			1	1									2
Screening			1	1		1	1			2			6
Screening - Inconsistency							1						1
Screening - Procedures/Process			1	1		1					2		5
2023	15	11	14	9	4	10	17	15	11	18	14		138
Civil Rights		1								1	1		3
Civil Rights - Race		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1	1		2
Customer Service	1						1	2			1		5
Customer Service - TSO	1						1	2			1		5
Expedited Passenger Screening Program	8	10	12	8	3	9	16	10	11	15	12		114
Expedited Passenger Screening Program	1						2						3
Expedited Passenger Screening Program	7	10	12	8	3	9	14	10	11	15	12		111
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
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	2												2
Property - Special Handling - Damaged Items - Carry-On	2												2
Screening	2		2			1		1		2			8
Screening - Crew Member or Airline Employee	2		1										3
Screening - Lengthy Lines						1							1
Screening - Procedures/Process								1		2			3
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
AVP	4	6	7	2	2	7	7	3	6	6	5	5	60
2021												3	3
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Patdown												1	1
Patdown - Flyer												1	1
2022	2	2	5	2		4	2		2	5	4	2	30
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service			1							1			2
Customer Service - TSO			1							1			2
Expedited Passenger Screening Program	2	1	4	1		3	2		2	2	3	2	22
Expedited Passenger Screening Program - TSA Application Program										1	1	1	3
Expedited Passenger Screening Program	2	1	4	1		3	2		2	1	2	1	19
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown						1				1			2
Patdown - Flyer						1				1			2
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening											1		1
Screening - Inconsistency											1		1
2023	2	4	2		2	3	5	3	4	1	1		27
Customer Service					1				1				2
Customer Service - TSO					1				1				2
Expedited Passenger Screening Program	1	4	1			3	4	3	3				19
Expedited Passenger Screening Program - TSA Application Program									2				2
Expedited Passenger Screening Program	1	4	1			3	4	3	1				17
Patdown			1		1								2
Patdown - Flyer			1										1
Patdown - Flyer as Observer					1								1
Screening	1						1			1	1		4
Screening - Inconsistency	1						1						2
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
AZO		1	4	3		1		4	5	4	5	4	31
2021												3	3
Customer Service												1	1
Customer Service - TSO												1	1
Screening												2	2
Screening - Inconsistency												1	1
Screening - Procedures/Process												1	1
2022			1	2		1		1	2	1	2	1	11
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program				2				1	2		2	1	8
Expedited Passenger Screening Program - TSA PreCheck				2				1	2		2	1	8
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Transfer to Security Specialist			1										1
Transfer to Security Specialist - Reportable Communication			1										1
2023		1	3	1				3	3	3	3		17
Customer Service			1							1			2
Customer Service - TSO			1							1			2
Expedited Passenger Screening Program		1	2	1				1	2	2	3		12
Expedited Passenger Screening Program - TSA PreC		1	2	1				1	2	2	3		12
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

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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
BBG										1		1	2
2021												1	1
Patdown												1	1
Patdown - Flyer												1	1
2022										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										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
BDL	114	69	96	58	82	118	115	120	100	81	98	68	1,119
2021												20	20
Customer Service													4
Customer Service - TSO													4
Expedited Passenger Screening Program													14
Expedited Passenger Screening Program - TSA Application Program													1
Expedited Passenger Screening Program - TSA PreCheck													13
Screening													2
Screening - Lengthy Lines													2
2022	31	27	48	21	33	66	60	60	54	50	49	48	547
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights	2		3		1	2	1	1		3	1		14
Civil Rights - Hair Patdowns			2										2
Civil Rights - Not Specified							1						1
Civil Rights - Profiling						1							1
Civil Rights - Race					1					2	1		4
Civil Rights - Racial Profiling or Discrimination	2												2
Civil Rights - Screening of Religious Cultural and Ceremonial Items			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Civil Rights - Transgender Screening								1		1			2
Claims													1
Claims - General										1			1
Customer Service	6	3	5	4	3	3	1	7	5	5	4	2	48
Customer Service - TSO	6	3	5	4	3	3	1	7	5	5	4	2	48
Expedited Passenger Screening Program	15	20	38	15	26	57	51	47	36	34	40	42	421
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA Appl		3	2	2	2			1	3	2	1	5	21
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	15	17	36	13	24	57	51	46	33	30	39	37	398
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Mishandling of Passenger Property								1	3		1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1			1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1	2		1		4
Patdown							1		2				3
Patdown - Flyer							1		2				3
Persons w/ Disabilities (PWD)	2					1			1	2		1	7
Persons w/ Disabilities (PWD) - Diabetes	1									1			2
Persons w/ Disabilities (PWD) - Hearing Impaired	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) - Touch Aversion (pain/trauma)						1							1
Property - Special Handling	2	2	1	1	1	1		1	3	1		1	14
Property - Special Handling - Damaged Items	1			1		1			1			1	5
Property - Special Handling - Missing Items	1	1	1										3
Property - Special Handling - Missing Items - Checked Baggage	1				1			1	2	1			6
Screening	4	1	1		2	2	6	3	3	5	3	1	31
Screening - Children										1			1
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency	1	1						1		1		1	5
Screening - Lengthy Lines									1				1
Screening - Procedures/Process	3		1		2	2	6	2	2	3	2		23
2023	83	42	48	37	49	52	55	60	46	31	49		552
Airline									1				1
Airline - Lost Baggage									1				1
Civil Rights		1	1			3			2	1			8
Civil Rights - National Origin			1										1
Civil Rights - Race						2			1				3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1				1							2
Civil Rights - Transgender Screening									1	1			2
Customer Service	6	11	1	2	2	5	2	7	2	3	6		47
Customer Service - CSM		1											1
Customer Service - TSO	6	10	1	2	2	5	2	7	2	3	6		46
Expedited Passenger Screening Program	63	29	40	33	42	41	46	50	35	20	37		436
Expedited Passenger Screening Program - TSA PreCheck	1	1				1							3
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	4		2	1	3	1		2	1				14
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	58	28	38	32	39	39	46	48	34	20	37		419
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property	1		1	1	1	1			2	1			8
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
Mishandling of Passenger Property - Discrepancy	1								1				2
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown	3			1			1			1	1		7
Patdown - Flyer	3			1			1			1	1		7
Persons w/ Disabilities (PWD)	1		1		1			1		4	2		10
Persons w/ Disabilities (PWD) - Diabetes										1	1		2
Persons w/ Disabilities (PWD) - Hearing Impaired	1												1
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)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										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
Property - Special Handling	4	1	1				2	1	1				10
Property - Special Handling - Damaged Items	1	1						1	1				4
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Missing Items	2						2						4
Property - Special Handling - Missing Items - Checked			1										1
Screening	5		2		2	2	4	1	3	1	3		23
Screening - Inconsistency					1								1
Screening - Lengthy Lines	2						2				1		5
Screening - Procedures/Process	2		2		1	2	2	1	3	1	2		16
Screening - Retrieving Abandoned/Confiscated Items	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BET	1		6	2	1		1				2	3	16
2021												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
2022	1		1	1	1							2	6
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program			1		1							2	4
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck			1		1							1	3
2023			5	1			1				2		9
Civil Rights			1										1
Civil Rights - Not Specified			1										1
Expedited Passenger Screening Program			4										4
Expedited Passenger Screening Program - TSA PreCheck			4										4
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Screening				1			1						2
Screening - Procedures/Process				1			1						2

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BFL		2		2		4	2	2	3	4	1	3	23
2022		2		1		2	1	1	1	4		3	15
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program			1				1		1	1		2	6
Expedited Passenger Screening Program - TSA PreC			1				1		1	1		2	6
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
Persons w/ Disabilities (PWD)							2						2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							2						2
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening		1						1		1			3
Screening - Inconsistency		1											1
Screening - Procedures/Process								1					1
Screening - Retrieving Abandoned/Confiscated Items										1			1
2023				1		2	1	1	2		1		8
Customer Service				1			1						2
Customer Service - TSO				1			1						2
Expedited Passenger Screening Program						2		1	1		1		5
Expedited Passenger Screening Program - TSA PreCheck						2		1	1		1		5
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Carry-On									1				1

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BFM		1		1					1	1			4
2023		1		1					1	1			4
Expedited Passenger Screening Program		1		1					1				3
Expedited Passenger Screening Program - TSA PreC		1		1					1				3
Patdown										1			1
Patdown - Flyer										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BGM	1						2	3	1	2	1		10
2022								1					1
Screening								1					1
Screening - Procedures/Process								1					1
2023	1						2	2	1	2	1		9
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Expedited Passenger Screening Program	1						1		1	1			4
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA PreCheck							1		1	1			3
Patdown								1					1
Patdown - Flyer								1					1
Screening							1			1			2
Screening - Procedures/Process							1			1			2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BGR	11	3	4	1	8	6	7	8	13	5	12	6	84
2021												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Carry-On												1	1
2022	5	1	2	1	6	4	5	3	10	2	6	5	50
Civil Rights	1												1
Civil Rights - Hair Patdowns	1												1
Customer Service	1		1			1		1			1		5
Customer Service - TSO	1		1			1		1			1		5
Expedited Passenger Screening Program	2	1		1	5	2	4		7			3	30
Expedited Passenger Screening Program - TSA Application Program				1					1				2
Expedited Passenger Screening Program	2	1			5	2	4		6		3	5	28
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
No Jurisdiction								1					1
No Jurisdiction - Refer to Other							1						1
Patdown	1				1								2
Patdown - Children					1								1
Patdown - Flyer	1												1
Property - Special Handling			1								1		2
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Missing Items - Carry-On			1										1
Screening							1	2	3	1	1		8
Screening - Procedures/Process							1	2	3	1	1		8
2023	6	2	2		2	2	2	5	3	3	6		33
Customer Service		1							1				2
Customer Service - TSO		1							1				2
Expedited Passenger Screening Program	4	1	2		2	2	2	4	1	2	4		24
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program	4	1	2		2	2	2	3	1	2	4		23
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
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Screening	1							1		1	1		4
Screening - Procedures/Process	1							1		1	1		4

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BHM	35	45	43	38	33	47	58	45	41	44	45	32	506
2021												10	10
Expedited Passenger Screening Program												8	8
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												7	7
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Patdown												1	1
Patdown - Flyer												1	1
2022	13	20	10	8	15	27	28	19	24	27	23	22	236
Civil Rights							1		1				2
Civil Rights - Race							1		1				2
Customer Service	1	4	2	1	3	5	4	2	6	2	1	2	33
Customer Service - TSO	1	4	2	1	3	5	4	2	6	2	1	2	33
Duplicate E-mail		1											1
Duplicate E-mail - General		1											1
Expedited Passenger Screening Program	5	12	8	4	9	19	14	14	15	22	19	20	161
Expedited Passenger Screening Program - DoD								1			1		2
Expedited Passenger Screening Program - TSA Appl		3	1	1	2	1	1				2	2	13
Expedited Passenger Screening Program	5	9	7	3	7	18	13	13	15	21	16	18	145
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										1			1
Locks	2				1					1			4
Locks - Missing or Damaged Lock	2				1					1			4
Mishandling of Passenger Property				1				1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1				1					2
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)	2	1		1						1	1		6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically	2			1									3
Property - Special Handling	3							1	2				6
Property - Special Handling - Damaged Items	1								2				3
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items	1							1					2
Screening		2		1	1	3	9	1		1	2		20
Screening - Inconsistency		1					2						3
Screening - Lengthy Lines					1	1	4						6
Screening - Procedures/Process		1		1		2	3	1		1	2		11
2023	22	25	33	30	18	20	30	26	17	17	22		260
Airline					1								1
Airline - Lost Baggage					1								1
Civil Rights		1				1				1	1		4
Civil Rights - Race		1								1	1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service	3	5	9	12	2	4	7	1	2		5		50
Customer Service - TSO	3	5	9	12	2	4	7	1	2		5		50
Expedited Passenger Screening Program	17	16	20	12	11	10	18	20	12	12	8		156
Expedited Passenger Screening Program - TSA Application Program						1	1				1		3
Expedited Passenger Screening Program	17	16	20	12	11	9	17	20	12	12	7		153
Mishandling of Passenger Property		1		1						1	2		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											2		2
Mishandling of Passenger Property - Damaged/Missii		1		1						1			3
Patdown	1	1	1		1	2		1	1		1		9
Patdown - Flyer	1	1	1		1	2		1	1				8
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)					1	1	1				1		4
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1				1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Property - Special Handling	1			1	2			1		1			6
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Missing Items - Carry-On					1					1			2
Property - Special Handling - Missing Items	1				1			1					3
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening		1	3	4		2	4	3	2	2	3		24
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency				1				1					2
Screening - Lengthy Lines		1		1		1					1		4
Screening - Procedures/Process			2	2		1	4	2	2	1	2		16
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
BIH				1		1		1			2		5
2022				1		1		1			2		5
Expedited Passenger Screening Program						1		1			1		3
Expedited Passenger Screening Program - TSA PreCheck						1		1			1		3
Property - Special Handling				1							1		2
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BIL	11	11	16	9	12	8	10	8	14	10	18	6	133
2021												2	2
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Carry-On												1	1
2022	6	4	7		8	2	5	2	6	5	13	4	62
Civil Rights			1			1	1						3
Civil Rights - National Origin							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1			1							2
Customer Service					1						1		2
Customer Service - TSO					1						1		2
Expedited Passenger Screening Program	5	2	5		7	1	4	2	6	5	8	4	49
Expedited Passenger Screening Program	1	1	1		1								4
Expedited Passenger Screening Program	4	1	4		6	1	4	2	6	5	8	4	45
Patdown											2		2
Patdown - Flyer											2		2
Persons w/ Disabilities (PWD)	1										1		2
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General	1												1
Prohibited & Permitted Items		2											2
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols		1											1
Screening			1								1		2
Screening - Procedures/Process			1								1		2
2023	5	7	9	9	4	6	5	6	8	5	5		69
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	4	4	6	8	4	5	4	6	7	5	5		58
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA Appl		1	1										2
Expedited Passenger Screening Program	4	3	5	8	4	5	4	6	7	4	5		55
Locks		2											2
Locks - Missing or Damaged Lock		2											2
Mishandling of Passenger Property			1			1							2
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1							2
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling	1			1			1		1				4
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Checked				1			1						2
Screening			1										1
Screening - Lengthy Lines			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BIS	8	6	5	7	5	8	7	10	3	10	8	6	83
2021												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	3	3	2	3	4	4	2	5	2	6	5	5	44
Customer Service										1	1		2
Customer Service - TSO										1	1		2
Expedited Passenger Screening Program	3	2	1	3	4	2	1	4	2	2	3	5	32
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program	3	2	1	3	4	2	1	4	2	1	3	5	31
Patdown						1		1					2
Patdown - Flyer						1		1					2
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening			1			1	1			3	1		7
Screening - Crew Member or Airline Employee						1							1
Screening - Procedures/Process			1				1			2	1		5
Screening - Retrieving Abandoned/Confiscated Items										1			1
2023	5	3	3	4	1	4	5	5	1	4	3		38
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights							1						1
Civil Rights - National Origin							1						1
Customer Service	1	1					1				1		4
Customer Service - TSO	1	1					1				1		4
Expedited Passenger Screening Program	4	1	2	4	1	3	3	2	1	2	1		24
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program	4	1	2	4	1	3	3	2		2	1		23
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
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								1		2			3
Screening - Inconsistency								1		1			2
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
BJI	2	3	1	1	1	1		2		1	1		13
2022	1	2	1		1	1		2			1		9
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program			1					2					3
Expedited Passenger Screening Program - TSA Appl			1										1
Expedited Passenger Screening Program - TSA PreCheck								2					2
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Patdown			1										1
Patdown - Non-Flyer			1										1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening		1											1
Screening - Procedures/Process		1											1
2023	1	1		1						1			4
Expedited Passenger Screening Program			1							1			2
Expedited Passenger Screening Program - TSA PreC			1							1			2
Screening		1		1									2
Screening - Crew Member or Airline Employee				1									1
Screening - Lengthy Lines		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
BKW	1	2	2		1		1				1	1	9
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022	1		1										2
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	1		1										2
2023		2	1		1		1				1		6
Expedited Passenger Screening Program		2	1		1		1						5
Expedited Passenger Screening Program - TSA PreC		2	1		1		1						5
Property - Special Handling											1		1
Property - Special Handling - Missing 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
BLI	2	4	1	3	4	3	6	10	4	7	9	6	59
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022		1			2	2	3	4	4	6	7	5	34
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service		1					1	2		1			5
Customer Service - TSO		1					1	2		1			5
Expedited Passenger Screening Program					2	2	2	2	2	3	5	3	21
Expedited Passenger Screening Program - TSA PreCheck					1	2	2	2	2	3	5	3	20
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					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) - Wheelchair/ Scooter/ Segway											1		1
Screening									1	1	1	1	4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process									1		1	1	3
2023	2	3	1	3	2	1	3	6		1	2		24
Customer Service			1				1				1		3
Customer Service - TSO			1				1				1		3
Expedited Passenger Screening Program	1	3		2			2	4			1		13
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA PreC		3		2			2	4			1		12
Hazardous Materials Safety						1							1
Hazardous Materials Safety - General						1							1
No Jurisdiction				1									1
No Jurisdiction - Refer to CBP				1									1
Patdown					1								1
Patdown - Children					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 - Checked					1								1
Screening								1		1			2
Screening - Inconsistency								1					1
Screening - Procedures/Process										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BLV	1	1	2	3	1		4	3	6	1	2	3	27
2021												3	3
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												2	2
2022	1			2				1	5		1		10
Customer Service									3				3
Customer Service - TSO									3				3
Expedited Passenger Screening Program				1					1				2
Expedited Passenger Screening Program - TSA PreCheck				1					1				2
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
Property - Special Handling	1												1
Property - Special Handling - Damaged Items	1												1
Screening									1		1		2
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency									1				1
2023		1	2	1	1		4	2	1	1	1		14
Customer Service							1			1	1		3
Customer Service - TSO							1			1	1		3
Expedited Passenger Screening Program		1	1	1			3	2	1				9
Expedited Passenger Screening Program - TSA Application Program			1										1
Expedited Passenger Screening Program - TSA PreCheck		1		1			3	2	1				8
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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BMI	9	4	3		1	8	5	4	3	4	3	3	47
2021												2	2
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Carry-On													1
2022	3	1	2		1	3	2	3	1	2	2	1	21
Airline												1	1
Airline - Policy/Regulations/Service											1		1
Civil Rights						1	1						2
Civil Rights - Race						1							1
Civil Rights - Transgender Screening							1						1
Customer Service		1						1					2
Customer Service - TSO		1						1					2
Expedited Passenger Screening Program	1		2		1	2	1	2	1	2	1	1	14
Expedited Passenger Screening Program - TSA Application Program					1				1				2
Expedited Passenger Screening Program	1		2			2	1	2		2	1	1	12
Patdown	1												1
Patdown - Flyer	1												1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Ge	1												1
2023	6	3	1			5	3	1	2	2	1		24
Customer Service	1							1	2				4
Customer Service - TSO	1							1	2				4
Expedited Passenger Screening Program	5	3	1			5	2			1	1		18
Expedited Passenger Screening Program	1		1							1			3
Expedited Passenger Screening Program	4	3				5	2				1		15
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Screening										1			1
Screening - Procedures/Process										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BNA	142	199	159	126	157	181	199	230	215	173	178	142	2,101
2021												42	42
Customer Service												3	3
Customer Service - TSO												3	3
Expedited Passenger Screening Program												29	29
Expedited Passenger Screening Program - TSA Application Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												27	27
Locks												2	2
Locks - Missing or Damaged Lock												2	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 Other												1	1
Patdown												2	2
Patdown - Flyer												2	2
Persons w/ Disabilities (PWD)												2	2
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	2
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked												1	1
2022	45	73	52	45	58	78	81	110	110	83	86	100	921
Additional Information Required/Insufficient Information									1			1	2
Additional Information Required/Insufficient Information - EMAIL ONLY									1			1	2
Airline		1				2	2	2			1		8
Airline - Lost Baggage						1		1					2
Airline - Policy/Regulations/Service		1				1	2				1		5
Airline - Wheelchair Assistance								1					1
Civil Rights	1	2				1		1				1	6
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion												1	1
Civil Rights - Race						1		1					2
Civil Rights - Racial Profiling or Discrimination		2											2
Customer Service	3	7	2	1	2	4	7	4	13	9	3	3	58
Customer Service - Others		1											1
Customer Service - TSO	3	6	2	1	2	4	7	4	13	9	3	3	57
Expedited Passenger Screening Program	33	49	35	37	47	61	54	88	78	65	71	85	703
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program	1			1					1				3
Expedited Passenger Screening Program	3	7	4	4	4	1	2		7	2	1		35
Expedited Passenger Screening Program	29	42	31	32	43	60	52	88	70	62	70	85	664
Hazardous Materials Safety										1			1
Hazardous Materials Safety - General										1			1
Locks			1				2		1		1	1	6
Locks - Missing or Damaged Lock			1				2		1		1	1	6
Lost and Found	2			1				1	2				6
Lost and Found - Airport/TSA	2			1				1	2				6
Mishandling of Passenger Property		1	1				3	1	4	6		1	17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1		1	1		1	4
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1	1	3	4			10
Mishandling of Passenger Property - Disarrayed Item		1					1			1			3
No Jurisdiction					2		1						3
No Jurisdiction - No Referral					1		1						2
No Jurisdiction - Refer to Other					1								1
Notice of Violation/Civil Penalties												1	1
Notice of Violation/Civil Penalties - General												1	1
Patdown		1	1		2	2	1		3		5	1	16
Patdown - Flyer		1	1		2	2	1		3		4	1	15
Patdown - General											1		1
Persons w/ Disabilities (PWD)	3		3				3	3	2	1			15
Persons w/ Disabilities (PWD) - Autism 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) - Internal Medical Devices							2						2
Persons w/ Disabilities (PWD) - Medically	1								2				3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Respirator	1												1
Persons w/ Disabilities (PWD) - Wheelchair	1		1										2
Property - Special Handling	2	7	4	1	4	2	3	4	2		3	1	33
Property - Special Handling - Damaged Items - Carry		2	1			1		2			2	1	9
Property - Special Handling - Damaged Items - Checked	1	2	2			1		1			1		8
Property - Special Handling - Missing Items	1	1		1			1		1				5
Property - Special Handling - Missing Items - Checked	2	1			4		2	1	1				11
Screening	1	5	5	5	1	6	5	6	4	1	2	5	46
Screening - Inconsistency		1	1			2	1		2		1	3	11
Screening - Lengthy Lines		1	1								1		3
Screening - Procedures/Process	1	3	3	5		3	3	6	2	1		2	29
Screening - Retrieving Abandoned/Confiscated Items					1	1	1						3
2023	97	126	107	81	99	103	118	120	105	90	92		1,138
Additional Information Required/Insufficient Information	1							1			1		3
Additional Information Required/Insufficient Information - EMAIL ONLY	1							1			1		3
Airline		1							1				2
Airline - Policy/Regulations/Service		1							1				2
Civil Rights	1			1		1	2	1	2	3	2		13
Civil Rights - Civil Rights Violation (TSA Employee)										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
Civil Rights - Headwear						1							1
Civil Rights - National Origin									1		1		2
Civil Rights - Race	1			1			1		1	1			5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1			1	1		3
Civil Rights - Transgender Screening								1					1
Customer Service	7	4	7	6	9	11	10	9	7	6	9		85
Customer Service - Others			1										1
Customer Service - TSO	7	4	6	6	9	11	10	9	7	6	9		84
Expedited Passenger Screening Program	77	95	87	62	77	76	97	97	80	68	65		881
Expedited Passenger Screening Program - DoD										1	1		2
Expedited Passenger Screening Program	3	8	9				3	2	1		1		27
Expedited Passenger Screening Program	74	87	78	62	77	76	94	95	79	67	63		852
Locks	1		2										3
Locks - Missing or Damaged Lock	1		2										3
Lost and Found								1		1	1		3
Lost and Found - Airport/TSA								1		1	1		3
Mishandling of Passenger Property	2	7	1	4	1	1	2	3	4		3		28
Mishandling of Passenger Property - Dam	1	3		2	1		1		3		2		13
Mishandling of Passenger Property - Dam	1	4	1	1		1	1	1	1		1		12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1				2					3
No Jurisdiction		1						2					3
No Jurisdiction - No Referral		1						2					3
Ombudsman						1							1
Ombudsman - General						1							1
Patdown		3		1	2	1	1	1		5	3		17
Patdown - Children		1											1
Patdown - Flyer		2		1	2	1	1	1		5	3		16
Persons w/ Disabilities (PWD)	2	5	1		1			1	2	1	1		14
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Diabetes		1							1				2
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Medically Necessary		1							1				2
Persons w/ Disabilities (PWD) - Mobility Disability (N		2											2
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 Im		1											1
Persons w/ Disabilities (PWD) - Wheelcha		1	1								1		3
Property - Special Handling	5	4	6	5	1	2	4	1	4	1	2		35
Property - Special Handling - Damaged It	1	2	4	2	1		3		1	1			15
Property - Special Handling - Damaged It	1		1	1		2							5
Property - Special Handling - Missing Item	1	2	1	2				1	1		1		9
Property - Special Handling - Missing Item	2						1		2		1		6
Screening	1	6	3	2	8	10	2	3	5	5	5		50
Screening - Crew Member or Airline Employee		1											1
Screening - Gate Pass											1		1
Screening - Inconsistency			1	1	1	1		1	2	1	1		9
Screening - Lengthy Lines					1	1			1				3
Screening - Procedures/Process	1	5	2	1	6	8	2	2	2	4	3		36

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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
BOI	45	46	61	49	46	55	37	50	47	35	55	34	560
2021												12	12
Civil Rights													2
Civil Rights - Constitutional Rights													1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1
Expedited Passenger Screening Program													10
Expedited Passenger Screening Program - TSA Application Program													1
Expedited Passenger Screening Program - TSA PreCheck													9
2022	12	16	22	11	22	27	21	25	25	17	26	22	246
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights					1				1			1	3
Civil Rights - Race												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1				1				2
Customer Service		2	1	1			1	2	1				8
Customer Service - TSO		2	1	1			1	2	1				8
Expedited Passenger Screening Program	10	12	17	10	15	21	19	19	18	12	24	16	193
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program	2	1		1			1		1		1		7
Expedited Passenger Screening Program	8	11	17	9	15	20	18	19	17	12	23	16	185
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						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 - 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
Patdown			1			1		1	3	2			8
Patdown - Flyer			1			1		1	3	1			7
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)					1	1	1	2				1	6
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						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) - Visual Impairment								1					1
Property - Special Handling	1		3		1	2		1	1	2			11
Property - Special Handling - Damaged Items - Carry-On			2										2
Property - Special Handling - Damaged Items - Checked			1		1								2
Property - Special Handling - Missing Item	1					1				1			3
Property - Special Handling - Missing Items - Checked						1		1	1	1			4
Screening	1	1			2	1				1	1	3	10
Screening - Inconsistency	1												1
Screening - Procedures/Process		1			2	1				1	1	3	9
2023	33	30	39	38	24	28	16	25	22	18	29		302
Additional Information Required/Insufficient Information				1				1					2
Additional Information Required/Insufficient Information - EMAIL ONLY				1				1					2
Civil Rights			1				1	1					3
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Race							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service	1		3	2					2		1		9
Customer Service - TSO	1		3	2					2		1		9
Expedited Passenger Screening Program	24	22	27	24	22	21	12	20	17	12	23		224
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program	3	2	1							1	1		8
Expedited Passenger Screening Program	21	20	26	24	22	21	12	20	16	11	22		215
Locks		1		1						1			3
Locks - General		1											1
Locks - Missing or Damaged Lock				1						1			2
Mishandling of Passenger Property		2	1	3		2			1	1	1		11
Mishandling of Passenger Property - Damaged/Missing Items--C			1								1		2
Mishandling of Passenger Property - Damaged/Missin		1		3		1			1	1			7
Mishandling of Passenger Property - Disarrayed Item		1				1							2
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown	1	1	1		1		1	2		1			8
Patdown - Flyer	1	1	1		1		1	2		1			8
Persons w/ Disabilities (PWD)	1			1		1	1		1				5
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Medically	1			1			1						3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Firearm/Ammunition											1		1
Property - Special Handling	2	1	1	2		2	1						9
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Check		1		1		1							3
Property - Special Handling - Missing Items - Carry-On			1				1						2
Property - Special Handling - Missing Item	1			1		1							3
Screening	4	3	4	4	1	2		1	1	3	3		26
Screening - Inconsistency		1	2	2									5
Screening - International Screening						1							1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	3	2	2	2	1	1		1	1	3	3		19

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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
BOS	516	542	528	421	439	534	580	550	559	557	564	469	6,259
2021												137	137
Civil Rights												2	2
Civil Rights - Racial Profiling or Discrimination												2	2
Customer Service												21	21
Customer Service - TSO												21	21
Expedited Passenger Screening Program												81	81
Expedited Passenger Screening Program - DoD												1	1
Expedited Passenger Screening Program - TSA Application Program												4	4
Expedited Passenger Screening Program - TSA PreCheck												76	76
No Jurisdiction												1	1
No Jurisdiction - Refer to CBP												1	1
Patdown												9	9
Patdown - Flyer												9	9
Persons w/ Disabilities (PWD)												4	4
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												2	2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Property - Special Handling												12	12
Property - Special Handling - Damaged Items - Carry-On												7	7
Property - Special Handling - Damaged Items - Checked												2	2
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked												2	2
Screening												7	7
Screening - Procedures/Process												7	7
2022	157	205	188	158	156	252	274	297	284	295	308	332	2,906
Additional Information Required/Insufficient Information				1					2			1	4
Additional Information Required/Insufficient Information - EMAIL ONLY				1					2			1	4
Airline	1		1										2
Airline - Policy/Regulations/Service	1		1										2
Civil Rights	3	4	2	4	1	3	5	4	7	4	4	3	44
Civil Rights - Headwear								2				1	3
Civil Rights - National Origin		1										1	2
Civil Rights - Not Specified								1					1
Civil Rights - Race						2	1		3	2	4	1	13
Civil Rights - Racial Profiling or Discrimination	2	2	2	2	1								9
Civil Rights - Screening of Religious Cultural and Cer		1											1
Civil Rights - Sex/Gender/Gender Identity	1			1			3	1	4				10
Civil Rights - Transgender Screening				1		1	1			2			5
Customer Service	18	9	15	9	9	11	17	26	21	27	21	22	205
Customer Service - CSM						1							1
Customer Service - Others			1										1
Customer Service - TSO	18	9	14	9	9	10	17	26	21	27	21	22	203
DHS TRIP											1		1
DHS TRIP - General											1		1
Duplicate E-mail	2		1										3
Duplicate E-mail - General	2		1										3
Expedited Passenger Screening Program	91	149	137	109	126	205	215	235	216	230	241	271	2,225
Expedited Passenger Screening Program	1	1	1		1	1	1	1	1	1	1		10
Expedited Passenger Screening Program	2	16	16	8	6	3	8	8	5	11	8	2	93
Expedited Passenger Screening Program	87	132	119	101	119	201	206	226	210	218	232	267	2,118
Expedited Passenger Screening Program	1		1									2	4
Hazardous Materials Safety									1	1		1	3
Hazardous Materials Safety - General									1	1		1	3
Identification (ID) Requirements	1	1	1	1		1							5
Identification (ID) Requirements - Domestic	1	1	1	1									4
Identification (ID) Requirements - Real ID						1							1
Locks		1					3						4
Locks - Missing or Damaged Lock		1					3						4
Lost and Found	1			1	1	2		1	2			1	9
Lost and Found - Airport/TSA	1			1	1	2		1	2			1	9
Mishandling of Passenger Property	3	1	3	4		2	1	4	9	3	8	5	43
Mishandling of Passenger Property - Damaged	1	1		1		1		2	4	2	6	3	21
Mishandling of Passenger Property - Damaged	2		3	3			1	2	3		1	1	16
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1			2	1	1	1	6
No Jurisdiction	1			3	1	1	1	2			2	1	12
No Jurisdiction - No Referral							1						1
No Jurisdiction - Refer to CBP				1	1			1			2		5
No Jurisdiction - Refer to Other	1			2		1		1				1	6
Patdown	5	5	3	1	2	3	4	5	1	3	6	3	41
Patdown - Children											1	1	2
Patdown - Flyer	4	5	3	1	2	3	4	5	1	3	4	2	37
Patdown - Flyer as Observer	1										1		2
Persons w/ Disabilities (PWD)	7	16	3	1		2	8	3	4	4	1	4	53
Persons w/ Disabilities (PWD) - Autism Spectrum	1	1									1		3
Persons w/ Disabilities (PWD) - Diabetes				1			1		1				3
Persons w/ Disabilities (PWD) - Diapers/Garments/Devices		1	1										2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment	2	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	1	3				1	1		2				8
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1					1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)		4					1	1	1		1	3	11
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		2								1		1	4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Respiratory and Inha		1					1						2
Persons w/ Disabilities (PWD) - Service A	1	2											3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							2		1				3
Persons w/ Disabilities (PWD) - Wheelcha	1		1				2						4
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Alcohol and Tobacco		1											1
Property - Special Handling	11	13	8	16	8	10	6	5	7	10	7	7	108
Property - Special Handling - Damaged It	7	8	3	9	2	6	5	1	4	5	3	4	57
Property - Special Handling - Damaged It	2		1	1	1							1	6
Property - Special Handling - Missing Item	2	4	4	4	2	2	1	4	1	3	1	2	30
Property - Special Handling - Missing Items - Checke		1		2	3	2			2	2	3		15
Screening	13	5	14	8	8	12	14	12	14	13	17	13	143
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	4	2			2	1	3	1	4	1	2	5	25
Screening - Lengthy Lines			2	1		3	1	2		1			10
Screening - Procedures/Process	8	3	11	5	5	8	9	9	10	10	12	6	96
Screening - Retrieving Abandoned/Confis	1			2	1		1			1	2	2	10
Screening - Traveling with Cash											1		1
2023	359	337	340	263	283	282	306	253	275	262	256		3,216
Airline				1						3	1		5
Airline - Baggage Requirements				1									1
Airline - Policy/Regulations/Service										3	1		4
Civil Rights	2	6	5	3	2	11	9	4	3	8	2		55
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights										1			1
Civil Rights - Headwear					1								1
Civil Rights - National Origin		1								1			2
Civil Rights - Not Specified				1									1
Civil Rights - Perceived Religion		1				3	1		1				6
Civil Rights - Profiling									1				1
Civil Rights - Race	2	2	3	2		3	2	3	1	3			21
Civil Rights - Sex/Gender/Gender Identity- Not Trans	1	2			1	3	5				2		14
Civil Rights - Sexual Orientation - Not Transgender							1						1
Civil Rights - Transgender Screening		1				2		1		2			6
Claims			1						1				2
Claims - General			1										1
Claims - Status									1				1
Customer Service	9	15	16	15	16	22	13	8	27	26	24		191
Customer Service - CSM					1								1
Customer Service - Others						1							1
Customer Service - TCC					1								1
Customer Service - TSO	9	15	16	15	14	21	13	8	27	26	24		188
DHS TRIP				1						1			2
DHS TRIP - General				1						1			2
Expedited Passenger Screening Program	299	289	288	208	236	222	254	197	198	186	171		2,548
Expedited Passenger Screening Program - Active Du		1											1
Expedited Passenger Screening Program	1	1	4			1					1		8
Expedited Passenger Screening Program	16	12	2	5	11	5	3	3	3	3	2		65
Expedited Passenger Screening Program	282	275	281	203	225	216	251	194	194	183	167		2,471
Expedited Passenger Screening Program - TSA/DHS Employee			1						1		1		3
Hazardous Materials Safety					1						1		2
Hazardous Materials Safety - General					1						1		2
Locks		1	1	1					1	2	1		7
Locks - General									1				1
Locks - Missing or Damaged Lock		1	1	1						2	1		6
Lost and Found		1							1	1	1		4
Lost and Found - Airport/TSA		1							1	1	1		4
Mishandling of Passenger Property	4	5	7	7	3	4	8	6	6	4	10		64
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Dam	2	2	3	5	2	2	4	5	6	2	4		37
Mishandling of Passenger Property - Dam	2	2	4	1	1	2	3	1		2	6		24
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1			1						2
No Jurisdiction	1			2		1					5		9
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to CBP	1			2		1					1		5
No Jurisdiction - Refer to Other											3		3
Patdown	8	2	2	3	3	3	1	3	14	3	9		51
Patdown - Children									1	1			2
Patdown - Flyer	8	2	2	3	3	3	1	2	13	2	7		46
Patdown - Flyer as Observer											2		2
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	3	3	3	4	5	2	5	7	6	5	5		48
Persons w/ Disabilities (PWD) - Autism Spectrum					1	2				2			5
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) - 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		1	1					3	1	1	3		10
Persons w/ Disabilities (PWD) - Metal Imp	1						1						2
Persons w/ Disabilities (PWD) - Mobility U	2	2	2	2	1		1		2		1		13
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										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
Persons w/ Disabilities (PWD) - Wounded Warrior										1			1
Property - Special Handling	8	6	8	6	6	2	2	11	5	6	4		64
Property - Special Handling - Damaged Items	6	4	4	2	2	1	2	3	5	2	2		33
Property - Special Handling - Damaged Items - Checked	2			1	1			1			1		6
Property - Special Handling - Missing Items - Carry-Covered		2	1	3	2			3		1	1		13
Property - Special Handling - Missing Items - Checked			3		1	1		4		3			12
Request for Assistance				1						1			2
Request for Assistance - Other				1						1			2
Screening	25	9	9	11	11	15	14	17	13	16	22		162
Screening - Crew Member or Airline Employee			1		1								2
Screening - Inconsistency	8	2	2	3	3	1	1	3	1	6	3		33
Screening - Lengthy Lines	4	1		1	1			1	1		1		10
Screening - Procedures/Process	13	6	6	6	6	13	12	13	10	9	18		112
Screening - Retrieving Abandoned/Confiscated Items				1		1	1		1	1			5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BPT			3		1	1	4	1	1	1	3		15
2022			1				2	1			1		5
Customer Service			1					1					2
Customer Service - TSO			1					1					2
Expedited Passenger Screening Program							2				1		3
Expedited Passenger Screening Program - TSA PreCheck							2				1		3
2023			2		1	1	2		1	1	2		10
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service			2							1			3
Customer Service - TSO			2							1			3
Expedited Passenger Screening Program					1	1	1		1		1		5
Expedited Passenger Screening Program - TSA PreCheck					1	1	1		1		1		5
Screening							1						1
Screening - Procedures/Process							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BQK			2	3	1	2	1	3		1	2	1	16
2021												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
2022			1	3		2		1			1		8
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program			1	1		2		1			1		6
Expedited Passenger Screening Program - TSA PreCheck			1	1		2		1			1		6
Screening				1									1
Screening - Procedures/Process				1									1
2023			1		1		1	2		1	1		7
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Expedited Passenger Screening Program			1		1		1				1		4
Expedited Passenger Screening Program - TSA PreCheck			1				1				1		3
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1								1
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown										1			1
Patdown - Flyer										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BQN	1	3	3	2		5	2	4	3	5	4	4	36
2022		3	1			3		3	1		1	4	16
Civil Rights												2	2
Civil Rights - Race												2	2
Customer Service						1			1				2
Customer Service - Others						1							1
Customer Service - TSO									1				1
Expedited Passenger Screening Program			1	1		2		1			1	2	8
Expedited Passenger Screening Program - TSA PreC			1	1		2		1			1	2	8
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown			1										1
Patdown - General			1										1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medically Necessary			1										1
Screening								1					1
Screening - Procedures/Process								1					1
2023	1		2	2		2	2	1	2	5	3		20
Customer Service				1						2	1		4
Customer Service - TSO				1						2	1		4
Expedited Passenger Screening Program	1		2	1		1	1	1	1	2	1		11
Expedited Passenger Screening Program	1		2	1		1	1	1	1	2	1		11
Mishandling of Passenger Property						1					1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1					1		2
Screening							1		1	1			3
Screening - Inconsistency									1				1
Screening - Procedures/Process							1			1			2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BRD	1	1	1		1					1	1	2	8
2021												1	1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
2022			1		1							1	3
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1									1
2023	1	1								1	1		4
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Expedited Passenger Screening Program	1									1			2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA PreCheck										1			1
Screening											1		1
Screening - Procedures/Process											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BRL						1							1
2022						1							1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						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
BRO	1	1	1	2	5	4		3	2	3	4		26
2022	1	1	1	2	1	2		2	1	1			12
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program	1		1	2	1				1	1			7
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA PreCheck			1	2	1				1	1			6
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Screening		1											1
Screening - Procedures/Process		1											1
TWIC						1							1
TWIC - Status						1							1
2023					4	2		1	1	2	4		14
Civil Rights					1								1
Civil Rights - Race					1								1
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program					1	2		1	1	2	1		8
Expedited Passenger Screening Program - TSA PreCheck					1	2		1	1	2	1		8
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - General											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 (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BRW		1								1	1		3
2023		1								1	1		3
Expedited Passenger Screening Program		1								1			2
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program - TSA PreC			1										1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BTM	1	1		1					1	1	1		6
2022	1	1		1						1			4
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Expedited Passenger Screening Program			1							1			2
Expedited Passenger Screening Program - TSA PreC			1							1			2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Wounded Warrior				1									1
2023									1		1		2
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
SIDA (Security Identification Display Area)									1				1
SIDA (Security Identification Display Area) - General									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
BTR	6	10	9	7	4	23	11	10	11	14	15	13	133
2021												3	3
Expedited Passenger Screening Program												3	3
Expedited Passenger Screening Program - TSA PreCheck												3	3
2022	4	4	3	3	2	8	7	3	7	9	9	10	69
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Customer Service	1					1	1		1				4
Customer Service - TSO	1					1	1		1				4
Duplicate E-mail	1												1
Duplicate E-mail - General	1												1
Expedited Passenger Screening Program	2	3	3	3	1	7	4	3	6	9	5	10	56
Expedited Passenger Screening Program - TSA Application Program					1							1	2
Expedited Passenger Screening Program	2	3	3	3		7	4	3	6	9	5	9	54
Mishandling of Passenger Property											2		2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											2		2
Patdown							1						1
Patdown - Flyer							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
TWIC											1		1
TWIC - Status											1		1
2023	2	6	6	4	2	15	4	7	4	5	6		61
Civil Rights						1							1
Civil Rights - Race						1							1
Customer Service				1					1	1			3
Customer Service - TSO				1					1	1			3
Expedited Passenger Screening Program	2	5	6	3	2	14	2	6	3	3	6		52
Expedited Passenger Screening Program	2	5	6	3	2	14	2	6	3	3	6		52
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						2
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Screening										1			1
Screening - Crew Member or Airline Employee										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
BTV	20	15	24	24	21	25	23	18	16	11	23	16	236
2021												4	4
Customer Service												2	2
Customer Service - TCC												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA Application Program												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Carry-On												1	1
2022	6	4	8	6	8	9	15	10	9	3	14	12	104
Civil Rights		1	1	1									3
Civil Rights - Racial Profiling or Discrimination			1	1									2
Civil Rights - Transgender Screening		1											1
Customer Service	1	1	1	1		1	2		2	2	2		13
Customer Service - TSO	1	1	1	1		1	2		2	2	2		13
Expedited Passenger Screening Program	5	1	5	3	8	7	12	8	7	1	8	10	75
Expedited Passenger Screening Program - TSA Application Program			1	1	1		2	1		1			7
Expedited Passenger Screening Program	5	1	4	2	6	7	10	5	7		8	10	65
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1			2					3
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) - Diapers/Garments/Dressings/Masks											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			1	1	1			1	1	7
Screening - Inconsistency		1				1					1		3
Screening - Procedures/Process			1				1	1				1	4
2023	14	11	16	18	13	16	8	8	7	8	9		128
Civil Rights							3			1			4
Civil Rights - Hair Patdowns							1						1
Civil Rights - Race							2						2
Civil Rights - Transgender Screening										1			1
Customer Service		3		2	1			2			1		9
Customer Service - Others				1									1
Customer Service - TSO		3		1	1			2			1		8
Expedited Passenger Screening Program	10	6	11	14	7	10	4	6	5	5	3		81
Expedited Passenger Screening Program	10	6	11	14	7	10	4	6	4	5	3		80
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1				1
Mishandling of Passenger Property	1				2					1			4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1				2					1			4
Patdown				1		1					2		4
Patdown - Flyer				1		1					1		3
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry-On			1										1
Screening	3	2	4	1	3	5	1		1	1	3		24
Screening - Inconsistency				1	1	1					1		4
Screening - Lengthy Lines	1	2	4								1		8
Screening - Procedures/Process	2				2	3			1	1	1		10
Screening - Retrieving Abandoned/Confiscated Items						1	1						2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BUF	33	39	33	44	42	60	46	44	40	50	62	39	532
2021												9	9
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												4	4
Expedited Passenger Screening Program - TSA PreCheck												4	4
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
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening												1	1
Screening - Retrieving Abandoned/Confiscated Items												1	1
2022	13	13	18	14	16	33	29	21	31	29	29	30	276
Airline			1			1							2
Airline - Policy/Regulations/Service			1			1							2
Customer Service	2	7	1		1	1	1		1		2	1	17
Customer Service - TSO	2	7	1		1	1	1		1		2	1	17
Expedited Passenger Screening Program	9	4	12	12	15	29	27	19	22	26	25	25	225
Expedited Passenger Screening Program	1		1			3	3	1			2		11
Expedited Passenger Screening Program	8	4	11	12	15	26	24	18	22	26	23	25	214
Mishandling of Passenger Property	1		2						1			2	6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1			1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		2									1	4
No Jurisdiction		1				1			1	1			4
No Jurisdiction - Refer to CBP									1				1
No Jurisdiction - Refer to Other		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
Persons w/ Disabilities (PWD) - Service Animals									1				1
Property - Special Handling	1	1	2					1	1		1	2	9
Property - Special Handling - Damaged Items - Carry-On	1												1
Property - Special Handling - Damaged Items - Checked Baggage		1	2					1				2	6
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked Baggage									1				1
Screening				1		1	1		4	1	1		9
Screening - Lengthy Lines										1	1		2
Screening - Procedures/Process				1		1	1		4				7
2023	20	26	15	30	26	27	17	23	9	21	33		247
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service	1	2						2	1	2			8
Customer Service - Others		1											1
Customer Service - TSO	1	1						2	1	2			7
Expedited Passenger Screening Program	15	21	13	28	24	22	15	16	6	17	31		208
Expedited Passenger Screening Program	2	1	1	2							1		7
Expedited Passenger Screening Program	13	20	12	26	24	22	15	16	6	17	30		201
Mishandling of Passenger Property	1		1					2					4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1		1					2					4
Persons w/ Disabilities (PWD)	1		1	1	1	2		1					7
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Medical Equipment	1			1	1								3
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
Property - Special Handling		1			1		1	1			1		5
Property - Special Handling - Damaged Items - Carry-On		1			1						1		3
Property - Special Handling - Damaged Items - Checked Baggage							1						1
Property - Special Handling - Missing Items - Checked Baggage								1					1
Screening	2	1		1		3	1	1	2	2	1		14
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency	1												1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	1	1		1		2	1		2	2	1		11

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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
BUR	58	51	63	41	46	61	53	60	56	56	74	56	675
2021												17	17
Customer Service													1
Customer Service - TSO													1
Expedited Passenger Screening Program													12
Expedited Passenger Screening Program - TSA PreCheck													12
Patdown													1
Patdown - Flyer													1
Property - Special Handling													1
Property - Special Handling - Missing Items - Carry-On													1
Screening													2
Screening - Procedures/Process													2
2022	18	23	29	11	16	25	30	29	29	31	36	39	316
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights		1	2										3
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Transgender Screening			1										1
Customer Service	4	2	4	1	2	3	1	4	5	2	1		29
Customer Service - TSO	4	2	4	1	2	3	1	4	5	2	1		29
Expedited Passenger Screening Program	8	17	16	7	13	19	23	18	19	19	30	31	220
Expedited Passenger Screening Program - DoD		1					1						2
Expedited Passenger Screening Program - Known Crew Member											1		1
Expedited Passenger Screening Program - TSA Appl		4	1		1					1	3		10
Expedited Passenger Screening Program	8	12	15	7	12	19	22	18	19	18	26	31	207
Locks							1				1		2
Locks - Missing or Damaged Lock							1				1		2
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property		1		1			1	1			2	3	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1	3	4
Mishandling of Passenger Property - Damaged/Missi		1					1	1			1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Check				1									1
No Jurisdiction										1			1
No Jurisdiction - Refer to FAA										1			1
Patdown		1				2	1	1	1	4		1	11
Patdown - Flyer						2	1	1	1	4		1	10
Patdown - General		1											1
Persons w/ Disabilities (PWD)	1				1				1	1		1	5
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1	1			2
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Ge	1												1
Property - Special Handling			3	2					1				6
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									2
Screening	3	1	3			1	3	5	2	4	2	3	27
Screening - Inconsistency							1						1
Screening - Lengthy Lines			1					1					2
Screening - Procedures/Process	3	1	1				2	4	2	4	1	3	21
Screening - Retrieving Abandoned/Confiscated Items			1			1					1		3
2023	40	28	34	30	30	36	23	31	27	25	38		342
Additional Information Required/Insufficient Information					1					1			2
Additional Information Required/Insufficient Information - EMAIL ONLY					1					1			2
Airline			2	1				1					4
Airline - Lost Baggage				1									1
Airline - Policy/Regulations/Service			2					1					3
Civil Rights		1		1		1	1				2		6
Civil Rights - National Origin						1					1		2
Civil Rights - Race				1							1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Civil Rights - Transgender Screening		1											1
Customer Service	5	2	3	1	1	1	2	1	1	2	9		28
Customer Service - Others											1		1
Customer Service - TSO	5	2	3	1	1	1	2	1	1	2	8		27
Expedited Passenger Screening Program	33	21	24	17	26	23	12	21	21	20	19		237
Expedited Passenger Screening Program	2		2			1					1		6
Expedited Passenger Screening Program	31	21	22	17	26	22	11	21	21	20	18		230
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1						1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property	1		1	2		1	2	2	2		1		12
Mishandling of Passenger Property - Dam	1			1					1				3
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1			2				1		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1		2	1				4
Patdown	2		2	2	1	2	2						9
Patdown - Flyer			2	2	1	2	2						9
Persons w/ Disabilities (PWD)				2				2	1				5
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									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
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling		3	1		1	1	2	1	1	1			11
Property - Special Handling - Damaged Items - Carry		2	1		1	1		1	1				7
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
Screening	1	1	1	4		6	2	2	1	1	7		26
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency		1		1				1			2		5
Screening - Procedures/Process	1		1	3		6	2	1	1	1	3		19
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
BWI	213	208	197	200	181	208	244	261	256	263	255	177	2,663
2021												56	56
Airline												1	1
Airline - Wheelchair Assistance												1	1
Civil Rights												1	1
Civil Rights - Constitutional Rights												1	1
Customer Service												3	3
Customer Service - TSO												3	3
Expedited Passenger Screening Program												37	37
Expedited Passenger Screening Program - TSA Application Program												6	6
Expedited Passenger Screening Program - TSA PreCheck												30	30
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property												2	2
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
No Jurisdiction - Refer to CBP												1	1
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) - Wheelchair/ Scooter/ Segway												1	1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Lighters/Matches												1	1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
Screening												3	3
Screening - Inconsistency												1	1
Screening - International Screening												1	1
Screening - Procedures/Process												1	1
2022	71	90	71	70	73	89	117	132	121	126	125	121	1,206
Airline				1					1	1	1	1	5
Airline - Lost Baggage												1	1
Airline - Policy/Regulations/Service				1					1	1	1		4
Civil Rights	2		2			2	2	2				2	12
Civil Rights - Not Specified						1	1						2
Civil Rights - Race						1		1				2	4
Civil Rights - Racial Profiling or Discrimination	2		1										3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1				1	1					3
Claims				1									1
Claims - Status				1									1
Customer Service	15	8	5	4	6	7	10	14	14	10	14	6	113
Customer Service - Others							1						1
Customer Service - TSO	15	8	5	4	6	7	9	14	14	10	14	6	112
Expedited Passenger Screening Program	42	60	51	50	53	63	87	103	89	92	95	90	875
Expedited Passenger Screening Program - Active Duty Military						1	1					1	3
Expedited Passenger Screening Program - DoD		1	1	1		3	3	5	2		1	4	21
Expedited Passenger Screening Program - Over 75					1								1
Expedited Passenger Screening Program	3	9	1	2	4	1	2	4	5	3	3	2	39
Expedited Passenger Screening Program	38	50	47	47	46	58	81	86	82	89	91	82	797
Expedited Passenger Screening Program	1		2		2			8				1	14
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domestic		1											1
Locks	1		1	2	1		1	2		1	1		10
Locks - General								1					1
Locks - Missing or Damaged Lock	1		1	2	1		1	1		1	1		9
Lost and Found		1	1	1		2		1	1	3			10
Lost and Found - Airport/TSA		1	1	1		2		1	1	3			10
Mishandling of Passenger Property		4		1		1	1	1		2	5	6	21
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage		2									2	4	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked		2				1	1	1		2	2	2	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1							1		2
No Jurisdiction			2	2	3	1			1		1		10
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to CBP					3				1				4
No Jurisdiction - Refer to Other			2	2		1							5
Patdown	2	1				4	2		3		1	1	14
Patdown - Children							1						1
Patdown - Flyer	2	1				4	1		3		1	1	13
Persons w/ Disabilities (PWD)	3	2	1	1	1	1	3	1	1	2		1	17
Persons w/ Disabilities (PWD) - Cancer (general) Not		2	1										3
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 - Attached to the Body	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	1	1				4
Persons w/ Disabilities (PWD) - Metal Implants		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Wheelchair	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
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Medication/Prescriptio			1										1
Property - Special Handling	1	6	1	3	4	7	3	2	2	5	2	5	41
Property - Special Handling - Damaged Items - Carry		1	1	2	1	2	1	1		1		2	12
Property - Special Handling - Damaged It	1	1		1					1	2	1		7
Property - Special Handling - Missing Items - Carry-C		4			2		1		1		1		9
Property - Special Handling - Missing Items - Checked					1	5	1	1		2		3	13
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening	5	6	7	4	5	1	8	6	9	10	4	9	74
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	1	1	1	1	2	1	2	1	2	2	1	1	16
Screening - Lengthy Lines			1				2	2	4		1	1	11
Screening - Procedures/Process	4	5	4	3	2		4	3	2	8	2	7	44
Screening - Retrieving Abandoned/Confiscated Items					1				1				2
2023	142	118	126	130	108	119	127	129	135	137	130		1,401
Civil Rights	1	3	1	1	2	2		3	3	8	2		26
Civil Rights - Age		1						1					2
Civil Rights - Constitutional Rights						1							1
Civil Rights - Headwear									1				1
Civil Rights - Profiling										1			1
Civil Rights - Race	1	2			1	1		2		5	2		14
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1					1				2
Civil Rights - Transgender Screening			1		1				1	2			5
Claims					1	1							2
Claims - General					1	1							2
Customer Service	11	9	16	10	10	13	9	16	13	15	22		144
Customer Service - TSO	11	9	16	10	10	13	9	16	13	15	22		144
Expedited Passenger Screening Program	111	92	97	100	81	85	98	90	88	79	72		993
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD		3	6	2	1	1	1	1					15
Expedited Passenger Screening Program	4	4	3	4	1	2	2	1	3	2	3		29
Expedited Passenger Screening Program	107	85	87	94	78	81	95	88	85	77	69		946
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1	1							2
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Intranet/Internet Inquiries		1											1
Intranet/Internet Inquiries - General		1											1
Locks	1					2	2	1	2				8
Locks - Missing or Damaged Lock	1					2	2	1	2				8
Lost and Found								1	1	1			3
Lost and Found - Airport/TSA								1	1	1			3
Mishandling of Passenger Property	5	3	2	2	3	2	1	5	3	4	4		34
Mishandling of Passenger Property - Damaged/Missin		2			1			2	2	2	1		10
Mishandling of Passenger Property - Dam	4	1	2	2	2		1	3	1	1	3		20
Mishandling of Passenger Property - Disa	1					2				1			4
No Jurisdiction							1	1			1		3
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to Other							1	1					2
Patdown	2		3	1	1	2	2	1	1	8	2		23
Patdown - Flyer	2		3	1	1	2	2	1	1	8	2		23
Persons w/ Disabilities (PWD)	1	2	1	1	1	1	1	1	2	5	3		19
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developm		1								1	1		3
Persons w/ Disabilities (PWD) - Diabetes	1		1										2
Persons w/ Disabilities (PWD) - General					1	1		1					3
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										2			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) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1								1	1		3
Property - Special Handling	5			4	5	1	4	3	3	4	6		35
Property - Special Handling - Damaged It	1		1				1		2	1	3		9
Property - Special Handling - Damaged It	1		1				2	1	1				6
Property - Special Handling - Missing Items - Carry-On			1	1	1		1	2		1	2		8
Property - Special Handling - Missing Item	3		1	4		1				2	1		12
Screening	5	8	6	10	4	10	9	7	19	13	18		109
Screening - Children						1				1			2
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency				5		1	1	2	3	2	4		18
Screening - Lengthy Lines	1						1		3	2	2		9
Screening - Procedures/Process	4	6	6	4	3	8	6	5	13	8	12		75
Screening - Retrieving Abandoned/Confiscated Items		1		1	1		1						4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BZN	24	20	18	22	28	30	21	26	24	29	45	18	305
2021												7	7
Expedited Passenger Screening Program												7	7
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												6	6
2022	5	6	7	6	6	17	10	15	11	13	18	11	125
Civil Rights			1	1								1	3
Civil Rights - Racial Profiling or Discrimination			1										1
Civil Rights - Screening of Religious or Cultural Garments				1									1
Civil Rights - Transgender Screening												1	1
Customer Service	1				2			1		2	1	1	8
Customer Service - TSO	1				2			1		2	1	1	8
Expedited Passenger Screening Program		5	5	4	3	15	9	12	8	11	12	7	91
Expedited Passenger Screening Program - TSA Application Program				1		1		1	1				4
Expedited Passenger Screening Program - TSA PreC		5	5	3	3	14	9	11	7	11	12	7	87
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									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	1				6
Persons w/ Disabilities (PWD)					1	1							2
Persons w/ Disabilities (PWD) - General					1	1							2
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening	1			1		1	1	1	1		5	1	12
Screening - Children						1					1		2
Screening - Inconsistency											1		1
Screening - Procedures/Process	1			1			1	1	1		3	1	9
2023	19	14	11	16	22	13	11	11	13	16	27		173
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights					2					1			3
Civil Rights - Hair Patdowns					1								1
Civil Rights - Race					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service		4		2		1		4	2	2	4		19
Customer Service - TSO		4		2		1		4	2	2	4		19
Expedited Passenger Screening Program	15	9	7	14	17	8	11	4	9	10	17		121
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	15	9	7	13	17	8	11	4	9	10	17		120
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		1							1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown			3		1	1							5
Patdown - Children			1										1
Patdown - Flyer			2		1	1							4
Persons w/ Disabilities (PWD)	2				1			1					4
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Wheelchair	2												2
Screening	2		1		1	2		1	1	2	5		15
Screening - Inconsistency			1					1			2		4
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	2				1	1			1	2	3		10

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CAE	22	8	19	14	23	19	17	21	21	19	20	18	221
2021												4	4
Customer Service												2	2
Customer Service - TSO												2	2
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
2022	5	1	8	8	14	8	7	12	14	6	10	14	107
Civil Rights	1		2		1	1			1				6
Civil Rights - Constitutional Rights									1				1
Civil Rights - Race						1							1
Civil Rights - Racial Profiling or Discrimination	1		1		1								3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	1		1	2	2	2	2		5	1		2	18
Customer Service - Others									1				1
Customer Service - TSO	1		1	2	2	2	2		4	1		2	17
Expedited Passenger Screening Program	2	1	5	3	7	3	3	8	5	2	6	10	55
Expedited Passenger Screening Program - Active Duty Military				1									1
Expedited Passenger Screening Program - DoD							1			1			2
Expedited Passenger Screening Program - TSA Application Program				1					1				2
Expedited Passenger Screening Program	2	1	5	1	7	3	2	8	4	1	6	10	50
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 Other					1								1
Patdown				1	1		1	2			2	1	8
Patdown - Children							1				1		2
Patdown - Flyer				1				2			1	1	5
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)				1		1		1					3
Persons w/ Disabilities (PWD) - General				1		1							2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								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	3	1	2		11
Screening - Inconsistency									1	1	1		3
Screening - Procedures/Process	1				1	1		1	2		1		7
Screening - Retrieving Abandoned/Confiscated Items							1						1
2023	17	7	11	6	9	11	10	9	7	13	10		110
Civil Rights			2		2		1						5
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Race			1		1		1						3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service	1						3	2					6
Customer Service - TSO	1						3	2					6
Expedited Passenger Screening Program	14	4	6	6	6	10	6	5	6	10	9		82
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	3					1				1			5
Expedited Passenger Screening Program	11	4	5	6	6	9	6	5	6	9	9		76
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
No Jurisdiction - Refer to Other			1										1
Patdown	1	1			1								3
Patdown - Flyer	1	1			1								3
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Screening	1	2	2					2	1	1			9
Screening - Inconsistency		1						1		1			3
Screening - Procedures/Process	1	1	1					1	1				5
Screening - Retrieving Abandoned/Confiscated Items			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CAK	9	6	6	5	5	9	8	9	4	7	10	5	83
2021												2	2
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												2	2
2022	3	2	3	1	2	5	4	6	4		6	3	39
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Expedited Passenger Screening Program	2	2	2		2	5	2	4	3		5	3	30
Expedited Passenger Screening Program - TSA Appl		2				1							3
Expedited Passenger Screening Program	2		2		2	4	2	4	3		5	3	27
HAZMAT Endorsement			1										1
HAZMAT Endorsement - Status			1										1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown							1	1					2
Patdown - Flyer							1	1					2
Screening								1			1		2
Screening - Procedures/Process								1			1		2
2023	6	4	3	4	3	4	4	3		7	4		42
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1
Civil Rights								1					1
Civil Rights - National Origin								1					1
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program	5	4	1	4	3	3	2	2		4	2		30
Expedited Passenger Screening Program	5	4	1	4	3	3	2	2		4	2		30
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
No Jurisdiction											1		1
No Jurisdiction - Refer to Other										1			1
Patdown							1						1
Patdown - Children							1						1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
Screening						1	1			1	1		4
Screening - Procedures/Process						1	1			1	1		4

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CDC		1	1	1		5	2			1	1	1	13
2021												1	1
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
2022			1	1		3	2			1			8
Expedited Passenger Screening Program				1		3	1			1			6
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreCheck						3	1			1			5
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Screening							1						1
Screening - Procedures/Process							1						1
2023		1				2					1		4
Expedited Passenger Screening Program		1				1							2
Expedited Passenger Screening Program - TSA PreC		1				1							2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Diabetes						1							1

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CDR			1										1
2023			1										1
Customer Service			1										1
Customer Service - TSO			1										1

TSA Contact Center (TCC) Data Tool - FOIA														
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
CDV	11												2	4
2021	11												1	1
Property - Special Handling													1	1
Property - Special Handling - Missing Items - Checked													1	1
2022	11												1	2
Expedited Passenger Screening Program													1	1
Expedited Passenger Screening Program - TSA PreCheck													1	1
Property - Special Handling													1	1
Property - Special Handling - Missing Items - Checked													1	1
2023	11													1
Civil Rights	1													1
Civil Rights - Race	1													1

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CEC		3	1			1	1			1			7
2022		3	1				1				1		6
Civil Rights		1								1			2
Civil Rights - Age		1											1
Civil Rights - Race										1			1
Persons w/ Disabilities (PWD)			2	1									3
Persons w/ Disabilities (PWD) - Mobility Disability (N			1	1									2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/			1										1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
2023						1							1
Customer Service						1							1
Customer Service - TSO						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CEZ	1										1		2
2022	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
2023											1		1
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											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
CGI						1					1	1	3
2021												1	1
Customer Service												1	1
Customer Service - TSO												1	1
2022						1							1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
2023											1		1
Screening											1		1
Screening - Procedures/Process											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CHA	12	10	18	9	14	4	16	7	12	11	11	11	135
2021												4	4
Expedited Passenger Screening Program													3
Expedited Passenger Screening Program - TSA PreCheck													3
Screening													1
Screening - Procedures/Process													1
2022	6	5	9	5	4	3	10	5	6	7	6	7	73
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service	1	1	2					1	1		1	1	8
Customer Service - TSO	1	1	2					1	1		1	1	8
Expedited Passenger Screening Program	2	4	6	3	4	2	7	4	4	6	5	6	53
Expedited Passenger Screening Program - DoD					1								1
Expedited Passenger Screening Program - TSA Application Program								1			1		2
Expedited Passenger Screening Program	2	4	6	3	3	2	7	3	4	6	4	6	50
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility C	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 - Carry-On				1									1
Screening	2		1				2						5
Screening - Inconsistency	1						1						2
Screening - Procedures/Process	1		1										2
Screening - Shoe Screening							1						1
2023	6	5	9	4	10	1	6	2	6	4	5		58
Civil Rights										1			1
Civil Rights - Headwear										1			1
Customer Service		1	1		2		1						5
Customer Service - TSO		1	1		2		1						5
DHS TRIP										1			1
DHS TRIP - General										1			1
Expedited Passenger Screening Program	6	3	5	3	6	1	5	1	6	2	5		43
Expedited Passenger Screening Program	6	3	5	3	6	1	5	1	6	2	5		43
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) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Carry		1											1
Screening			1		1			1					3
Screening - Crew Member or Airline Employee			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
CHO	10	8	7	12	14	12	18	15	9	14	8	4	131
2021												2	2
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
2022	6	3	2	5	6	9	8	7	4	7	4	2	63
Additional Information Required/Insufficient Information										1			1
Additional Information Required/Insufficient Information - EMAIL ONLY										1			1
Civil Rights		1				2							3
Civil Rights - Age		1											1
Civil Rights - Hair Patdowns						1							1
Civil Rights - Race						1							1
Customer Service		1		1		1	1	1		1			6
Customer Service - Others							1						1
Customer Service - TSO		1		1		1		1		1			5
Expedited Passenger Screening Program	4	1	1	3	6	4	7	6	3	3	4	2	44
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	3	1	1	3	6	4	7	6	3	2	4	2	42
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property										1			1
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
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							1		3
Screening - Inconsistency				1						1			2
Screening - Procedures/Process	1												1
2023	4	5	5	7	8	3	10	8	5	7	4		66
Civil Rights					1		4						5
Civil Rights - Constitutional Rights					1								1
Civil Rights - National Origin							1						1
Civil Rights - Profiling							1						1
Civil Rights - Race							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service					1				1		1		3
Customer Service - TSO					1				1		1		3
Expedited Passenger Screening Program	4	4	4	7	5	3	6	6	3	5	3		50
Expedited Passenger Screening Program	4	4	4	7	5	3	6	6	3	5	3		50
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
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Screening			1					1		2			4
Screening - Procedures/Process			1					1		2			4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CHS	80	77	60	67	52	82	91	99	99	64	88	65	924
2021												25	25
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												17	17
Expedited Passenger Screening Program - TSA PreCheck												17	17
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Lighters/Matches												1	1
Property - Special Handling												2	2
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked												1	1
Screening												2	2
Screening - Inconsistency												1	1
Screening - Procedures/Process												1	1
2022	28	23	18	23	22	42	46	45	56	32	57	40	432
Civil Rights						2			1	1		1	5
Civil Rights - National Origin										1			1
Civil Rights - Race						2							2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Civil Rights - Sexual Orientation - Not Transgender									1				1
Customer Service	3	3	1	1	1		3	5	6	2	1	1	27
Customer Service - TSO	3	3	1	1	1		3	5	6	2	1	1	27
Expedited Passenger Screening Program	21	17	13	15	20	28	35	35	44	27	49	29	333
Expedited Passenger Screening Program - Active Du		1											1
Expedited Passenger Screening Program	1			1		1		1					4
Expedited Passenger Screening Program - TSA Appl		2	2		1		1	1	1		4	2	14
Expedited Passenger Screening Program	20	14	11	14	19	27	34	33	43	27	45	27	314
Locks			1			1						2	4
Locks - Missing or Damaged Lock			1			1						2	4
Lost and Found						1	1						2
Lost and Found - Airport/TSA						1	1						2
Mishandling of Passenger Property			2			2	1	2			1	2	10
Mishandling of Passenger Property - Damaged/Missii			1			1	1	1			1	1	6
Mishandling of Passenger Property - Damaged/Missii			1			1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1				1	2
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									1				1
Patdown						1	1				1	1	5
Patdown - Flyer						1	1		1		1	1	5
Persons w/ Disabilities (PWD)	1	1			1	3	1						7
Persons w/ Disabilities (PWD) - Breast 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
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Prohibited & Permitted Items	1		1										2
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Prohibited & Permitted Items - General	1												1
Property - Special Handling	1		1	5		2	2	3	1	1	1	1	18
Property - Special Handling - Damaged It	1			3		2	1	1		1	1	1	11
Property - Special Handling - Damaged Items - Checked			1	2				1					4
Property - Special Handling - Missing Items - Carry-On							1	1					2
Property - Special Handling - Missing Items - Checked									1				1
Screening	1		1	2		2	2		2	1	4	3	18
Screening - Inconsistency				1			1		1		2		5
Screening - Lengthy Lines							1						1
Screening - Procedures/Process	1		1	1		2				1		3	10
Screening - Retrieving Abandoned/Confiscated Items									1		1		2
2023	52	54	42	44	30	40	45	54	43	32	31		467
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		3		1	1	1	1	1			1		9
Civil Rights - Race		2		1							1		4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1	1	1	1					4
Civil Rights - Sexual Orientation - Not Transgender		1											1
Customer Service	2	6	1		3	3		5	2	4	4		30
Customer Service - TSO	2	6	1		3	3		5	2	4	4		30
Expedited Passenger Screening Program	38	40	38	37	20	30	38	39	34	20	20		354
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program	1	3	2	2					1	3			12
Expedited Passenger Screening Program	37	37	36	35	20	30	38	37	33	17	20		340
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	1	1	1	1	1		1	1	1	3			11
Mishandling of Passenger Property - Dam	1			1	1		1		1	1			6
Mishandling of Passenger Property - Damaged/Missii		1	1					1		2			5
Patdown	2		1		3					2			8

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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
Patdown - Children					2								2
Patdown - Flyer	2				1					2			5
Patdown - General			1										1
Persons w/ Disabilities (PWD)								1	1	1	2		5
Persons w/ Disabilities (PWD) - General											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) - Service Animals								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	1	3		1		2	2	2	2		1		14
Property - Special Handling - Damaged Items - Carry		3		1			1		2		1		8
Property - Special Handling - Damaged Items - Checked						2		1					3
Property - Special Handling - Missing Items - Carry-On							1	1					2
Property - Special Handling - Missing Item	1												1
Screening	7		1	4	2	4	3	5	3	2	2		33
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency										1			1
Screening - Lengthy Lines	1							1	1				3
Screening - Procedures/Process	6			4	2	3	3	4	2	1	2		27
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
CID	6	25	12	18	14	30	21	15	22	15	21	18	217
2021												5	5
Expedited Passenger Screening Program												4	4
Expedited Passenger Screening Program - TSA PreCheck												4	4
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
2022	3	8	5	4	4	19	11	7	6	8	6	13	94
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program	3	7	5	4	4	16	10	5	4	7	6	12	83
Expedited Passenger Screening Program - TSA Appl		1	1	1		1					1		5
Expedited Passenger Screening Program	3	6	4	3	4	15	10	5	4	7	5	12	78
Patdown												1	1
Patdown - Non-Flyer												1	1
Property - Special Handling									1	1			2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked										1			1
Screening		1				2	1	2	1				7
Screening - Inconsistency								1					1
Screening - Procedures/Process		1				1	1	1	1				5
Screening - Retrieving Abandoned/Confiscated Items						1							1
2023	3	17	7	14	10	11	10	8	16	7	15		118
Civil Rights									1				1
Civil Rights - Headwear									1				1
Expedited Passenger Screening Program	3	15	7	14	9	11	10	7	13	6	13		108
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program	3	15	7	13	9	11	10	7	12	6	13		106
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				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 - Damaged/Missing Items--Checked Baggage									1	1			2
Screening		2						1	1		2		6
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency		1											1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process									1		2		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
CIU	1				1			1		1		2	6
2021												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
2022					1			1				1	3
Expedited Passenger Screening Program								1				1	2
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Checked					1								1
2023	1									1			2
Expedited Passenger Screening Program	1									1			2
Expedited Passenger Screening Program	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
CKB		2			1			1	1	3			8
2022		1			1			1	1	1			5
Expedited Passenger Screening Program		1			1				1	1			4
Expedited Passenger Screening Program - TSA PreC		1			1				1	1			4
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
2023		1								2			3
Expedited Passenger Screening Program		1								1			2
Expedited Passenger Screening Program - TSA PreC		1								1			2
Property - Special Handling										1			1
Property - Special Handling - Damaged 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
CLE	132	145	143	166	177	197	202	173	184	138	146	119	1,922
2021												38	38
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service												2	2
Customer Service - TSO												2	2
Expedited Passenger Screening Program												33	33
Expedited Passenger Screening Program - TSA PreCheck												32	32
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Patdown												1	1
Patdown - Flyer												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	50	47	63	56	85	106	102	78	86	74	70	81	898
Airline			1	1					1	1			4
Airline - Policy/Regulations/Service			1	1					1	1			4
Civil Rights		1	2			1				1		3	8
Civil Rights - National Origin			1										1
Civil Rights - Race										1		1	2
Civil Rights - Racial Profiling or Discrimination		1	1										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1						1	2
Civil Rights - Sexual Orientation - Not Transgender												1	1
Claims				1									1
Claims - General				1									1
Customer Service	4	4	4	2	2	4	5	3	2	1	2	3	36
Customer Service - TSO	4	4	4	2	2	4	5	3	2	1	2	3	36
Expedited Passenger Screening Program	34	36	51	47	77	93	88	67	76	65	62	66	762
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program	1	7	3	4	2	2	2	3	1	3	4	1	33
Expedited Passenger Screening Program	33	29	47	43	75	90	86	64	74	62	58	65	726
Expedited Passenger Screening Program - TSA/DHS Employee			1										1
Identification (ID) Requirements	1					1							2
Identification (ID) Requirements - Domestic						1							1
Identification (ID) Requirements - ID Match	1												1
Locks	1												1
Locks - General	1												1
Mishandling of Passenger Property			1	1				2			2		6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on			1					2			1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1									1
No Jurisdiction						1	1						2
No Jurisdiction - Refer to CBP						1							1
No Jurisdiction - Refer to Other							1						1
Patdown	2	1	1			1	2	1	1	2	3	3	17
Patdown - Children						1							1
Patdown - Flyer	2	1	1				2	1	1	2	2	3	15
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)	2		1	2		1		1	2	2		1	12
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically Necessary	1								1				2
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1		2			3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												1	1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Wheelchair	1		1										2
Property - Special Handling	2	3	1		2	3	1	3	1	1			17
Property - Special Handling - Damaged Items	1	1				1							3
Property - Special Handling - Missing Items	1							2	1	1			5
Property - Special Handling - Missing Items - Checked Baggage		2	1		2	2	1	1					9
Screening	4	2	1	2	4	1	5	1	3	1	1	5	30
Screening - Inconsistency		1		1							1		3
Screening - Lengthy Lines					1		1	1					3
Screening - Military												1	1
Screening - Procedures/Process	3	1			2	1	4		3			4	18
Screening - Retrieving Abandoned/Confiscated Items	1		1	1	1					1			5
2023	82	98	80	110	92	91	100	95	98	64	76		986
Additional Information Required/Insufficient Information						2							2
Additional Information Required/Insufficient Information - EMAIL ONLY						2							2
Airline		1							1				2
Airline - Policy/Regulations/Service		1							1				2
Civil Rights		1	2	1		2	1	1			2		10
Civil Rights - Headwear						1							1
Civil Rights - National Origin											1		1
Civil Rights - Not Specified											1		1
Civil Rights - Race		1	1	1				1					4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening							1						1
Customer Service	8	6		5	3	5	5	3	6	5	8		54
Customer Service - Others											1		1
Customer Service - TSO	8	6		5	3	5	5	3	6	5	7		53
Expedited Passenger Screening Program	62	75	73	96	76	76	76	80	76	47	52		789
Expedited Passenger Screening Program - DoD				2		1							3
Expedited Passenger Screening Program	2	2	2	4	2	1		1	1				15

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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
Expedited Passenger Screening Program	60	73	71	90	74	74	76	79	75	47	52		771
Locks			1		2		1	1	1				6
Locks - Missing or Damaged Lock			1		2		1	1	1				6
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	1	2	2	2	1		2	2	2	3	1		18
Mishandling of Passenger Property - Damaged/Missii		1	1				2	2		2			8
Mishandling of Passenger Property - Dam	1	1	1	2	1				1	1	1		9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
No Jurisdiction									1				1
No Jurisdiction - No Referral									1				1
Patdown	4	1		1		2	2	1	1				12
Patdown - Flyer	4	1		1		2	2	1	1				12
Persons w/ Disabilities (PWD)	4	3					1	1	2	1	2		14
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Diabetes	1										1		2
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1							1				2
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medical D	1												1
Persons w/ Disabilities (PWD) - Medically	1	1											2
Persons w/ Disabilities (PWD) - Respiratory and Inha		1					1						2
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelcha	1							1					2
Property - Special Handling	1			1	3	2	2		2	1	3		15
Property - Special Handling - Damaged Items - Carry-On						1	1		1		1		4
Property - Special Handling - Damaged Items - Checked					1	1				1			3
Property - Special Handling - Missing Items - Carry-On					1						1		2
Property - Special Handling - Missing Items	1			1	1		1		1		1		6
Screening	2	9	2	4	5	4	10	6	5	7	8		62
Screening - Inconsistency		3	1	1	2	1	1		1	2	2		14
Screening - Lengthy Lines	1	2		1			4	2	1	1	2		14
Screening - Procedures/Process	1	4	1	2	3	2	5	4	2	3	4		31
Screening - Retrieving Abandoned/Confiscated Items							1		1				2
Screening - Traveling with Cash										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
CLL	2	2	4	3	2	2	4	1	1	1	3	3	28
2021												2	2
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022	1	2		1					1	1	2	1	9
Civil Rights	1												1
Civil Rights - Constitutional Rights	1												1
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program			1								2		3
Expedited Passenger Screening Program - TSA PreC			1								2		3
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/£			1										1
Screening				1						1			2
Screening - Procedures/Process				1									1
Screening - Retrieving Abandoned/Confiscated Items										1			1
2023	1		4	2	2	2	4	1			1		17
Customer Service				1	2								3
Customer Service - TSO				1	2								3
Expedited Passenger Screening Program	1		4	1		1	2	1					10
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program	1		4	1		1	1	1					9
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Carry-On						1							1
Screening							1				1		2
Screening - Crew Member or Airline Employee											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
CLT	249	237	269	185	191	257	286	294	321	315	262	199	3,065
2021												52	52
Customer Service												2	2
Customer Service - TSO												2	2
Expedited Passenger Screening Program												38	38
Expedited Passenger Screening Program - Known Crew Member												1	1
Expedited Passenger Screening Program - TSA Application Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												35	35
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
No Jurisdiction												2	2
No Jurisdiction - Refer to CBP												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) - Metal Implants (joint)												1	1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Alcohol and Tobacco												1	1
Property - Special Handling												3	3
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Missing Items - Carry-On												2	2
Screening												3	3
Screening - Inconsistency												2	2
Screening - Procedures/Process												1	1
2022	78	83	85	64	84	104	117	137	144	136	123	147	1,302
Airline					1				2	1	2		6
Airline - Lost Baggage										1	1		2
Airline - Policy/Regulations/Service					1				2		1		4
Civil Rights	2	1	2		1			1	1	1	2		11
Civil Rights - Race								1	1	1	2		5
Civil Rights - Racial Profiling or Discrimination	2	1	2										5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Claims								1					1
Claims - General								1					1
Customer Service	9	12	15	4	3	8	9	10	10	10	15	12	117
Customer Service - CSM			1										1
Customer Service - Others											1		1
Customer Service - TSO	9	12	14	4	3	8	9	10	10	10	14	12	115
Duplicate E-mail			1										1
Duplicate E-mail - General			1										1
Expedited Passenger Screening Program	44	58	48	49	68	84	80	107	110	101	82	111	942
Expedited Passenger Screening Program - Active Duty Military				1						1		1	3
Expedited Passenger Screening Program - DoD									1	1	1		3
Expedited Passenger Screening Program - TSA/DHS	2	10	2	4	5	1	4	5	3	4	4	4	48
Expedited Passenger Screening Program - TSA/DHS	42	47	46	44	63	83	76	102	106	95	77	106	887
Identification (ID) Requirements	2	1		1		2							6
Identification (ID) Requirements - Domestic	2	1		1		1							5
Identification (ID) Requirements - Real ID						1							1
Locks	1		1				1				1		4
Locks - Missing or Damaged Lock	1		1				1				1		4
Lost and Found								1	1		1		3
Lost and Found - Airport/TSA								1	1		1		3
Mishandling of Passenger Property	2						3	3	1	2	3	3	17
Mishandling of Passenger Property - Damaged	1						1	3	1	1	2	2	11
Mishandling of Passenger Property - Damaged	1						1			1	1	1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction	2	2				1		2		1	2		10
No Jurisdiction - No Referral	1	1						1					3
No Jurisdiction - Refer to CBP		1				1		1		1	1		5
No Jurisdiction - Refer to Other	1										1		2
Patdown	1	1			1	1	2	3	1	3	1	4	18
Patdown - Children												1	1
Patdown - Flyer	1				1	1	2	3	1	3	1	3	16
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	5	5	4	1	1		3		2	7	2	5	35
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes	1	1	1	1						1	1		7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks												1	1
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 Equipment		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1		2		1				4
Persons w/ Disabilities (PWD) - Mobility Devices	1	1								2	1		5
Persons w/ Disabilities (PWD) - Prostheses	1												1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										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) - Wheelchairs	1		1						1	1		1	5
Prohibited & Permitted Items	2												2
Prohibited & Permitted Items - Food/Beverages	1												1
Prohibited & Permitted Items - Liquids/Gels	1												1
Property - Special Handling	1		1	5	5	2	3	5	7	2	3	6	40
Property - Special Handling - Damaged Items - Carry-On				1	1			1	2	2			7

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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 - Damaged Items - Checked				1	1		2		4			3	11
Property - Special Handling - Missing Items - Carry-On			1		3	1		1	1		1	2	10
Property - Special Handling - Missing Items - Checked	1			3		1	1	3			2	1	12
Screening	7	3	13	4	4	6	16	4	9	8	9	6	89
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency		1	4	1		1	5	2	1	1			16
Screening - International Screening					1								1
Screening - Lengthy Lines	1					1	4		1			3	10
Screening - Procedures/Process	6	2	8	2	2	4	6	2	7	7	9	3	58
Screening - Retrieving Abandoned/Confiscated Items				1	1		1						3
2023	171	154	184	121	107	153	169	157	177	179	139		1,711
Airline	2	1	4						1	1	1		10
Airline - Lost Baggage			3										3
Airline - Policy/Regulations/Service	2	1	1							1	1		6
Airline - Wheelchair Assistance									1				1
Civil Rights	1	2	3	3	1	2	4	2	1	4	2		25
Civil Rights - Age							1	1		1			3
Civil Rights - Constitutional Rights			1			1							2
Civil Rights - Not Specified			1										1
Civil Rights - Race	1	2	1	2			1	1					8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1		2			1	2		6
Civil Rights - Sexual Orientation - Not Transgender				1		1				1			3
Civil Rights - Transgender Screening									1	1			2
Customer Service	17	10	17	8	11	13	12	11	15	16	13		143
Customer Service - Others			1	1									2
Customer Service - TSO	17	10	16	7	11	13	12	11	15	16	13		141
DHS TRIP				1									1
DHS TRIP - General				1									1
Expedited Passenger Screening Program	126	123	127	89	83	116	134	119	129	123	96		1,265
Expedited Passenger Screening Program - TSA/DHS	1												1
Expedited Passenger Screening Program	5	3	5	4	1	5		4	2	3	2		34
Expedited Passenger Screening Program	120	119	122	85	82	111	134	114	127	120	94		1,228
Expedited Passenger Screening Program - TSA/DHS	1							1					2
Freedom of Information Act (FOIA)											1		1
Freedom of Information Act (FOIA) - General											1		1
Locks	2	1				1	2		2				8
Locks - Missing or Damaged Lock	2	1				1	2		2				8
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property	4	2	3	3		3	4	6	3	5	6		39
Mishandling of Passenger Property - Damaged/Missing	1	2	1			1	3	4	2	3	4		21
Mishandling of Passenger Property - Damaged/Missing	4	1	1	2		2	1	2	1	2	2		18
No Jurisdiction	2	1				1	1		2	2			9
No Jurisdiction - No Referral	1								1				2
No Jurisdiction - Refer to CBP	1	1					1		1	1			5
No Jurisdiction - Refer to Other						1				1			2
Patdown	1		2			1	1	2	5	5	1		18
Patdown - Flyer	1		1			1	1	2	4	5	1		16
Patdown - Flyer as Observer			1										1
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)	1		2	2	3	2		2	1	3	2		18
Persons w/ Disabilities (PWD) - Diabetes			1		1								2
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medical [redacted]	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1	1	1				1			4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1							1			2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1				1		1		3
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1		1					3
Property - Special Handling	2	4	6	3	4	2	2	4	6	3	3		39
Property - Special Handling - Damaged Items - Checked	2		1		3	1	1		1		3		12
Property - Special Handling - Damaged Items - Checked			1	1									2
Property - Special Handling - Missing Items - Carry-On		2		2	1		1	4	4	2			16
Property - Special Handling - Missing Items - Checked		2	4			1			1	1			9
Request for Assistance									1				1
Request for Assistance - Wounded Warrior (MSIJSOC)									1				1
Screening	13	10	20	12	5	11	9	11	11	17	14		133
Screening - Children	1												1
Screening - Crew Member or Airline Employee			9	1		2	1			1	1		15
Screening - Inconsistency	2	2	6	3	1		1		1	1	2		19
Screening - Lengthy Lines	1	1		2		1			2	1	1		9
Screening - Procedures/Process	8	6	5	5	4	7	7	11	8	13	10		84
Screening - Retrieving Abandoned/Confiscated Items	1	1		1		1				1			5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CMH	103	95	99	96	104	121	130	104	105	130	114	64	1,265
2021												14	14
Customer Service													3
Customer Service - TSO													3
Expedited Passenger Screening Program													7
Expedited Passenger Screening Program - TSA Application Program													3
Expedited Passenger Screening Program - TSA PreCheck													4
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Patdown													1
Patdown - Flyer													1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
Screening													1
Screening - Inconsistency													1
2022	28	38	39	35	27	61	62	50	46	60	54	50	550
Civil Rights		1		1					1			2	5
Civil Rights - Race												1	1
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1			1	2
Civil Rights - Transgender Screening		1											1
Customer Service	6	9	7	4	5	8	5	2	3	4	5	4	62
Customer Service - CSM		1											1
Customer Service - TSO	6	8	7	4	5	8	5	2	3	4	5	4	61
Expedited Passenger Screening Program	16	18	23	23	17	45	46	44	34	41	39	35	381
Expedited Passenger Screening Program - DoD			1				2				2	1	6
Expedited Passenger Screening Program	1		1		1	2	2	7	1	1			16
Expedited Passenger Screening Program	15	18	21	23	16	43	41	37	33	40	37	34	358
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1						1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property		1				2	4		1		1	5	16
Mishandling of Passenger Property - Damaged/Missin		1				1	2			1	1	3	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							2		1	1		2	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown		1	2	3	1		2	1	2		7	1	20
Patdown - Flyer		1	2	3	1		2	1	2		7	1	20
Persons w/ Disabilities (PWD)	1		1	1	1	1					1		6
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically	1					1					1		3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Prohibited & Permitted Items			2										2
Prohibited & Permitted Items - Beauty & Grooming Items			1										1
Prohibited & Permitted Items - General			1										1
Property - Special Handling	2	4		1	2	3	3		2	6			23
Property - Special Handling - Damaged Items - Carry		2			1	1			1	4			9
Property - Special Handling - Damaged Items - Checked	2			1		1				2			6
Property - Special Handling - Missing Items - Carry-C		1				1							2
Property - Special Handling - Missing Items - Checke	1			1		3			1				6
Screening	2	4	4	2	1	1	2	3	3	7	1	3	33
Screening - Children				1									1
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency	1	1					1			2			5
Screening - Lengthy Lines	1												1
Screening - Procedures/Process		3	3	1	1	1	1	3	2	5	1	3	24
Screening - Retrieving Abandoned/Confiscated Items			1										1
2023	75	57	60	61	77	60	68	54	59	70	60		701
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		3	2	1	2	1		3			14
Civil Rights - Constitutional Rights				1				1					2
Civil Rights - Headwear										1			1
Civil Rights - National Origin		1		1			1						3
Civil Rights - Race	1				2	1	1			2			7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	4	3	6	9	9	2	7	2	9	10	4		65
Customer Service - TSO	4	3	6	9	9	2	7	2	9	10	4		65
Expedited Passenger Screening Program	59	46	43	37	54	43	47	34	42	34	43		482
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	2		2	1	4								9
Expedited Passenger Screening Program	57	45	41	36	50	43	47	34	42	34	43		472
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property	1	1	1	2	2	2		1	1	3			14
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1		2			1	1			6
Mishandling of Passenger Property - Dam	1	1		1	2			1		2			8
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown	1	2	3	3	5	2	2	5	1	3	2		29
Patdown - Children										1			1
Patdown - Flyer	1	2	3	3	5	2	2	5	1	2	2		28

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)	4		1		1	1	1	3	2	2	4		19
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1					1							2
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes							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 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)											2		2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair	2									1			3
Property - Special Handling	1	2			2		1		1	2	2		11
Property - Special Handling - Damaged Items - Carry		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			1		1			2	1		7
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	4	2	6	7	2	8	7	8	2	11	5		62
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		1	2	2	1	2	1			1	1		11
Screening - Lengthy Lines	1			1			1	1			1		5
Screening - Procedures/Process	2	1	4	3	1	6	5	7	2	10	3		44
Screening - Shoe Screening	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CMI	1	2	2			2	4	3	3	2	2	1	22
2022		1	1			1	2	2	1	1		1	10
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program		1					1	2		1		1	6
Expedited Passenger Screening Program - TSA PreC		1					1	2		1		1	6
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
2023	1	1	1			1	2	1	2	1	2		12
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service								1	1				2
Customer Service - TSO								1	1				2
Expedited Passenger Screening Program	1		1			1	2		1	1	1		8
Expedited Passenger Screening Program	1		1			1	2		1	1	1		8
Screening												1	1
Screening - Procedures/Process											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CMX		1	2			1	2			1	1		8
2022			1			1	1			1			4
Expedited Passenger Screening Program						1	1			1			3
Expedited Passenger Screening Program - TSA PreCheck						1	1			1			3
Screening			1										1
Screening - Procedures/Process			1										1
2023		1	1				1				1		4
Expedited Passenger Screening Program		1	1				1						3
Expedited Passenger Screening Program - TSA PreC			1	1			1						3
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CNY		3					1	2	2	1			9
2022		1					1	2	1	1			6
Expedited Passenger Screening Program								2	1				3
Expedited Passenger Screening Program - TSA PreCheck								2	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
Patdown										1			1
Patdown - Flyer										1			1
2023		2							1				3
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		1											1
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
COD	2	1				3	1	2	2	1	2		14
2022						2	1	2	2	1	2		10
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program						1		2	1	1			5
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck						1		2		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
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening						1							1
Screening - Procedures/Process						1							1
2023	2	1				1							4
Expedited Passenger Screening Program	2					1							3
Expedited Passenger Screening Program	2					1							3
Patdown		1											1
Patdown - Flyer		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
COS	27	33	33	24	21	37	29	45	31	39	36	39	394
2021												12	12
Expedited Passenger Screening Program													3
Expedited Passenger Screening Program - TSA PreCheck													3
Mishandling of Passenger Property													3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Patdown													3
Patdown - Flyer													2
Patdown - Flyer as Observer													1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
Screening													2
Screening - Lengthy Lines													1
Screening - Procedures/Process													1
2022	7	18	14	12	14	21	19	24	11	17	17	27	201
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Business, Suggestions, and Ideas		1											1
Business, Suggestions, and Ideas - General		1											1
Civil Rights											2		2
Civil Rights - Race											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	1	2	2			1	1	5	1	1		2	16
Customer Service - Others	1												1
Customer Service - TSO		2	2			1	1	5	1	1		2	15
Expedited Passenger Screening Program	4	11	8	9	8	20	17	17	8	12	12	18	144
Expedited Passenger Screening Program - DoD		1			1	2			1		1		6
Expedited Passenger Screening Program - TSA Appl		2						3	1	2			8
Expedited Passenger Screening Program	4	8	7	9	7	18	17	14	6	10	11	18	129
Expedited Passenger Screening Program - TSA/DHS Employees			1										1
Identification (ID) Requirements		1		1									2
Identification (ID) Requirements - Domestic		1		1									2
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property		1		1						1			3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missii		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
Patdown		1			1			1				1	4
Patdown - Flyer		1			1			1				1	4
Persons w/ Disabilities (PWD)					1						1		2
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Property - Special Handling	1		1		2					1			5
Property - Special Handling - Damaged Items - Checked			1		1								2
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Item	1									1			2
Screening	1	1	2	1	1		1	1	1	1	2	6	18
Screening - Inconsistency	1											3	4
Screening - Lengthy Lines												1	1
Screening - Procedures/Process		1	2	1	1		1	1	1	1	2	2	13
TWIC										1			1
TWIC - Status										1			1
2023	20	15	19	12	7	16	10	21	20	22	19		181
Civil Rights			1				1			1			3
Civil Rights - Age										1			1
Civil Rights - Transgender Screening			1				1						2
Customer Service	1		1			1	1	1		4	1		10
Customer Service - TSO	1		1			1	1	1		4	1		10
Expedited Passenger Screening Program	16	15	13	9	5	14	5	19	14	11	15		136
Expedited Passenger Screening Program - TSA Appl		2											2
Expedited Passenger Screening Program	16	13	13	9	5	14	5	19	14	11	14		133
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
HAZMAT Endorsement			1										1
HAZMAT Endorsement - Status			1										1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property								1		2			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		2			3
No Jurisdiction										1			1
No Jurisdiction - No Referral										1			1
Patdown	1		1	1			1		3		1		8
Patdown - Children											1		1
Patdown - Flyer	1		1	1					2				5
Patdown - Flyer as Observer									1				1
Patdown - General							1						1
Persons w/ Disabilities (PWD)							1			1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1			1			2
Property - Special Handling				2						1			3
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked				2									2
Screening	2		2		2	1	1		2	1	2		13
Screening - Inconsistency			2			1					1		4

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
COU	5	3	6	11	1	7	5	5	3	3	2	2	53
2021												1	1
Screening												1	1
Screening - Inconsistency												1	1
2022		3	3	7		5	3	2	2		1	1	27
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program		2	1	6		5	2	2	2		1	1	22
Expedited Passenger Screening Program - TSA Appl		1				1					1		3
Expedited Passenger Screening Program - TSA PreC		1	1	6		4	2	2	2			1	19
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry-On			1										1
Screening							1						1
Screening - Procedures/Process							1						1
2023	5		3	4	1	2	2	3	1	3	1		25
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	5		3	1		2	2	1		1			15
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	4		3	1		2	2	1		1			14
No Jurisdiction										1			1
No Jurisdiction - No Referral										1			1
Ombudsman					1								1
Ombudsman - General					1								1
Patdown								1		1	1		3
Patdown - Flyer								1		1	1		3
Property - Special Handling				1					1				2
Property - Special Handling - Damaged Items - Checked				1					1				2
Screening				1				1					2
Screening - Lengthy Lines				1									1
Screening - Procedures/Process								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CPR	1	3	1	3	3	3	1	3	2	2			22
2022		1		3	1	2	1	1	1	1			8
Expedited Passenger Screening Program		1				2		1		1			5
Expedited Passenger Screening Program - TSA PreC		1				2		1		1			5
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Screening									1				1
Screening - Procedures/Process									1				1
2023	1	2	1	3	2	1		2	1	1			14
Expedited Passenger Screening Program		2	1	2	2	1		2		1			11
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreC		2	1	2	2			2		1			10
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1									1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Medically		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
CRP	6	8	6	11	8	11	9	10	8	12	9	7	105
2022	2	1	2	6	4	9	7	2	5	6	5	7	56
Civil Rights			1								1		2
Civil Rights - Race											1		1
Civil Rights - Sexual Orientation - Not Transgender			1										1
Customer Service		1					2	2					5
Customer Service - TSO		1					2	2					5
Expedited Passenger Screening Program	1		1	4	1	5	4		5	3	3	6	33
Expedited Passenger Screening Program - TSA Application Program				1	1	1	1						4
Expedited Passenger Screening Program	1		1	3		4	3		5	3	3	6	29
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					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 Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1							2
Patdown					1	2					1		4
Patdown - Flyer					1	2					1		4
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Property - Special Handling	1									2			3
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked Baggage	1												1
Property - Special Handling - Missing Items - Carry-On										1			1
Screening				2			1						3
Screening - Inconsistency							1						1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process				1									1
2023	4	7	4	5	4	2	2	8	3	6	4		49
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service		3						1	2				6
Customer Service - TSO		3						1	2				6
Expedited Passenger Screening Program	3	4	3	4	2		2	7	1	6	3		35
Expedited Passenger Screening Program	3	4	3	4	2		2	7	1	6	3		35
Mishandling of Passenger Property	1				1								2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1				1								2
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Screening				1		1					1		3
Screening - Inconsistency				1									1
Screening - Procedures/Process											1		1
Screening - Retrieving Abandoned/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
CRW	2	3	7		6	5	2	7	5	5	6	2	50
2021												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	1		2		4	1		2	4	2	2	1	19
Expedited Passenger Screening Program	1		1		4	1		2	3	2	2	1	17
Expedited Passenger Screening Program	1		1		4	1		2	3	2	2	1	17
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Screening			1										1
Screening - Retrieving Abandoned/Confiscated Items			1										1
2023	1	3	5		2	4	2	5	1	3	4		30
Customer Service			2			1		1					4
Customer Service - TSO			2			1		1					4
Expedited Passenger Screening Program	1	2	3		2	1	2	1	1	1			14
Expedited Passenger Screening Program	1	2	3		2	1	2	1	1	1			14
Mishandling of Passenger Property								2		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			2
Property - Special Handling								1			1		2
Property - Special Handling - Damaged Items - Carry-On								1			1		2
Screening		1				2				1	3		7
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency		1											1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process						1				1	2		4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CSG	5	3	3	5	5	5	3	3	4	4	5	5	50
2021												3	3
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												2	2
2022	3	1		1	2	2	2	1	1	3		2	18
Expedited Passenger Screening Program	3	1		1	2	2	2	1	1	3		1	17
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	2	1		1	2	2	2	1	1	3		1	16
Screening												1	1
Screening - Procedures/Process												1	1
2023	2	2	3	4	3	3	1	2	3	1	5		29
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Expedited Passenger Screening Program	2	2	3	2	3	3		2	2	1	4		24
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	2	2	3	1	3	3		1	2	1	4		22
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Screening				2					1				3
Screening - Inconsistency				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
CVG	118	92	118	106	96	131	97	150	131	142	108	88	1,377
2021												20	20
Civil Rights												2	2
Civil Rights - Hair Patdowns												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												14	14
Expedited Passenger Screening Program - TSA Application Program												3	3
Expedited Passenger Screening Program - TSA PreCheck												11	11
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Persons w/ Disabilities (PWD)												2	2
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - General												1	1
2022	45	33	47	43	34	56	50	73	70	75	62	68	656
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Airline				1			1		1				3
Airline - Lost Baggage									1				1
Airline - Policy/Regulations/Service				1			1						2
Civil Rights				1		1			1				3
Civil Rights - Race						1							1
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Transgender Screening									1				1
Customer Service	7	1	2	2	1	3	1	5	1	3	4	2	32
Customer Service - Others	3												3
Customer Service - TSO	4	1	2	2	1	3	1	5	1	3	4	2	29
Expedited Passenger Screening Program	33	31	43	35	28	44	45	55	57	65	54	60	550
Expedited Passenger Screening Program - Active Du		1											1
Expedited Passenger Screening Program - DoD			1									1	2
Expedited Passenger Screening Program	2	3	5	1	1	1		5	8	2	4	4	36
Expedited Passenger Screening Program	31	26	37	34	27	43	45	50	49	63	50	55	510
Expedited Passenger Screening Program - TSA/DHS		1											1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property				1			1	2	1		1	1	7
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	1	5
No Jurisdiction								2	1				3
No Jurisdiction - No Referral								2	1				3
Patdown										1		1	2
Patdown - Flyer										1		1	2
Persons w/ Disabilities (PWD)			1	1	1		1	2		2			8
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes			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										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Service Animals							1						1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1										1
Property - Special Handling	3				2	3					1		15
Property - Special Handling - Damaged Items - Carry-On									2	2	1	2	3
Property - Special Handling - Damaged Items - Checked Baggage	2				1				1			1	5
Property - Special Handling - Missing Items - Carry-On						2				1			3
Property - Special Handling - Missing Items - Checked Baggage	1				1	1					1		4
Screening	2	1		1	2	5	1	6	4	3	2	2	29
Screening - Inconsistency						1						2	3
Screening - Lengthy Lines				1		1		3	1		1		7
Screening - Procedures/Process	2	1				3	1	3	3	3	1		17
Screening - Retrieving Abandoned/Confiscated Items					2								2
2023	73	59	71	63	62	75	47	77	61	67	46		701
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information - General	1												1
Airline						1				1	1		3
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service						1					1		2
Business, Suggestions, and Ideas								1					1
Business, Suggestions, and Ideas - General								1					1
Civil Rights							1						1
Civil Rights - Race							1						1
Claims			1										1
Claims - General			1										1
Customer Service	2	6		5	2	1	1	4	2	6	3		32
Customer Service - Others		2		1									3
Customer Service - TCC					1								1
Customer Service - TSO	2	4		4	1	1	1	4	2	6	3		28
Expedited Passenger Screening Program	64	46	60	53	50	66	40	64	49	49	35		576
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program	1		1								2		4
Expedited Passenger Screening Program	1	5	1	1	3			1	1		1		14
Expedited Passenger Screening Program	62	41	56	51	47	66	40	63	47	49	32		554

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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
Expedited Passenger Screening Program - TSA/DHS Employee:			2	1									3
Locks				1	2	1	1						5
Locks - Missing or Damaged Lock				1	2	1	1						5
Mishandling of Passenger Property		1	1	2	1		1	1	1				9
Mishandling of Passenger Property - Dam		1	1	2			1						5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1		1	1				4
No Jurisdiction				1						1			2
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to Other										1			1
Patdown			1					1			3		5
Patdown - Flyer			1					1			3		5
Persons w/ Disabilities (PWD)		2						1	5	2	1		11
Persons w/ Disabilities (PWD) - Diabetes									1		1		2
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 Medical Supplies								1		1			2
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility		2							1				3
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Property - Special Handling			1			1		1	1				4
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Items - Carry-On								1	1				2
Property - Special Handling - Missing Items - Checked			1										1
Screening		3	4	8	2	7	5	3	4	3	5	6	50
Screening - Crew Member or Airline Employee				1				1					2
Screening - Inconsistency			1	1	1	1	1	1		1			7
Screening - Lengthy Lines		1		1			1	1	2				6
Screening - Procedures/Process		2	3	6	1	6	3	2	1	1	4	5	34
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
CVN	1	1				1				1			4
2022						1				1			2
Customer Service						1							1
Customer Service - TSO						1							1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Carry-On										1			1
2023	1	1											2
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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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
CWA	3	6	2	2	5	3	1	3	4	1		2	32
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022	2	3	1	2	2	1	1	2	3	1		1	19
Customer Service								2					2
Customer Service - TSO								2					2
Expedited Passenger Screening Program	2	1	1	2	2	1	1		2	1			13
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program	2	1	1	2	2	1	1		1	1			12
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening		2										1	3
Screening - Inconsistency												1	1
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1											1
2023	1	3	1		3	2		1	1				12
Expedited Passenger Screening Program		2			3	1		1	1				8
Expedited Passenger Screening Program - TSA PreC		2			3	1		1	1				8
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Screening	1	1	1										3
Screening - Inconsistency			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
CYS	3	1	1		1			2		1		1	10
2022								2		1		1	4
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program								1		1		1	3
Expedited Passenger Screening Program - TSA PreCheck								1		1		1	3
2023	3	1	1		1								6
Expedited Passenger Screening Program	1		1		1								3
Expedited Passenger Screening Program	1		1		1								3
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	2												2
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
DAB	8	11	5	9	10	9	10	16	18	11	8	10	125
2021												5	5
Civil Rights												1	1
Civil Rights - Hair Patdowns												1	1
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												2	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 - Damaged Items - Checked												1	1
2022	4	8	3	2	6	3	3	6	7	3	5	5	55
Civil Rights					1							1	2
Civil Rights - Race												1	1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program	2	6	3	1	5	3	3	4	6	2	3	4	42
Expedited Passenger Screening Program - DoD									1		1		2
Expedited Passenger Screening Program - TSA Appl		2			1								3
Expedited Passenger Screening Program	2	4	3	1	4	3	3	4	5	2		4	37
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) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Property - Special Handling	1	1		1							1		4
Property - Special Handling - Damaged Items - Checked				1							1		2
Property - Special Handling - Missing Items	1												1
Property - Special Handling - Missing Items - Checked		1											1
Screening								2					2
Screening - Procedures/Process								2					2
2023	4	3	2	7	4	6	7	10	11	8	3		65
Civil Rights						1	1	1					3
Civil Rights - Headwear						1							1
Civil Rights - Race							1	1					2
Customer Service	1							1	1				3
Customer Service - TSO	1							1	1				3
Expedited Passenger Screening Program	2	2	2	6	1	3	6	7	8	7	2		46
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA PreC		2	2	6	1	3	6	7	8	7	2		44
Expedited Passenger Screening Program	1												1
Patdown						1				1	1		3
Patdown - Flyer						1				1			2
Patdown - Flyer as Observer											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) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	1												1
Property - Special Handling - Damaged Items	1												1
Screening		1		1	2	1		1	1				7
Screening - Inconsistency						1							1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process		1			2			1	1				5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DAL	91	121	95	72	90	93	112	141	116	120	115	97	1,263
2021												32	32
Customer Service												3	3
Customer Service - TSO												3	3
Expedited Passenger Screening Program												18	18
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												17	17
Mishandling of Passenger Property												2	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												2	2
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)												2	2
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Screening												6	6
Screening - Inconsistency												2	2
Screening - Procedures/Process												4	4
2022	25	53	36	28	34	37	58	60	46	49	58	65	549
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Airline		3		1		1							5
Airline - Lost Baggage		1											1
Airline - Policy/Regulations/Service		2		1		1							4
Civil Rights							1	2	3			1	7
Civil Rights - Age									1				1
Civil Rights - National Origin									1				1
Civil Rights - Race							1	1				1	3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Transgender Screening									1				1
Claims												1	1
Claims - Status												1	1
Customer Service	3	10	3	2	3	3	6	3	3	5	3	7	51
Customer Service - TSO	3	10	3	2	3	3	6	3	3	5	3	7	51
Expedited Passenger Screening Program	17	33	28	19	27	28	40	43	28	36	45	46	390
Expedited Passenger Screening Program - DoD			1			1						1	3
Expedited Passenger Screening Program	1		1	1	3	3	1	1	3	2	1	2	19
Expedited Passenger Screening Program	15	33	26	18	24	24	39	42	25	34	44	43	367
Expedited Passenger Screening Program	1												1
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			2	1			1	5
Lost and Found - Airport/TSA					1			2	1			1	5
Mishandling of Passenger Property		2						2	1	2		4	11
Mishandling of Passenger Property - Damaged/Missii		1						1	1	2		2	7
Mishandling of Passenger Property - Damaged/Missii		1						1				2	4
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	1					2	1	1	1	8
Patdown - Flyer		1	1						2	1	1	1	7
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	1		2			1	4	1	1	1		1	12
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically	1							1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							2			1			3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1			1							2
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1			1	2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Alcohol and Tobacco		1											1
Property - Special Handling	3	1	2	1	1	1		4	2	1	3	3	22
Property - Special Handling - Damaged It	1	1	2		1	1		1	1	1	2		11
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Item	1			1				1			1		4
Property - Special Handling - Missing Item	1							2				3	6
Screening		1		4	2	2	6	3	3	3	5		29
Screening - Inconsistency							3		1		1		5
Screening - Lengthy Lines				1									1
Screening - Procedures/Process		1		3	2	2	3	3	2	3	2		21
Screening - Retrieving Abandoned/Confiscated Items											2		2
2023	66	68	59	44	56	56	54	81	70	71	57		682
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	1	1		1	1	1	1	4	1		12
Civil Rights - Race		1		1		1		1	1	2			7
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1				1			2			4
Claims	1												1
Claims - General	1												1
Customer Service	4	10	4	2		4	4	1	4	2	1		36

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO	4	10	4	2		4	4	1	4	2	1		36
Expedited Passenger Screening Program	46	49	43	33	42	42	40	58	44	48	36		481
Expedited Passenger Screening Program - DoD								1		1			2
Expedited Passenger Screening Program	2	2		1	4			2	3	2			16
Expedited Passenger Screening Program	44	47	43	32	38	42	40	55	41	44	36		462
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										1			1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property		2	4	2	3	1	3	6	3	2	3		29
Mishandling of Passenger Property - Damaged/Missin		1	1	2	2	1		3		2	2		14
Mishandling of Passenger Property - Damaged/Missing Items--C			3		1		3	2	3				12
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Item		1						1					2
No Jurisdiction						1	1			1			3
No Jurisdiction - No Referral										1			1
No Jurisdiction - Refer to CBP							1						1
No Jurisdiction - Refer to Other						1							1
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - General			1										1
Patdown	4	2	1	1		1	3	6	6	1	1		26
Patdown - Children	1												1
Patdown - Flyer	3	2	1	1			3	6	6	1	1		24
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)	2	1	1	2	3	2	1		2	1	4		19
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - General	1									1			2
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Medically Necessary		1		1	2				1		2		7
Persons w/ Disabilities (PWD) - Metal Imp	1					1					1		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1			1	1		1		1		5
Property - Special Handling	2	1		1	2	1		5	3		1		16
Property - Special Handling - Damaged It	1							2	1		1		5
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 Item	1	1				1		1	1				5
Screening	6	2	3	2	5	3	1	4	5	12	10		53
Screening - Inconsistency			2	1	2			1	1	3	1		11
Screening - Lengthy Lines	1									1	2		4
Screening - Procedures/Process	5	2	1		3	3	1	3	4	7	7		36
Screening - Retrieving Abandoned/Confiscated Items				1						1			2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DAY	21	12	13	17	16	13	13	19	16	15	18	7	180
2022	9	8	4	6	7	7	9	10	9	5	14	7	95
Civil Rights			1										1
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Customer Service		2			1		2		1				6
Customer Service - TSO		2			1		2		1				6
Expedited Passenger Screening Program	5	4	2	5	5	6	5	9	8	5	11	5	70
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA Application Program				1	2								3
Expedited Passenger Screening Program	5	3	2	4	3	6	5	9	8	5	11	5	66
Identification (ID) Requirements			1			1							2
Identification (ID) Requirements - Domestic			1			1							2
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
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Property - Special Handling	3	1									1		5
Property - Special Handling - Damaged Items	1	1									1		3
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items	1												1
Screening				1	1		1	1			1	1	6
Screening - Lengthy Lines								1					1
Screening - Procedures/Process				1	1		1				1	1	5
2023	12	4	9	11	9	6	4	9	7	10	4		85
Civil Rights	1												2
Civil Rights - Race	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	1			1	1					2			5
Customer Service - TSO	1			1	1					2			5
Expedited Passenger Screening Program	9	2	9	10	7	5	4	8	7	4	2		67
Expedited Passenger Screening Program - DoD			1								1		2
Expedited Passenger Screening Program	9	2	8	10	7	5	4	8	7	3	2		65
Mishandling of Passenger Property		1				1				1			3
Mishandling of Passenger Property - Damaged/Missing Items		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling					1					1			2
Property - Special Handling - Damaged Items - Checked					1					1			2
Screening	1	1						1		1	2		6
Screening - Inconsistency		1								1			2
Screening - Procedures/Process	1							1			2		4

TSA Contact Center (TCC) Data Tool - FOIA

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

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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
DCA	282	298	298	203	254	362	398	344	349	352	340	237	3,717
2021												71	71
Civil Rights												2	2
Civil Rights - Racial Profiling or Discrimination												1	1
Civil Rights - Transgender Screening												1	1
Customer Service												4	4
Customer Service - TSO												4	4
Expedited Passenger Screening Program												51	51
Expedited Passenger Screening Program - DoD												1	1
Expedited Passenger Screening Program - TSA Application Program												4	4
Expedited Passenger Screening Program - TSA PreCheck												45	45
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Persons w/ Disabilities (PWD)												4	4
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												2	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects												1	1
Property - Special Handling												5	5
Property - Special Handling - Damaged Items - Carry-On												2	2
Property - Special Handling - Missing Items - Checked												3	3
Screening												4	4
Screening - Procedures/Process												4	4
2022	93	123	109	66	111	158	203	170	189	193	200	166	1,781
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Informatic		1											1
Airline				1	1	1	1					1	5
Airline - Lost Baggage												1	1
Airline - Policy/Regulations/Service				1	1	1	1						4
Civil Rights	5	2		2	1			2		2		1	15
Civil Rights - Civil Rights Violation (TSA Employee)								1					1
Civil Rights - National Origin	1												1
Civil Rights - Race								1		1		1	3
Civil Rights - Racial Profiling or Discrimination	4	2		1	1								8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1						1			2
Claims							1						1
Claims - Status							1						1
Customer Service	13	13	9	7	14	13	13	13	22	18	11	11	157
Customer Service - CSM						1							1
Customer Service - Others				1		1				1			3
Customer Service - TSO	13	13	9	6	14	11	13	13	22	17	11	11	153
Expedited Passenger Screening Program	59	83	82	45	82	124	162	134	150	149	162	141	1,373
Expedited Passenger Screening Program - Active Duty Military									1		1		2
Expedited Passenger Screening Program	3	6	6	1		6	2	1	6	1	3	2	37
Expedited Passenger Screening Program	4	6	5	2	1	2	6	4	6	10	6	3	55
Expedited Passenger Screening Program	50	69	67	40	79	111	149	127	136	134	151	136	1,249
Expedited Passenger Screening Program	2	2	4	2	2	5	5	2	1	4	1		30
Identification (ID) Requirements		1	1										2
Identification (ID) Requirements - Domestic			1										1
Identification (ID) Requirements - ID Matching Ticket		1											1
Locks			2			1				1			4
Locks - Missing or Damaged Lock			2			1				1			4
Lost and Found		1				2	1			1			5
Lost and Found - Airport/TSA		1				2	1			1			5
Mishandling of Passenger Property		3	1			1	2	3	1		6	2	19
Mishandling of Passenger Property - Damaged/Missin		3					1	1			4		9
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1	1	2	1		2	2	10
No Jurisdiction	1		2			1							4
No Jurisdiction - Refer to Other	1		2			1							4
Patdown		3	2		1	2	2	1	1	2	4	2	20
Patdown - Flyer		3	2		1	1	1	1	1	2	4	2	18
Patdown - Flyer as Observer						1	1						2
Persons w/ Disabilities (PWD)	3	3			2	4	6	4		3	6		31
Persons w/ Disabilities (PWD) - Autism Spectrum							1				1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - Diabetes					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) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Medical		1									1		2
Persons w/ Disabilities (PWD) - Medically		1					1				1		3
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1				1	1	1		1			5
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Visual Impairment								2		1			3
Persons w/ Disabilities (PWD) - Wheelcha	1	1				1	1			1	2		7
Prohibited & Permitted Items	1	1											2
Prohibited & Permitted Items - Firearm/Ar	1												1
Prohibited & Permitted Items - Food/Beverages		1											1
Property - Special Handling	6	5	2	7	4	2	4	3	5	5	3	3	49
Property - Special Handling - Damaged It	3	3		3	1	1		1	2	4	1	2	21
Property - Special Handling - Damaged Items - Check		2	2	2	2		2		1				11
Property - Special Handling - Missing Item	2				1	1	1	2	1	1	2	1	12
Property - Special Handling - Missing Item	1			2			1		1				5
Request for Assistance			1		1								2
Request for Assistance - Other			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
Screening	5	7	7	4	5	7	10	10	10	12	8	5	90
Screening - Crew Member or Airline Employee										1	1		2
Screening - Inconsistency		1		1	1		4	1		4	1	1	14
Screening - Lengthy Lines		1		1	1			1	1	1			6
Screening - Military							1	1					2
Screening - Procedures/Process	5	5	7	2	3	7	5	7	9	6	5	4	65
Screening - Retrieving Abandoned/Confiscated Items											1		1
TSA Contact Information							1						1
TSA Contact Information - General							1						1
2023	189	175	189	137	143	204	195	174	160	159	140		1,865
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	3	1	1	1		3	4	5	1	5	1		25
Civil Rights - Age						1	1	1		1			4
Civil Rights - Constitutional Rights										1			1
Civil Rights - National Origin								1					1
Civil Rights - Profiling								1					1
Civil Rights - Race	3	1					2	1	1	3	1		12
Civil Rights - Screening of Religious or Cultural Garments			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1		1		1					3
Civil Rights - Sexual Orientation - Not Transgender							1						1
Civil Rights - Transgender Screening						1							1
Customer Service	7	10	12	7	8	8	13	16	13	19	11		124
Customer Service - Others							1	2					3
Customer Service - TSO	7	10	12	7	8	8	12	14	13	19	11		121
Expedited Passenger Screening Program	161	147	160	117	119	162	153	132	133	116	97		1,497
Expedited Passenger Screening Program - Active Du		1	1	2									4
Expedited Passenger Screening Program	1	5	1		1	2	3	3	1	4			21
Expedited Passenger Screening Program	3	1	9	1	2	3	5		2				26
Expedited Passenger Screening Program	157	137	149	114	115	156	145	129	130	112	97		1,441
Expedited Passenger Screening Program - TSA/DHS		3			1	1							5
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
Locks	1						1	1			1		4
Locks - Missing or Damaged Lock	1						1	1			1		4
Lost and Found		2											2
Lost and Found - Airport/TSA		2											2
Mishandling of Passenger Property	4	3	1			2	2	3	1	4	6		26
Mishandling of Passenger Property - Dam	1		1			1	2	2		3	4		14
Mishandling of Passenger Property - Dam	1	1				1		1	1	1	2		8
Mishandling of Passenger Property - Disa	2	2											4
No Jurisdiction	1						2						3
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP							1						1
No Jurisdiction - Refer to Other							1						1
Patdown	2	3	2	3	1	7	4	1	2	2	3		30
Patdown - Flyer	2	3	2	3	1	7	3	1	2	2	3		29
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)	1	1	4		2	2	5	2	2	1	2		22
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cai			1										1
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							2
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1	1				1						3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheelcha	1		2		1	1	2		1		2		10
Prohibited & Permitted Items							1						1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items							1						1
Property - Special Handling	1		3	2	4	6	3			4	1		24
Property - Special Handling - Damaged Items - Carry-On			1	1		1	1			2			6
Property - Special Handling - Damaged Items - Checked						1	2						3
Property - Special Handling - Missing Item	1		2		2	1				1	1		8
Property - Special Handling - Missing Items - Checked				1	2	3				1			7
Request for Assistance					1						1		2
Request for Assistance - Other					1						1		2
Screening	7	8	4	7	8	13	8	13	7	8	17		100
Screening - Children	1												1
Screening - Crew Member or Airline Employee		1		1		1							3
Screening - Inconsistency			1		2	1	1	3	2	1	3		14
Screening - Lengthy Lines	1			1		2	2	1			3		10
Screening - Procedures/Process	5	6	3	5	5	9	4	9	5	7	11		69
Screening - Retrieving Abandoned/Confiscated Items		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
DDC		1				1	1						3
2022		1				1	1						3
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Expedited Passenger Screening Program						1	1						2
Expedited Passenger Screening Program - TSA PreCheck						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
DEC		1	1	1		1		1			2		7
2022			1	1				1			1		4
Expedited Passenger Screening Program			1					1				1	3
Expedited Passenger Screening Program - TSA PreCheck			1					1			1		3
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
2023		1				1					1		3
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DEN	689	663	624	519	623	875	840	884	812	900	817	705	8,951
2021												262	262
Additional Information Required/Insufficient Information												1	1
Additional Information Required/Insufficient Information - EMAIL ONLY												1	1
Civil Rights												6	6
Civil Rights - Racial Profiling or Discrimination												4	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Civil Rights - Transgender Screening												1	1
Customer Service												29	29
Customer Service - Others												1	1
Customer Service - TSO												28	28
Expedited Passenger Screening Program												144	144
Expedited Passenger Screening Program - TSA Application Program												8	8
Expedited Passenger Screening Program - TSA PreCheck												134	134
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												2	2
Identification (ID) Requirements												1	1
Identification (ID) Requirements - International Travel												1	1
Locks												2	2
Locks - General												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property												4	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												3	3
No Jurisdiction												2	2
No Jurisdiction - Refer to Other												2	2
Patdown												7	7
Patdown - Flyer												7	7
Persons w/ Disabilities (PWD)												5	5
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 Disability (Not Wheelchair or Scooter)												1	1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Prohibited & Permitted Items												2	2
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump												1	1
Prohibited & Permitted Items - Sporting Goods												1	1
Property - Special Handling												8	8
Property - Special Handling - Damaged Items - Carry-On												3	3
Property - Special Handling - Missing Items - Carry-On												3	3
Property - Special Handling - Missing Items - Checked												2	2
Screening												51	51
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency												6	6
Screening - Lengthy Lines												14	14
Screening - Procedures/Process												30	30
2022	234	247	230	149	242	434	440	405	381	394	406	443	4,005
Additional Information Required/Insufficient Information				1		1						1	3
Additional Information Required/Insufficient Information - EMAIL ONLY				1		1						1	3
Advanced Imaging Technology (AIT)						1		1					2
Advanced Imaging Technology (AIT) - Flyer						1		1					2
Airline	1		1	2	1		1		1		3		10
Airline - Lost Baggage							1				2		3
Airline - Policy/Regulations/Service	1		1	2	1				1		1		7
Animals							1						1
Animals - Carry-On							1						1
Civil Rights	4	3	5	3	3	8	1	5	4	29	6	3	74
Civil Rights - Constitutional Rights						1		1	1				3
Civil Rights - Hair Patdowns					1								1
Civil Rights - Headwear		1	1										2
Civil Rights - National Origin						1	1						2
Civil Rights - Race						2		4	1	3	6	3	19
Civil Rights - Racial Profiling or Discrimination	3	1	3	1	2								10
Civil Rights - Screening of Religious or Cultural Garments				1									1
Civil Rights - Sex/Gender/Gender Identity	1		1	1		3			1	5			12
Civil Rights - Sexual Orientation - Not Transgender									1				1
Civil Rights - Transgender Screening		1				1				21			23
Claims		3		1					1				5
Claims - General		3							1				4
Claims - Status				1									1
Customer Service	41	26	26	16	22	19	23	21	34	23	30	25	306
Customer Service - CSM	1												1
Customer Service - Others	1		1									1	3
Customer Service - TSO	39	26	25	16	22	19	23	21	34	23	30	24	302
Expedited Passenger Screening Program	122	160	163	93	183	361	364	312	289	291	314	354	3,006
Expedited Passenger Screening Program - Active Duty Military			1			1		1					3
Expedited Passenger Screening Program	1	1	3		3	4	3	4	1	2	2		24
Expedited Passenger Screening Program	10	23	15	5	13	13	10	11	7	7	14	12	140
Expedited Passenger Screening Program	111	135	142	88	166	343	351	291	281	281	297	341	2,827
Expedited Passenger Screening Program - TSA/DHS		1	2		1			5		1	1	1	12
Federal Flight Deck Officer (FFDO) Program		1											1
Federal Flight Deck Officer (FFDO) Program - General		1											1
Locks		1							1	2	1	2	8
Locks - General							1						1
Locks - Missing or Damaged Lock		1							1	2	1	2	7
Lost and Found		1		2				1	1		1	1	7
Lost and Found - Airport/TSA		1		2				1	1		1	1	7
Mishandling of Passenger Property	1	2	3	4	4		7	5	9	7	9	7	58

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged	1		2	1			1	3	2	3	4	4	21
Mishandling of Passenger Property - Damaged/Missing		1	1	1	3		6	2	4	3	5	2	28
Mishandling of Passenger Property - Disarrayed Item		1		2	1				3	1		1	9
No Jurisdiction	2	1		1	1		1	3		1			10
No Jurisdiction - No Referral								2					2
No Jurisdiction - Refer to CBP	1									1			2
No Jurisdiction - Refer to Other	1	1		1	1		1	1					6
No Subject		1											1
No Subject - General		1											1
Patdown	3	3	2		5	5	8	6	3	5	8	8	56
Patdown - Children					1		1						2
Patdown - Flyer	3	3	2		3	5	7	6	3	4	7	8	51
Patdown - Flyer as Observer					1					1	1		3
Persons w/ Disabilities (PWD)	5	8	4	4	7	4	6	7	10	3	1	6	65
Persons w/ Disabilities (PWD) - Autism Spectrum		2	1										3
Persons w/ Disabilities (PWD) - Cognitive /Developmental		1				1							2
Persons w/ Disabilities (PWD) - Diabetes	1											1	3
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 Devices												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									2	1			3
Persons w/ Disabilities (PWD) - Medically Necessary	3		2		1		1	5	3	1	1		17
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1							1				2
Persons w/ Disabilities (PWD) - Mobility Disability (N)		2		1		1	2					1	7
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					2	2		1	1	1			7
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				1				3
Persons w/ Disabilities (PWD) - Wheelchair	1		1	2			2					2	8
Prohibited & Permitted Items	2		1										3
Prohibited & Permitted Items - Alcohol and Tobacco			1										1
Prohibited & Permitted Items - General	1												1
Prohibited & Permitted Items - Knives/Tobacco	1												1
Property - Special Handling	19	8	8	7	5	13	5	9	6	6	11	6	103
Property - Special Handling - Damaged Item	8	3	4	2	3	3	1	4	4	4	6	2	44
Property - Special Handling - Damaged Item	3	1	2	1	1	4	1	1		1	1		16
Property - Special Handling - Missing Item	3			3		5	1	1	2		1	2	18
Property - Special Handling - Missing Item	5	4	2	1	1	1	2	3		1	3	2	25
Screening	34	29	17	14	11	22	22	35	21	27	22	30	284
Screening - Children							1	1	1		1		4
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	5	2	2	1	1	3	2	5	2	5	1	7	36
Screening - International Screening						1							1
Screening - Lengthy Lines	8	2	1	1	3	5	6	10	6	4	3	8	57
Screening - Military			1										1
Screening - Procedures/Process	20	24	13	12	7	12	11	17	12	16	14	13	171
Screening - Retrieving Abandoned/Confiscated	1					1	2	2		2	3	2	13
SIDA (Security Identification Display Area)									1				1
SIDA (Security Identification Display Area) - General									1				1
TSA Contact Information				1									1
TSA Contact Information - General				1									1
2023	455	416	394	370	381	441	400	479	431	506	411		4,684
Additional Information Required/Insufficient Information		1		2	3				1				7
Additional Information Required/Insufficient Information		1		2	3				1				7
Airline	1		2			1		2		1			7
Airline - Lost Baggage			1			1							2
Airline - Policy/Regulations/Service	1		1					2		1			5
Civil Rights	2	2	2	4	6	6	9	7	4	8	2		52
Civil Rights - Age	1					1			2	1			5
Civil Rights - Civil Rights Violation (TSA Employee)										1			1
Civil Rights - Headwear						1							1
Civil Rights - National Origin				1	1		1			1	1		5
Civil Rights - Not Specified					1		1			1			3
Civil Rights - Profiling							2	1					3
Civil Rights - Race		1	1	1	3	2	4	3		3	1		19
Civil Rights - Screening of Religious or Cultural Garments					1								1
Civil Rights - Sex/Gender/Gender Identity	1	1				1		2	2				7
Civil Rights - Sexual Orientation - Not Transgender			1				1			1			3
Civil Rights - Transgender Screening				2		1		1					4
Claims	1		1					2					4
Claims - Status	1		1					2					4
Customer Service	38	22	25	20	19	27	30	41	32	43	35		332
Customer Service - CSM							1						1
Customer Service - Others						1	2			1	2		6
Customer Service - TCC										1			1
Customer Service - TSO	38	22	25	20	19	26	27	41	32	41	33		324
DHS TRIP								2					2
DHS TRIP - General								2					2
Expedited Passenger Screening Program	329	340	312	283	277	324	287	332	295	312	271		3,362
Expedited Passenger Screening Program - Active Duty Military			2				1	1					4
Expedited Passenger Screening Program	1	2		2		1	1	4	3	3			17
Expedited Passenger Screening Program	12	12	13	9	10	11	6	5	3	6	4		91
Expedited Passenger Screening Program	316	325	297	272	267	311	279	322	289	303	267		3,248
Expedited Passenger Screening Program - TSA/DHS		1				1							2
Hazardous Materials Safety			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
Hazardous Materials Safety - General			1			1							2
Intranet/Internet Inquiries						1							1
Intranet/Internet Inquiries - General						1							1
Locks		1		1	2	1	2		1	3	1		12
Locks - Missing or Damaged Lock		1		1	2	1	2		1	3	1		12
Lost and Found	1			1				1			1		4
Lost and Found - Airport/TSA	1			1				1			1		4
Mishandling of Passenger Property	7	2	3	2	11	4	10	4	13	8	19		83
Mishandling of Passenger Property - Damaged	4		2		5		6	2	8	6	10		43
Mishandling of Passenger Property - Damaged	2	1	1	2	5	4	4	2	5	2	8		36
Mishandling of Passenger Property - Disassembled	1	1			1						1		4
No Jurisdiction	1	1	1	4		3	1	2	2	1			16
No Jurisdiction - No Referral	1		1	1		1							4
No Jurisdiction - Refer to CBP				1				1	1				3
No Jurisdiction - Refer to Other		1		2		2	1	1	1	1			9
Ombudsman										1			1
Ombudsman - General										1			1
Patdown	11	7	3	9	5	1	4	7	3	13	8		71
Patdown - Children	1	1	1				2	1		1	1		8
Patdown - Flyer	9	5	2	8	4	1	2	5	2	9	6		53
Patdown - Flyer as Observer	1	1			1			1	1	3	1		9
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)	1	2	4	6	8	5	6	10	17	12	10		81
Persons w/ Disabilities (PWD) - Assistive Technology									1				1
Persons w/ Disabilities (PWD) - Autism Spectrum			1							1			2
Persons w/ Disabilities (PWD) - Breast Cancer		1					1						2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Diabetes					1	1			1		3		6
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
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 Devices									2				2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1	1		1			1		4
Persons w/ Disabilities (PWD) - Medically	1			1	1			1	2	4	3		13
Persons w/ Disabilities (PWD) - Metal Implants (joint)						2	1		3	1			7
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			2			1	2	2		1	1		9
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1					1	1	1		4
Persons w/ Disabilities (PWD) - Service Animals				1	1			1	1				4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1				1	1	1		4
Persons w/ Disabilities (PWD) - Visual Impairment				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	2		1	4	3	2			13
Property - Special Handling	11	7	8	8	12	11	8	6	3	7	11		92
Property - Special Handling - Damaged Items	4	4	1	2	4	2	3		1	4	3		28
Property - Special Handling - Damaged Items	2				1	2	1	1			1		8
Property - Special Handling - Missing Items	4	2	6	5	2	4	3	3	1	2	5		37
Property - Special Handling - Missing Items	1	1	1	1	5	3	1	2	1	1	2		19
Request for Assistance									1	1			2
Request for Assistance - Other									1	1			2
Screening	52	31	32	30	38	56	43	63	59	96	53		553
Screening - Crew Member or Airline Employee	1	1	4	1		2	1		1		1		12
Screening - Gate Pass								1					1
Screening - Inconsistency	12	10	4	6	1	2	3	10	13	12	7		80
Screening - Lengthy Lines	12	5	3	3	12	11	12	20	20	24	7		129
Screening - Procedures/Process	27	15	20	17	24	38	26	30	22	58	38		315
Screening - Rail										1			1
Screening - Retrieving Abandoned/Confiscated Items			1	3	1	3	1	1	3	1			14
Screening - Security Breach								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
DFW	420	459	439	393	415	598	546	593	579	493	508	414	5,857
2021												134	134
Civil Rights												3	3
Civil Rights - Racial Profiling or Discrimination												2	2
Civil Rights - Transgender Screening												1	1
Customer Service												19	19
Customer Service - TSO												19	19
Expedited Passenger Screening Program												89	89
Expedited Passenger Screening Program - TSA Application Program												5	5
Expedited Passenger Screening Program - TSA PreCheck												83	83
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Locks												1	1
Locks - General												1	1
Patdown												3	3
Patdown - Flyer												2	2
Patdown - General												1	1
Persons w/ Disabilities (PWD)												3	3
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) - Metal Implants (joint)												1	1
Property - Special Handling												9	9
Property - Special Handling - Damaged Items - Carry-On												2	2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On												2	2
Property - Special Handling - Missing Items - Checked												4	4
Screening												6	6
Screening - Lengthy Lines												1	1
Screening - Procedures/Process												5	5
2022	131	194	187	134	166	241	228	276	261	230	233	280	2,561
Additional Information Required/Insufficient Information						1							1
Additional Information Required/Insufficient Information - EMAIL ONLY						1							1
Airline	1	1	1			3	1		1	2	2	1	13
Airline - Lost Baggage							1				1		2
Airline - Policy/Regulations/Service	1	1	1			3			1	2	1	1	11
Civil Rights	7	8	5	3	4	2	3	5		3	3	2	45
Civil Rights - Constitutional Rights				1									1
Civil Rights - Headwear			1										1
Civil Rights - Not Specified						1							1
Civil Rights - Profiling							1						1
Civil Rights - Race					2		1	5		2	2	2	14
Civil Rights - Racial Profiling or Discrimination	7	7	2	2	1								19
Civil Rights - Screening of Religious Cultural and Cer		1									1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2			1	1			1			6
Claims			1		2								3
Claims - Status			1		2								3
Customer Service	27	35	29	16	24	32	29	35	34	44	27	29	361
Customer Service - CSM		1											1
Customer Service - Others										2		1	3
Customer Service - TSO	27	34	29	16	24	32	29	35	34	42	27	28	357
DHS TRIP			1										1
DHS TRIP - General			1										1
Expedited Passenger Screening Program	63	116	108	93	113	163	160	192	187	144	165	214	1,718
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program - DoD		1				2		1	1			1	6
Expedited Passenger Screening Program	4	10	4	6	5	5	4	10	8	4	10	5	75
Expedited Passenger Screening Program	59	104	102	87	108	156	156	180	177	138	155	208	1,630
Expedited Passenger Screening Program - TSA/DHS		1	2					1		2			6
Hazardous Materials Safety		1											1
Hazardous Materials Safety - General		1											1
HAZMAT Endorsement												1	1
HAZMAT Endorsement - General												1	1
Identification (ID) Requirements			1			1							2
Identification (ID) Requirements - Domestic			1			1							2
Locks	1	2	2		2		2		2			1	12
Locks - Missing or Damaged Lock	1	2	2		2		2		2			1	12
Lost and Found	1		2					2	1				6
Lost and Found - Airport/TSA	1		2					2	1				6
Mishandling of Passenger Property	1	2	3		3		5	6	2	4	4	3	33
Mishandling of Passenger Property - Damaged/Missing		1					1	1	1	2	2	1	9
Mishandling of Passenger Property - Damaged/Missing Items--C			2		2		3	5	1		2	1	16
Mishandling of Passenger Property - Disa	1	1	1		1		1			2		1	8
No Jurisdiction	2	2	2	1		2	1	1	1		1		13
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP	1	1				1	1	1	1				6
No Jurisdiction - Refer to Other		1	2	1		1					1		6
Patdown	1	1				3	2	6	4	1	4	6	28
Patdown - Children									1				1
Patdown - Flyer	1					3	2	6	3	1	4	6	26
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	6	4	7	3	4	5	1	4	5	5	2	2	48
Persons w/ Disabilities (PWD) - Autism Spectrum				2									2
Persons w/ Disabilities (PWD) - Cognitive	1									1		2	4
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/M			2										2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - General	1	1				1					1		4
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		2	1			1		1	2	1	1		9
Persons w/ Disabilities (PWD) - Metal Imp	1		1		1								3
Persons w/ Disabilities (PWD) - Mobility D	2		1	1	1		1	1					7
Persons w/ Disabilities (PWD) - Prosthesi	1	1			1				1	1			5
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1			1		1	1				4
Prohibited & Permitted Items	1	2	1										4
Prohibited & Permitted Items - Alcohol and	1		1										2
Prohibited & Permitted Items - Firearm/Ammunition		1											1
Prohibited & Permitted Items - Knives/Tools/Razors/S		1											1
Property - Special Handling	9	8	8	8	5	10	8	12	10	18	15	6	117
Property - Special Handling - Damaged It	2	5	5	3	2	2	5	4	4	9	2	2	45
Property - Special Handling - Damaged It	3	2		1	2	4		5	2	4	2	2	27
Property - Special Handling - Missing Item	4		1	2	1	1	3	3	3	3	8	1	30
Property - Special Handling - Missing Items - Checke		1	2	2		3			1	2	3	1	15
Screening	11	11	16	10	9	19	16	13	14	9	10	15	153
Screening - Crew Member or Airline Empl	1									1			2
Screening - Inconsistency	3	1	2	2	2	3	3	4	1	2	1	3	27
Screening - Lengthy Lines	1	1	2		1	1	4	3	1	1	2	1	18
Screening - Procedures/Process	6	9	11	8	5	15	8	6	10	5	6	11	100
Screening - Retrieving Abandoned/Confiscated Items			1		1		1		2				5
Screening - Shoe Screening											1		1
TWIC		1											1
TWIC - General		1											1
2023	289	265	252	259	249	357	318	317	318	263	275		3,162
Additional Information Required/Insufficient Inf	3			1	3					1	3		11
Additional Information Required/Insuffici	3			1	3					1	3		11
Airline	2	1		1		1	1		1	2	1		10
Airline - Lost Baggage	1			1									2
Airline - Policy/Regulations/Service	1					1			1		1		5
Airline - Wheelchair Assistance		1					1			1			3
Civil Rights	4	3	3	3	4	4	6	2	4	4	9		46
Civil Rights - Age						1					1		2
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin		1							1				2
Civil Rights - Perceived Religion			1		1								2
Civil Rights - Profiling	1				1								2
Civil Rights - Race	1		2	3	2	1	4	2	3	3	6		27
Civil Rights - Sex/Gender/Gender Identity	1	1					2			1	2		7
Civil Rights - Transgender Screening		1				2							3
Claims		1				1				1			3
Claims - General		1											1
Claims - Status						1				1			2
Customer Service	40	33	27	38	36	57	38	46	41	34	28		418
Customer Service - Others		2	1	1									4
Customer Service - TCC	1		1	1				1		1			5
Customer Service - TSO	39	31	25	36	36	57	38	45	41	33	28		409
DHS TRIP			1										1
DHS TRIP - General			1										1
Expedited Passenger Screening Program	201	188	185	164	163	237	213	199	209	168	177		2,104
Expedited Passenger Screening Program - Active Duty Military					1		1				1		3
Expedited Passenger Screening Program - DoD		1				1							2
Expedited Passenger Screening Program	12	5	11			8	1	3	6	1	6		53
Expedited Passenger Screening Program	189	182	174	164	161	228	211	195	202	167	170		2,043
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1			1	1				3
Hazardous Materials Safety	1								1				2
Hazardous Materials Safety - General	1								1				2
Intranet/Internet Inquiries											1		1
Intranet/Internet Inquiries - General											1		1
Locks	1		1	4	1			1	2		1		11
Locks - General	1			1									2
Locks - Missing or Damaged Lock			1	3	1			1	2		1		9
Lost and Found		1					2		1	1			5
Lost and Found - Airport/TSA		1					2		1	1			5
Mishandling of Passenger Property	5	5	4	10	2	8	8	11	8	7	8		76
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor								1					1
Mishandling of Passenger Property - Dam	4	3	1	4	1	3	5	3	5	3	5		37
Mishandling of Passenger Property - Dam	1	1	2	5	1	4	3	6	3	4	3		33
Mishandling of Passenger Property - Disarrayed Item		1	1	1		1		1					5
No Jurisdiction					3	1		3	4	3	2		16
No Jurisdiction - No Referral					1				1				2
No Jurisdiction - Refer to CBP					1			1	2	1			5
No Jurisdiction - Refer to Other					1	1		2	1	2	2		9
Patdown	1	2	4	5	4	7	3	9	3	7	7		52
Patdown - Children											1		1
Patdown - Flyer	1	2	4	5	4	6	2	9	3	5	6		47
Patdown - Flyer as Observer						1	1						2
Patdown - Non-Flyer										2			2
Persons w/ Disabilities (PWD)	8	4	3	4	4	4	2	10	4	3	8		54
Persons w/ Disabilities (PWD) - Autism Spectrum						1		2					3
Persons w/ Disabilities (PWD) - Breast Cancer									1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diabetes	1		1					1					3
Persons w/ Disabilities (PWD) - General								1			1		2
Persons w/ Disabilities (PWD) - Medical	2										2		4
Persons w/ Disabilities (PWD) - Medically Necessary		1		1		2		1	1	1	1		8
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1			1			1			2		5
Persons w/ Disabilities (PWD) - Mobility	1			1			1	1		2			6
Persons w/ Disabilities (PWD) - Prosthesi	2	1			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 (pair)		1											1
Persons w/ Disabilities (PWD) - Visual Im	1							1					2
Persons w/ Disabilities (PWD) - Wheelcha	1		1	2	1	1		1	2				9
Property - Special Handling	4	5	3	8	4	5	11	9	4	6	3		62
Property - Special Handling - Damaged It	1	3		3	2	3	3	1	1	2	1		20
Property - Special Handling - Damaged It	1	1			2		2	3					9
Property - Special Handling - Missing Item	1		3	2			3	3	1	1	2		16
Property - Special Handling - Missing Item	1	1		3		2	3	2	2	3			17
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening	19	22	21	21	25	32	34	27	35	26	27		289
Screening - Crew Member or Airline Empl	1	4	8	2	1	2		1	1	1	4		25
Screening - Inconsistency	3	2	4	8	4	2	5	3	3	4	2		40
Screening - International Screening								1					1
Screening - Lengthy Lines	3	8	3	4	7	5	4	7	9	4	2		56
Screening - Procedures/Process	10	7	6	7	11	22	24	13	19	16	18		153
Screening - Retrieving Abandoned/Confis	2	1			2	1	1	2	3	1			13
Screening - Shoe Screening											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
DHN	1	5	2	2	1	3	1	3	5	1	1	2	27
2021												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022		1	1		1	2	1	2	4			1	13
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program		1			1	1		2	3			1	9
Expedited Passenger Screening Program - TSA PreC		1			1	1		2	3			1	9
Property - Special Handling			1				1						2
Property - Special Handling - Missing Items - Checked			1				1						2
Screening							1						1
Screening - Inconsistency							1						1
2023	1	4	1	2		1		1	1	1	1		13
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program		3				1				1	1		6
Expedited Passenger Screening Program - TSA PreC		3				1				1	1		6
Locks		1		1									2
Locks - General		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
Property - Special Handling	1			1									2
Property - Special Handling - Missing Item	1			1									2
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
DIK			3		1	1		1	2	1	3	2	14
2021												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
2022											1	1	2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown												1	1
Patdown - Children												1	1
2023			3		1	1		1	2	1	2		11
Customer Service							1				1		2
Customer Service - TSO							1				1		2
Expedited Passenger Screening Program			3		1			1	2	1			8
Expedited Passenger Screening Program - TSA PreCheck			3		1			1	2	1			8
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
DLG							1			2		4	7
2021												3	3
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Patdown												1	1
Patdown - Flyer												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022							1			1		1	3
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA Application Program												1	1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
2023										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
DLH	1	7	5	5	4	3	5	1	3	1	6	3	44
2021												2	2
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
2022		2	1	1	1	1	3			1	1	1	12
Civil Rights							1						1
Civil Rights - Not Specified							1						1
Expedited Passenger Screening Program		1	1	1	1	1	2			1	1	1	10
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program - TSA PreCheck			1	1	1	1	2			1	1	1	9
Screening		1											1
Screening - Procedures/Process		1											1
2023	1	5	4	4	3	2	2	1	3		5		30
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	1	3	2	1	3	2	2	1	3		5		23
Expedited Passenger Screening Program	1	3	2	1	3	2	2	1	3		5		23
Patdown		1	1										2
Patdown - Flyer		1	1										2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Screening		1		2									3
Screening - Inconsistency				1									1
Screening - Procedures/Process				1									1
Screening - Retrieving Abandoned/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
DRO	5	11	5	5	9	5	5	7	7	8	3	2	72
2021												1	1
Patdown													1
Patdown - Flyer													1
2022	1	5	2		5	2	2	3	3	2	1	1	27
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program	1	4	2		4	2	1	2	3	1	1	1	22
Expedited Passenger Screening Program - TSA Application Program					2								2
Expedited Passenger Screening Program	1	4	2		2	2	1	2	3	1	1	1	20
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling					1		1						2
Property - Special Handling - Missing Items - Checked					1		1						2
Screening		1											1
Screening - Inconsistency		1											1
2023	4	6	3	5	4	3	3	4	4	6	2		44
Civil Rights								2					2
Civil Rights - Age								1					1
Civil Rights - Race								1					1
Customer Service	1			1	1								3
Customer Service - TSO	1			1	1								3
Expedited Passenger Screening Program	3	5	2	4	3	3	3	2	3	4	1		33
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	3	5	2	4	2	3	3	2	3	4	1		32
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) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											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 - 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
DRT		2	1	1	1	4			1		2	3	15
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - DoD												1	1
2022					1				1		2	2	6
Expedited Passenger Screening Program					1				1		1	2	5
Expedited Passenger Screening Program - TSA PreCheck					1				1		1	2	5
Screening											1		1
Screening - Inconsistency											1		1
2023		2	1	1		4							8
Customer Service		1				1							2
Customer Service - TSO		1				1							2
Expedited Passenger Screening Program		1				2							3
Expedited Passenger Screening Program - TSA PreC		1				2							3
Mishandling of Passenger Property				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--C				1		1							2
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
DSM	30	50	29	26	36	54	49	47	33	35	44	24	457
2021												6	6
Expedited Passenger Screening Program												5	5
Expedited Passenger Screening Program - TSA PreCheck												5	5
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
2022	8	25	8	12	10	33	26	23	15	19	23	18	220
Civil Rights	1					2	3		1				7
Civil Rights - Hair Patdowns							1						1
Civil Rights - Profiling							1						1
Civil Rights - Race						2	1		1				4
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service	1	1				1		2		1	2		8
Customer Service - TSO	1	1				1		2		1	2		8
Expedited Passenger Screening Program	5	17	8	12	10	28	19	21	10	18	15	17	180
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	2	3	1				1	1			1		9
Expedited Passenger Screening Program	3	13	7	11	10	28	18	20	9	18	14	17	168
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1					1				2
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Patdown									1		2		3
Patdown - Flyer									1		2		3
Persons w/ Disabilities (PWD)	1	2											3
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1	2											3
Property - Special Handling		2				1	2				1		6
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
Screening		3					1		2		3	1	10
Screening - Children											1		1
Screening - Inconsistency									1			1	2
Screening - Procedures/Process		3					1		1		2		7
2023	22	25	21	14	26	21	23	24	18	16	21		231
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service					1			1	1	1	1		5
Customer Service - TSO					1			1	1	1	1		5
Expedited Passenger Screening Program	19	21	20	13	22	19	22	18	16	14	17		201
Expedited Passenger Screening Program	1			1	2	1			1	1			7
Expedited Passenger Screening Program	18	21	20	12	20	18	22	18	15	13	17		194
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				1		3
Patdown	2			1	1						1		5
Patdown - Children				1									1
Patdown - Flyer					1						1		3
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)						1		1			1		3
Persons w/ Disabilities (PWD) - Breast Cancer						1					1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Property - Special Handling		1							1	1			3
Property - Special Handling - Damaged Items - Carry		1							1	1			3
Screening		3			1	1		2		1			8
Screening - Lengthy Lines		2			1								3
Screening - Procedures/Process		1				1		2		1			5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DTW	244	312	329	297	329	378	338	379	335	295	342	278	3,856
2021												84	84
Civil Rights												3	3
Civil Rights - National Origin												1	1
Civil Rights - Racial Profiling or Discrimination												2	2
Customer Service												11	11
Customer Service - TSO												11	11
Expedited Passenger Screening Program												57	57
Expedited Passenger Screening Program - TSA Application Program												6	6
Expedited Passenger Screening Program - TSA PreCheck												51	51
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)												3	3
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling												3	3
Property - Special Handling - Missing Items - Carry-On												2	2
Property - Special Handling - Missing Items - Checked												1	1
Screening												5	5
Screening - Inconsistency												1	1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process												3	3
2022	81	137	121	130	137	173	158	171	163	137	187	194	1,789
Airline			2		1					1			4
Airline - Policy/Regulations/Service			2		1					1			4
Civil Rights	3	4	1	1	1	2	2	2	4	2		4	26
Civil Rights - Age									1				1
Civil Rights - Perceived Religion									1				1
Civil Rights - Profiling						1	1						2
Civil Rights - Race						1	1	1	1	2		3	9
Civil Rights - Racial Profiling or Discrimination	3	4	1		1								9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1				1	2
Civil Rights - Sexual Orientation - Not Transgender				1									1
Civil Rights - Transgender Screening									1				1
Claims	1								1				2
Claims - General	1								1				2
Customer Service	8	5	8	7	6	7	6	7	20	10	10	7	101
Customer Service - Others			1							1			2
Customer Service - TCC								1					1
Customer Service - TSO	8	5	7	7	6	7	6	6	20	9	10	7	98
Expedited Passenger Screening Program	55	113	96	107	119	151	139	139	118	105	159	165	1,466
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program - DoD		2	1				1	2					6
Expedited Passenger Screening Program - Known Crew Member					1				1				2
Expedited Passenger Screening Program	2	14	11	6	6	6	9	6	12	4	5	7	88
Expedited Passenger Screening Program	53	96	84	101	112	145	129	131	105	99	154	158	1,367
Expedited Passenger Screening Program - TSA/DHS		1								1			2
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												1
Identification (ID) Requirements	1			1									2
Identification (ID) Requirements - Domestic	1			1									2
Locks	1				1		1	1				1	5
Locks - Missing or Damaged Lock	1				1		1	1				1	5
Lost and Found		1		1				1	1				4
Lost and Found - Airport/TSA		1		1				1	1				4
Mishandling of Passenger Property	1		3			2		2	3	5	4	3	23
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								2	1	3	1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--C			2			1			1	2	2	2	10
Mishandling of Passenger Property - Disa	1		1			1			1		1		5
No Jurisdiction	1		1			1			1				4
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to Other	1					1			1				3
Patdown	3	4	1	3	1		2	5	1	1	3	4	28
Patdown - Children				1									1
Patdown - Flyer	3	2	1	2	1		2	5	1	1	3	4	25
Patdown - Flyer as Observer		1											1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	2	1	1	1	3		1	7	4	1	1	1	23
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Diabetes									1			1	2
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Internal M	1			1									2
Persons w/ Disabilities (PWD) - Medically	1						1	2					4
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) - Service Animals			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) - Wheelchair/ Scooter/		1						3	1				5
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objec			1										1
Property - Special Handling	2	6	5	4	2	7	2	3	3	5	4	1	44
Property - Special Handling - Damaged It	1	3		3		5	1	1	1	1	2		18

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Items - Checked			1	1				1	2	2	1		8
Property - Special Handling - Missing Items - Carry-C		2	1		1	2	1	1			1	1	10
Property - Special Handling - Missing Items - Checked	1	1	3		1					2			8
Screening	2	3	2	5	3	3	5	4	7	7	6	8	55
Screening - Children												1	1
Screening - Inconsistency				1			2				3	2	8
Screening - Lengthy Lines	1	1								1		1	4
Screening - Procedures/Process	1	2	2	4	3	3	3	4	7	6	3	4	42
2023	163	175	208	167	192	205	180	208	172	158	155		1,983
Airline			1			2			1	1	2		7
Airline - Lost Baggage			1										1
Airline - Policy/Regulations/Service						2			1	1	2		6
Animals				1									1
Animals - Carry-On				1									1
Civil Rights	2	1	1	1			1	3	2	4			15
Civil Rights - Age									1				1
Civil Rights - National Origin		1											1
Civil Rights - Race	1		1	1				2		3			8
Civil Rights - Sex/Gender/Gender Identity	1						1	1		1			4
Civil Rights - Transgender Screening									1				1
Customer Service	10	8	6	12	16	14	11	43	16	19	10		165
Customer Service - Others				1									1
Customer Service - TCC		1						1					2
Customer Service - TSO	10	7	6	11	16	14	11	42	16	19	10		162
Expedited Passenger Screening Program	138	149	184	132	159	170	148	137	120	95	113		1,545
Expedited Passenger Screening Program - DoD		1				1	1			1	1		5
Expedited Passenger Screening Program - Known Crew Membe			1										1
Expedited Passenger Screening Program	5	7	6	2	4	2	2	3	1	1	2		35
Expedited Passenger Screening Program	133	141	177	130	155	167	145	134	119	93	110		1,504
Hazardous Materials Safety											1		1
Hazardous Materials Safety - General											1		1
Locks		1	2		3			1	1				8
Locks - Missing or Damaged Lock		1	2		3			1	1				8
Lost and Found								2					2
Lost and Found - Airport/TSA								2					2
Mishandling of Passenger Property	3	2	4	3	4	3	7	4	3	5	2		40
Mishandling of Passenger Property - Dam	2	1	2	2	2	2	4	3	2	3	2		25
Mishandling of Passenger Property - Dam	1		2		2		2	1		2			10
Mishandling of Passenger Property - Damaged/Missin		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1		1	1		1				4
No Jurisdiction	1			3	2		1	2					9
No Jurisdiction - No Referral							1	2					3
No Jurisdiction - Refer to CBP	1			1									2
No Jurisdiction - Refer to Other				2	2								4
Patdown	2		1	1	1	3	3	3	3	6	3		26
Patdown - Children									1		1		2
Patdown - Flyer	2		1	1	1	3	3	3	2	5	2		23
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	1	4	1			2	1	2	1		1		13
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Medical Q	1					1							2
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		2											2
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1					1	1		1		5
Property - Special Handling	1	2	3	4	3	3	4	6	6	1	4		37
Property - Special Handling - Damaged Items - Carry		1	3	1	1	1		2	6	1	1		17
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items	1	1		3		1	1	2					9
Property - Special Handling - Missing Items - Checked					2	1	2	2			3		10
Screening	5	8	5	10	4	8	4	5	19	27	19		114
Screening - Crew Member or Airline Employee		1				1					2		4
Screening - Inconsistency	2		1	2	1	1	2			1	2		12
Screening - Lengthy Lines			1	1				1	10	7	5		25
Screening - Military									1				1
Screening - Procedures/Process	3	7	3	7	3	5	2	3	8	19	10		70
Screening - Retrieving Abandoned/Confiscated Items						1		1					2

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DUJ										1			1
2023										1			1
Screening										1			1
Screening - Procedures/Process										1			1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EAR			1			1	1		1			1	5
2022			1			1	1		1			1	4
Expedited Passenger Screening Program			1				1		1				3
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck			1				1						2
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
2023							1						1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EAT	2	2	1		3	1	2	1	2		2	1	17
2021												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
2022			1		1	1	2	1	2		1		9
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program					1	1	2		1				5
Expedited Passenger Screening Program - TSA PreCheck					1	1	2		1				5
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 - Checked			1					1					2
2023	2	2			2						1		7
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program	2	1			1								4
Expedited Passenger Screening Program	2	1			1								4
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Screening		1											1
Screening - Retrieving Abandoned/Confiscated Items		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EAU		1			1	1		1	1	1	1		7
2022					1				1	1	1		4
Expedited Passenger Screening Program									1		1		2
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
2023		1				1		1					3
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program		1				1							2
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program - TSA PreCheck						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ECP	18	14	7	12	12	17	13	25	20	15	16	15	184
2021												9	9
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Customer Service												2	2
Customer Service - TSO												2	2
Expedited Passenger Screening Program												3	3
Expedited Passenger Screening Program - TSA PreCheck												3	3
Property - Special Handling												2	2
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	11	6	4	5	5	11	5	12	12	7	6	6	90
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service						2	1		1				4
Customer Service - Others							1						1
Customer Service - TSO						2			1				3
Expedited Passenger Screening Program	4	3	4	2	5	6	3	11	11	7	5	6	67
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - Known Crew Member												1	1
Expedited Passenger Screening Program - TSA Application Program							1	1	1				3
Expedited Passenger Screening Program	4	2	4	2	5	6	2	10	10	7	5	5	62
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
Patdown	1										1		2
Patdown - Flyer											1		1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	1	1											2
Persons w/ Disabilities (PWD) - Diabetes	1	1											2
Prohibited & Permitted Items	1	1											2
Prohibited & Permitted Items - Knives/Tools/Razors/Scissors		1											1
Prohibited & Permitted Items - Medication	1												1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening	3	1		1		1		1					7
Screening - Inconsistency	1			1				1					3
Screening - Procedures/Process	2	1											3
Screening - Retrieving Abandoned/Confiscated Items							1						1
TWIC							1						1
TWIC - General							1						1
2023	7	8	3	7	7	6	8	13	8	8	10		85
Civil Rights							1		1				2
Civil Rights - Race									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service				1	1								2
Customer Service - Others				1									1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	7	7	3	5	4	6	6	12	7	8	7		72
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program	7	7	3	5	4	6	6	11	6	8	7		70
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		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 - Missing Items - Checked					1								1
Screening				1	1			1		2			5
Screening - Crew Member or Airline Employee					1								1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process				1				1		1			3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EGE	1	1	14	10	14	22	2	5	3	3	8	4	87
2021												3	3
Expedited Passenger Screening Program													2
Expedited Passenger Screening Program - TSA PreCheck													2
Screening													1
Screening - Inconsistency													1
2022			6	4	3	11		4	3	2	4	1	38
Civil Rights						1				1	1		3
Civil Rights - Race						1				1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program			4	3	2	9		3	2		3	1	27
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck			4	3	2	9		3	2		3		26
Patdown				1									1
Patdown - Children				1									1
Persons w/ Disabilities (PWD)			1					1					2
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Screening			1		1	1				1			4
Screening - Procedures/Process			1		1	1				1			4
2023	1	1	8	6	11	11	2	1		1	4		46
Customer Service				1		3							4
Customer Service - TSO				1		3							4
Expedited Passenger Screening Program			7	4	9	7	2			1	3		33
Expedited Passenger Screening Program - TSA PreCheck			7	4	9	7	2			1	3		33
Patdown	1				1								2
Patdown - Flyer	1				1								2
Persons w/ Disabilities (PWD)					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
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 - Lengthy Lines				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
EKO	1				1	1			1	1		1	6
2021												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
2022						1							1
Screening						1							1
Screening - Inconsistency						1							1
2023	1				1				1	1			4
Customer Service											1		1
Customer Service - TSO										1			1
Expedited Passenger Screening Program	1				1								2
Expedited Passenger Screening Program	1				1								2
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									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
ELM	1	2	2	1	3	2	2			3	1	1	18
2022		1		1	1	1				3		1	8
Expedited Passenger Screening Program				1	1	1				2		1	6
Expedited Passenger Screening Program - TSA PreCheck				1	1	1				2		1	6
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1
Screening										1			1
Screening - Inconsistency										1			1
2023	1	1	2		2	1	2				1		10
Expedited Passenger Screening Program	1		1		2		2				1		7
Expedited Passenger Screening Program	1		1		2		2				1		7
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			1										1
Patdown				1									1
Patdown - Flyer				1									1
Screening								1					1
Screening - Procedures/Process								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ELP	26	21	35	32	18	50	47	43	30	38	37	17	394
2021												5	5
Expedited Passenger Screening Program												3	3
Expedited Passenger Screening Program - TSA PreCheck												3	3
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Service Animals												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	9	10	10	14	8	26	23	24	17	14	18	12	185
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights				1					1				2
Civil Rights - Perceived Religion									1				1
Civil Rights - Transgender Screening				1									1
Customer Service	1				1	1	1	1		2		1	8
Customer Service - Others										1			1
Customer Service - TSO	1				1	1	1	1		1		1	7
DHS TRIP	1			1									2
DHS TRIP - Status	1			1									2
Expedited Passenger Screening Program	6	7	6	10	4	23	15	20	13	12	13	9	138
Expedited Passenger Screening Program - DoD		1	1			2					1		5
Expedited Passenger Screening Program - TSA Application Program								1	1			1	3
Expedited Passenger Screening Program	6	5	5	10	4	21	15	18	12	12	11	8	127
Expedited Passenger Screening Program - TSA/DHS		1						1			1		3
Mishandling of Passenger Property		1						1		1			3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Disarrayed Item		1						1					2
Patdown			1		1		3		1				6
Patdown - Flyer			1		1		3		1				6
Persons w/ Disabilities (PWD)		1										1	2
Persons w/ Disabilities (PWD) - Cognitive /Developm		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Property - Special Handling	1	1		2	1			1		1		1	8
Property - Special Handling - Damaged Items - Carry-On								1		1			2
Property - Special Handling - Damaged Items - Check		1			1								2
Property - Special Handling - Missing Items - Carry-On				1								1	2
Property - Special Handling - Missing Items	1			1									2
Screening			2		1	2	4	1	2		3		15
Screening - Inconsistency						1	2				3		6
Screening - Lengthy Lines			2										2
Screening - Procedures/Process					1	1	2	1	2				7
2023	17	11	25	18	10	24	24	19	13	24	19		204
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights	2					1					1		4
Civil Rights - Perceived Religion	1												1
Civil Rights - Race						1					1		2
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	1		1	1	1	3			1		2		10
Customer Service - TSO	1		1	1	1	3			1		2		10
Expedited Passenger Screening Program	14	9	20	15	8	18	22	14	12	20	12		164
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	2		1				1			1			5
Expedited Passenger Screening Program	12	9	17	15	8	18	21	14	12	19	12		157
Expedited Passenger Screening Program - TSA/DHS Employee			1										1
Mishandling of Passenger Property			1		1			4			1		7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1		1			1		3
Mishandling of Passenger Property - Damaged/Missing Items--C			1					3					4
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) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening			2	2		2	1	1		2	3		13
Screening - Inconsistency			1	1		1				1			4
Screening - Lengthy Lines											1		1
Screening - Procedures/Process			1	1		1	1	1		1	2		8

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ERI	2	1	4	1	2	2	3	2	1	1	3	5	27
2022	2					2	1	1	1	1		5	13
Civil Rights	1									1			2
Civil Rights - Race										1			1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service						1			1				2
Customer Service - Others						1							1
Customer Service - TSO									1				1
Expedited Passenger Screening Program	1					1	1	1				5	9
Expedited Passenger Screening Program - TSA PreCheck	1					1	1	1				5	9
2023		1	4	1	2		2	1			3		14
Expedited Passenger Screening Program			2	1	2		2				2		9
Expedited Passenger Screening Program - TSA PreCheck			2	1	2		2				2		9
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missing		1											1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Screening			2										2
Screening - Procedures/Process			2										2

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ESC		2		1			1		1				5
2022		1		1			1		1				4
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling			1					1					2
Property - Special Handling - Missing Items - Checke			1				1						2
2023			1										1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreC			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EUG	18	16	24	9	9	15	18	18	19	17	21	16	200
2021												5	5
Expedited Passenger Screening Program												5	5
Expedited Passenger Screening Program - TSA PreCheck												5	5
2022	5	1	9	2	3	4	10	9	12	8	9	11	83
Civil Rights												1	1
Civil Rights - Race												1	1
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program	4		7		2	4	8	7	10	6	7	10	65
Expedited Passenger Screening Program - TSA Application Program								1	1	1			3
Expedited Passenger Screening Program	4		7		2	4	8	6	9	5	7	10	62
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property		1	1										2
Mishandling of Passenger Property - Damaged/Missin		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment										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 - Checked							1		1		1		3
Screening				1			1	1	1	1			5
Screening - Procedures/Process				1			1	1	1	1			5
2023	13	15	15	7	6	11	8	9	7	9	12		112
Civil Rights		1				1			1				3
Civil Rights - Race						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Civil Rights - Transgender Screening									1				1
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program	10	14	12	5	6	9	7	8	5	7	8		91
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	1	1	1		2								5
Expedited Passenger Screening Program	9	12	11	5	4	9	7	8	5	7	8		85
Lost and Found			2								1		3
Lost and Found - Airport/TSA			2								1		3
Mishandling of Passenger Property	2			2			1			1	1		7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Dam	1			1			1				1		4
Mishandling of Passenger Property - Disa	1									1			2
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			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		1	1		4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process	1							1			1		3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EVV	4	3	1	1	8	5	6	3	1	3	8	3	46
2021												2	2
Civil Rights													1
Civil Rights - Transgender Screening													1
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
2022		1			3	3	5	2			5	1	20
Expedited Passenger Screening Program		1			2	3	5	1			4	1	17
Expedited Passenger Screening Program - TSA PreC		1			2	3	5	1			4	1	17
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					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
2023	4	2	1	1	5	2	1	1	1	3	3		24
Civil Rights							1			1			2
Civil Rights - Race						1				1			2
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Expedited Passenger Screening Program	2	2	1		4	1	1	1			3		15
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	2	2	1		3	1	1	1			3		14
Patdown	1								1				2
Patdown - Flyer	1								1				2
Persons w/ Disabilities (PWD)										2			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										2			2
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EWB	738	818	893	739	772	1,249	1,187	1,147	937	915	981	640	11,016
2021												168	168
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service												22	22
Customer Service - TCC												1	1
Customer Service - TSO												21	21
Expedited Passenger Screening Program												98	98
Expedited Passenger Screening Program - TSA Application Program												6	6
Expedited Passenger Screening Program - TSA PreCheck												91	91
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Hazardous Materials Safety												3	3
Hazardous Materials Safety - General												3	3
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 - Disarrayed Items--Carry-on or Checked												1	1
No Jurisdiction												1	1
No Jurisdiction - Refer to CBP												1	1
Patdown												3	3
Patdown - Flyer												1	1
Patdown - Flyer as Observer												1	1
Patdown - General												1	1
Persons w/ Disabilities (PWD)												5	5
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) - Prosthesis/Amputees and Casts												2	2
Property - Special Handling												14	14
Property - Special Handling - Damaged Items - Carry-On												2	2
Property - Special Handling - Damaged Items - Checked												4	4
Property - Special Handling - Missing Items - Carry-On												5	5
Property - Special Handling - Missing Items - Checked												3	3
Screening												17	17
Screening - Inconsistency												3	3
Screening - Lengthy Lines												1	1
Screening - Opposite Gender												1	1
Screening - Procedures/Process												12	12
2022	198	255	302	175	274	664	632	595	478	461	496	472	5,002
Additional Information Required/Insufficient Information				1								1	2
Additional Information Required/Insufficient Information - EMAIL ONLY				1								1	2
Airline	1	1					1	1	2	1	2	1	10
Airline - Lost Baggage									2	1			3
Airline - Policy/Regulations/Service	1	1					1	1			2	1	7
Animals			1										1
Animals - Carry-On			1										1
Civil Rights	6	4	4	2	3	7	3	5	5	4	6	7	56
Civil Rights - Age								1					1
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Hair Patdowns										1			1
Civil Rights - Headwear												1	1
Civil Rights - National Origin						2						2	4
Civil Rights - Perceived Religion							1						1
Civil Rights - Profiling						1							1
Civil Rights - Race						2	2	3	3	2	5	4	21
Civil Rights - Racial Profiling or Discrimination	6	2	3	1	3								15
Civil Rights - Screening of Religious Cultural and Cer		1											1
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1				1		1	1				4
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening				1					1		1		3
Claims		1											1
Claims - Status		1											1
Customer Service	25	29	32	24	20	25	18	28	20	23	42	26	312
Customer Service - CSM				1									1
Customer Service - Others							1				1		2
Customer Service - TCC								1					1
Customer Service - TSO	25	29	32	23	20	25	17	27	20	23	41	26	308
DHS TRIP												1	1
DHS TRIP - General												1	1
Expedited Passenger Screening Program	125	177	198	122	217	582	567	495	404	386	382	387	4,042
Expedited Passenger Screening Program - Active Duty Military					1			1		1		1	4
Expedited Passenger Screening Program	1	2				1	3	4		1	2	1	15
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	10	25	20	4	13	12	16	19	13	13	10	6	161
Expedited Passenger Screening Program	113	149	178	118	203	568	548	469	391	371	369	379	3,856
Expedited Passenger Screening Program - TSA/DHS		1				1		2			1		5
Hazardous Materials Safety		3	1				1		1		1	2	9
Hazardous Materials Safety - General		3	1				1		1		1	2	9
Identification (ID) Requirements		2											2
Identification (ID) Requirements - Domestic		2											2
Locks	2	1	1		1			2			1		8

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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
Locks - Missing or Damaged Lock	2	1	1		1			2			1		8
Lost and Found		1	2	3	2	3	1	4		2	2	2	22
Lost and Found - Airport/TSA		1	2	3	2	3	1	4		2	2	2	22
Mishandling of Passenger Property	2	3	4	2	1		3	7	9	7	11	4	53
Mishandling of Passenger Property - Damaged	1	1	3					4	2	3	6	2	22
Mishandling of Passenger Property - Damaged or Lost	1	2	1	2	1		2	2	7	4	4	1	27
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	1			1	1	4
No Jurisdiction	2	1	3	2	1	1	1	4	1	1	5	1	23
No Jurisdiction - No Referral								2					2
No Jurisdiction - Refer to CBP		1		2		1	1	1		1	3	1	11
No Jurisdiction - Refer to Department of State								1					1
No Jurisdiction - Refer to Other	2		3		1				1		2		9
Notice of Violation/Civil Penalties					1								1
Notice of Violation/Civil Penalties - General					1								1
Patdown	3	2	1		4	4	4	7	4	1	5	5	40
Patdown - Children									1				1
Patdown - Flyer	1	1	1		4	4	4	6	3	1	4	5	34
Patdown - Flyer as Observer	2	1									1		4
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	10	6	6	2	2	7	7	5	6	2	2	2	57
Persons w/ Disabilities (PWD) - Cancer (genetic)	1												1
Persons w/ Disabilities (PWD) - Cognitive	1								1				2
Persons w/ Disabilities (PWD) - Diabetes						1	2					1	4
Persons w/ Disabilities (PWD) - Diapers/Colostomy	1					1	1						3
Persons w/ Disabilities (PWD) - General	1	1			1	1		1					5
Persons w/ Disabilities (PWD) - Hearing Impairment							2						2
Persons w/ Disabilities (PWD) - Internal Medical Device		1	1				1		1			1	5
Persons w/ Disabilities (PWD) - Medical Device	2					1	1						4
Persons w/ Disabilities (PWD) - Medically Necessary	1					1		2			2		6
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Device	1	2	1		1			1	1				7
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1						1					2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		2				1			1				4
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	1		2			1				2			6
Prohibited & Permitted Items	4	3	5										12
Prohibited & Permitted Items - Alcohol and Beverages	2												2
Prohibited & Permitted Items - Beauty & Grooming	1												1
Prohibited & Permitted Items - Food/Beverages	1	1	2										4
Prohibited & Permitted Items - General			3										3
Prohibited & Permitted Items - Knives/Tools/Razors/Scissors		1											1
Prohibited & Permitted Items - Sporting Goods		1											1
Property - Special Handling	4	10	18	6	9	15	10	7	10	17	9	13	128
Property - Special Handling - Damaged Items	2	3	9	4	1	4	5		2	4	2	2	38
Property - Special Handling - Damaged Items - Checked			5	1	2	2			2	1	2	1	16
Property - Special Handling - Missing Items	1	5	2	1	2	7	5	7	4	7	3	7	51
Property - Special Handling - Missing Items - Checked	1	2	2		4	2			2	5	2	3	23
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening	14	11	26	11	13	20	16	30	16	17	27	20	221
Screening - Children								1				1	2
Screening - Crew Member or Airline Employee												1	1
Screening - Gate Pass		1											1
Screening - Inconsistency	2	1	6		2	1	1	7	2	3	7	4	36
Screening - International Screening					1								1
Screening - Lengthy Lines	4	1	6	1	2	3	1	5		4	5	4	36
Screening - Procedures/Process	8	8	14	9	5	15	11	15	14	9	13	8	129
Screening - Retrieving Abandoned/Confiscated Items				1	3	1	3	2			2	2	14
Screening - Shoe Screening										1			1
2023	540	563	591	564	498	585	555	552	459	454	485		5,846
Airline	1		1	3	1		1	1	3	1			12
Airline - Lost Baggage				1			1		1	1			4
Airline - Policy/Regulations/Service	1		1	1				1	2				6
Airline - Wheelchair Assistance				1	1								2
Animals		1											1
Animals - Carry-On		1											1
Civil Rights	5	2	3	7	3	1	4	3	5	5	5		43
Civil Rights - Age		1	1						1				3
Civil Rights - Civil Rights Violation (TSA Employee)		1							2				3
Civil Rights - Constitutional Rights				1									1
Civil Rights - National Origin							1	1					2
Civil Rights - Not Specified				1									1
Civil Rights - Perceived Religion								1		1			2
Civil Rights - Race	4		1	3	2	1	1	1	1	2	2		18
Civil Rights - Screening of Religious Cultural and Ceremonial Items										1			1
Civil Rights - Sex/Gender/Gender Identity	1			1	1		1		1		1		6
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening				1			1			1	2		5
Claims								1	1				2
Claims - General								1					1
Claims - Status									1				1
Customer Service	29	39	35	29	22	33	33	27	24	34	52		357
Customer Service - CSM					1								1
Customer Service - TCC			1										1
Customer Service - TSO	29	39	34	29	21	33	33	27	24	34	52		355

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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
DHS TRIP								1					1
DHS TRIP - Status								1					1
Expedited Passenger Screening Program	428	449	476	449	416	489	468	442	364	342	337		4,660
Expedited Passenger Screening Program - Active Duty Military				1				1					2
Expedited Passenger Screening Program	1	2			4	3		2	1		2		15
Expedited Passenger Screening Program	15	10	10	9	14	5	4	6	3	8	6		90
Expedited Passenger Screening Program	412	436	466	438	397	481	464	433	360	334	329		4,550
Expedited Passenger Screening Program - TSA/DHS		1		1	1								3
Hazardous Materials Safety	2	1	1	1		1	2	1		1	2		12
Hazardous Materials Safety - General	2	1	1	1		1	2	1		1	2		12
Locks		3		2	1	1		1					8
Locks - Missing or Damaged Lock		3		2	1	1		1					8
Lost and Found	1	1		1			2	2	2	2	1		12
Lost and Found - Airport/TSA	1	1		1			2	2	2	2	1		12
Mishandling of Passenger Property	7	8	7	10	7	5	9	15	4	15	8		95
Mishandling of Passenger Property - Damaged	3	3	4	6	4	2	4	9	2	12	5		54
Mishandling of Passenger Property - Damaged	4	4	3	3	2	2	4	5	2	3	3		35
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Item		1		1		1	1	1					5
No Jurisdiction	3	3	1	6		2	2	2	3		3		30
No Jurisdiction - No Referral		1		1				1		2			5
No Jurisdiction - Refer to CBP	3	2	1	3		1	1	1	2	2	3		19
No Jurisdiction - Refer to Other				2		1	1		1	1			6
Notice of Violation/Civil Penalties									1				1
Notice of Violation/Civil Penalties - General									1				1
Patdown	3	5	6	3	3	3	5	3	5	6	7		49
Patdown - Children							1						1
Patdown - Flyer	3	5	5	3	2	2	3	3	3	6	6		41
Patdown - Flyer as Observer			1		1	1	1		1		1		6
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)	3	3	4	6	3	5	4	5	9	6	6		54
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1		1				2
Persons w/ Disabilities (PWD) - Diabetes		1								1			2
Persons w/ Disabilities (PWD) - General			2			1	1	1	1		1		7
Persons w/ Disabilities (PWD) - Hearing Impairment		1							2		2		5
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						3				1			4
Persons w/ Disabilities (PWD) - Medically	1			2	3	1	1	3	3	1	1		16
Persons w/ Disabilities (PWD) - Mobility	2			1			1	1	2		1		8
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1	1									2
Persons w/ Disabilities (PWD) - Service Animals										2			2
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1						1	1		4
Property - Special Handling	8	11	9	8	6	8	9	9	7	7	8		90
Property - Special Handling - Damaged Item	2	5	2	3	1	5	3	3	3	3	3		33
Property - Special Handling - Damaged Item	1	1		2	2	1		2			1		10
Property - Special Handling - Missing Item	2	3	5	1	2	1	3	2	3	2	3		27
Property - Special Handling - Missing Item	3	2	2	2	1	1	3	2	1	2	1		20
Screening	49	37	48	39	36	36	16	39	31	30	56		417
Screening - Crew Member or Airline Employee			2	1	3						2		8
Screening - Inconsistency	10	8	7	4	3	3	3	5	5	5	7		60
Screening - Lengthy Lines	13	8	11	14	9	7	1	7	5	2	14		91
Screening - Opposite Gender										1			1
Screening - Procedures/Process	23	20	25	18	20	24	9	26	20	20	32		237
Screening - Retrieving Abandoned/Confiscated	3	1	3	2	1	2	3	1	1	2			19
Screening - Traveling with Cash											1		1
Transportation Security Operations Center	1												1
Transportation Security Operations Center	1												1
TWIC							1						1
TWIC - General							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EYW	9	19	16	16	17	19	20	16	18	13	13	9	185
2021												7	7
Expedited Passenger Screening Program													4
Expedited Passenger Screening Program - TSA Application Program													1
Expedited Passenger Screening Program - TSA PreCheck													3
Screening													3
Screening - Inconsistency													3
2022	3	7	10	10	7	10	11	6	11	4	7	2	88
Customer Service			2						2	2			6
Customer Service - TSO			2						2	2			6
Expedited Passenger Screening Program	2	6	8	9	7	8	11	5	9	1	4	2	72
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA Appl		1		1			1						3
Expedited Passenger Screening Program	2	5	8	8	7	8	10	5	8	1	4	2	68
Mishandling of Passenger Property		1									2		3
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											2		2
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 - Checked				1									1
Screening	1					1					1		3
Screening - Procedures/Process	1					1					1		3
2023	6	12	6	6	10	9	9	10	7	9	6		90
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Customer Service	2	1	2	1	1			1		1			9
Customer Service - TSO	2	1	2	1	1			1		1			9
Expedited Passenger Screening Program	4	11	1	4	7	8	9	6	6	3	4		63
Expedited Passenger Screening Program	4	11	1	4	7	8	9	6	6	3	4		63
Patdown			1			1							2
Patdown - Flyer						1							1
Patdown - Flyer as Observer			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 - Checked				1									1
Screening					1			3	1	5	2		12
Screening - Inconsistency								1					1
Screening - Lengthy Lines									1	4	1		6
Screening - Procedures/Process					1			2		1	1		5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAI	8	11	9	11	6	14	7	12	13	12	12	9	124
2021												4	4
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Property - Special Handling												2	2
Property - Special Handling - Damaged Items - Checked												2	2
2022	3	1	4	3	3	5	5	2	7	6	5	5	49
Additional Information Required/Insufficient Information												1	1
Additional Information Required/Insufficient Information - EMAIL ONLY												1	1
Civil Rights			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service					1		2			2	1		6
Customer Service - TSO					1		2			2	1		6
Expedited Passenger Screening Program	1	1	2	2	1	4	2	2	6	2	3	2	28
Expedited Passenger Screening Program	1			1			1						3
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program - TSA PreC		1	2	1		4	1	2	6	2	3	2	24
Patdown					1				1				2
Patdown - Flyer					1				1				2
Persons w/ Disabilities (PWD)			1							1			2
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Property - Special Handling	2									1			3
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items	1									1			2
Screening				1		1	1			2		1	6
Screening - Inconsistency						1							1
Screening - Procedures/Process				1			1			2		1	5
2023	5	10	5	8	3	9	2	10	6	6	7		71
Airline						1							1
Airline - Baggage Requirements						1							1
Civil Rights						1							1
Civil Rights - Race						1							1
Customer Service		1	1	2		1		1			3		9
Customer Service - TSO		1	1	2		1		1			3		9
Expedited Passenger Screening Program	4	7	2	5	3	6	1	6	3	4			41
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program	4	6	2	5	3	6	1	5	3	4			39
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--Checked Bag				1					1		1		3
Patdown								1	1	1			3
Patdown - Flyer								1	1	1			3
Persons w/ Disabilities (PWD)	1		1						1		1		4
Persons w/ Disabilities (PWD) - Medical Equipment	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
Property - Special Handling - Damaged Items - Checked										1			1
Screening		2	1					2			2		7
Screening - Crew Member or Airline Employee			1										1
Screening - Procedures/Process		2						2			2		6

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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
FAR	6	10	19	14	21	17	7	14	20	12	14	7	161
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022	3	5	10	5	5	10	4	6	12	5	6	6	77
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service						1	1	1	1		1		5
Customer Service - TSO						1	1	1	1		1		5
Expedited Passenger Screening Program	3	4	9	5	4	7	3	5	9	5	4	5	63
Expedited Passenger Screening Program - DoD					1								1
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	3	4	9	5	1	7	3	5	9	5	4	5	60
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1								1
Patdown						1			1			1	3
Patdown - Flyer						1						1	2
Patdown - Flyer as Observer									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 - Carry		1											1
Screening			1		1						1		3
Screening - Inconsistency											1		1
Screening - Procedures/Process			1		1								2
2023	3	5	9	9	16	7	3	8	8	7	8		83
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service				2			1	1		2			6
Customer Service - TSO				2			1	1		2			6
Expedited Passenger Screening Program	3	5	8	7	15	4	1	6	7	3	6		65
Expedited Passenger Screening Program	3	5	8	7	15	4	1	6	7	3	6		65
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
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										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						2	1		1		1		5
Screening - Crew Member or Airline Employee						1							1
Screening - Lengthy Lines							1		1		1		3
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
FAT	25	27	16	12	13	27	35	39	24	26	24	22	290
2021												7	7
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												3	3
Expedited Passenger Screening Program - TSA PreCheck												3	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) - Medically Necessary Medication and Medical Supplies												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	7	9	6	3	5	12	13	18	6	11	9	15	114
Civil Rights		1						1					2
Civil Rights - Perceived Religion		1											1
Civil Rights - Sexual Orientation - Not Transgender								1					1
Customer Service		1				1	1	2		2	1	1	9
Customer Service - TSO		1				1	1	2		2	1	1	9
Expedited Passenger Screening Program	5	5	4	2	3	6	11	13	6	6	7	11	79
Expedited Passenger Screening Program - TSA Appl		1	1				1		1			1	5
Expedited Passenger Screening Program	5	4	3	2	3	6	10	12	5	6	7	10	73
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property						1		1		1		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
Persons w/ Disabilities (PWD)		1										1	2
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Food/Beverages			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	2		1		1	3	1	1		2	1		12
Screening - Inconsistency							1	1			1		3
Screening - Lengthy Lines										1			1
Screening - Procedures/Process	2		1		1	3				1			8
2023	18	18	10	9	8	15	22	21	18	15	15		169
Civil Rights								2		2	2		6
Civil Rights - Age								1					1
Civil Rights - National Origin										2			2
Civil Rights - Race								1					1
Civil Rights - Screening of Religious or Cultural Garments											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Claims											1		1
Claims - General											1		1
Customer Service	2	1	2		1	2	4	2	2		2		18
Customer Service - TSO	2	1	2		1	2	4	2	2		2		18
Expedited Passenger Screening Program	13	15	8	9	7	13	14	13	14	12	7		125
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1					2		1					4
Expedited Passenger Screening Program	11	15	8	9	7	11	14	12	14	12	7		120
Mishandling of Passenger Property		2							1				3
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Damaged/Missii		1							1				2
No Jurisdiction	1												1
No Jurisdiction - No Referral	1												1
Patdown							1		1		1		3
Patdown - Flyer											1		1
Patdown - Flyer as Observer							1		1				2
Persons w/ Disabilities (PWD)								1			1		2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Service Animals											1		1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening	2						2	3		1	1		9
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency	1							1					2
Screening - Lengthy Lines										1			1
Screening - Procedures/Process	1						2	2					5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAY	4	4	4	3	2	9	9	2	5	6	7	8	63
2021												3	3
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												2	2
Screening												1	1
Screening - Procedures/Process												1	1
2022	3	1		1	2	3	2	2	2	3		5	24
Civil Rights	1				1								2
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service						1			1	2			4
Customer Service - TSO						1			1	2			4
Expedited Passenger Screening Program	1			1	1	1	2	1	1	1		3	12
Expedited Passenger Screening Program - DoD					1	1							2
Expedited Passenger Screening Program	1			1			2	1	1	1		3	10
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) - Mobility Disability (N)		1											1
Screening	1					1		1				1	4
Screening - Inconsistency								1				1	2
Screening - Procedures/Process	1					1							2
2023	1	3	4	2		6	7		3	3	7		36
Customer Service		1	1				1			1	1		5
Customer Service - TSO		1	1				1			1	1		5
Expedited Passenger Screening Program		2	3	1		4	5		1		4		20
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program - TSA PreC		2	3			4	5		1		4		19
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
Persons w/ Disabilities (PWD) - Autism Spectrum									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
Screening - Inconsistency						1					1		2
Screening - Procedures/Process	1			1					1	1			4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FLG	1	2	1	1		4	2	3	4	1	2	4	25
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022	1		1	1		2	2	2	4	1	2	3	19
Customer Service									2		1		3
Customer Service - TSO									2		1		3
Expedited Passenger Screening Program	1		1	1		1	2	2	2	1	1	3	15
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program	1		1	1		1	2	2	2	1	1	2	14
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
2023		2				2		1					5
Expedited Passenger Screening Program		1				2		1					4
Expedited Passenger Screening Program - TSA PreC		1				2		1					4
Screening		1											1
Screening - Procedures/Process		1											1

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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
FLL	246	308	328	323	312	395	362	363	285	286	286	196	3,690
2021												81	81
Civil Rights												3	3
Civil Rights - Racial Profiling or Discrimination												2	2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service												8	8
Customer Service - TSO												8	8
Expedited Passenger Screening Program												53	53
Expedited Passenger Screening Program - TSA Application Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												51	51
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
Persons w/ Disabilities (PWD)												2	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - General												1	1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Alcohol and Tobacco												1	1
Property - Special Handling												5	5
Property - Special Handling - Damaged Items - Carry-On												2	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												6	6
Screening - Procedures/Process												6	6
2022	84	103	145	118	124	185	184	211	152	150	162	115	1,733
Airline		1					1	1	1		1	1	6
Airline - Baggage Requirements											1		1
Airline - Lost Baggage								1					1
Airline - Policy/Regulations/Service		1					1		1			1	4
Civil Rights	3		4	4	4	1	1	4	1				22
Civil Rights - Age					1								1
Civil Rights - Civil Rights Violation (TSA Employee)			1					1					2
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin				1	1			1	1				4
Civil Rights - Not Specified						1							1
Civil Rights - Race							1	1					2
Civil Rights - Racial Profiling or Discrimination	3		2	2	1			1					8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1			1					2
Civil Rights - Sexual Orientation - Not Transgender			1										1
Claims	1										1		2
Claims - General	1												1
Claims - Status											1		1
Customer Service	9	12	10	10	8	17	14	11	13	12	7	11	134
Customer Service - CSM	1												1
Customer Service - Others					1	1						1	3
Customer Service - TSO	8	12	10	10	7	16	14	11	13	12	7	10	130
DHS TRIP						1							1
DHS TRIP - General						1							1
Expedited Passenger Screening Program	44	70	108	80	96	139	139	156	110	112	120	83	1,257
Expedited Passenger Screening Program - DoD						2	2						4
Expedited Passenger Screening Program - TSA Appl		6	3	5	7	4	6	4	3	4	5	3	50
Expedited Passenger Screening Program	44	62	105	75	88	133	130	152	107	108	115	80	1,199
Expedited Passenger Screening Program - TSA/DHS		2			1		1						4
Hazardous Materials Safety						1		1					2
Hazardous Materials Safety - General						1		1					2
Identification (ID) Requirements			1		2								3
Identification (ID) Requirements - Domestic					2								2
Identification (ID) Requirements - International Travel			1										1
Locks	1					1		1		1			4
Locks - Missing or Damaged Lock	1					1		1		1			4
Lost and Found	1		1	2		1	1	3	1				10
Lost and Found - Airport/TSA	1		1	2		1	1	3	1				10
Mishandling of Passenger Property	3	4	4	1	1		3	7	2	5	6	4	40
Mishandling of Passenger Property - Damaged	1	1	2		1		2	4	2	3	4	1	21
Mishandling of Passenger Property - Damaged	2	2	2	1			1	3		1	2	3	17
Mishandling of Passenger Property - Disarrayed Item		1								1			2
No Jurisdiction	1	1			1			1	1				5
No Jurisdiction - No Referral								1					1
No Jurisdiction - Refer to CBP	1	1			1				1				4
Patdown	3	2	2		3	3	4	5	4	1	5	3	35
Patdown - Children							1	1					2
Patdown - Flyer	3	2	2		2	3	3	4	3	1	5	2	30
Patdown - Flyer as Observer					1				1				2
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)	1	1	3	1	1	2	2	6	5	1	1	1	25
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								2					2
Persons w/ Disabilities (PWD) - General		1	1						1				3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1		1		2
Persons w/ Disabilities (PWD) - Medically	1			1					1			1	4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1			1							2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1		1					2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							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
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1					1	2	2	1		7
Prohibited & Permitted Items	2												2
Prohibited & Permitted Items - Ice/Gel Packs	1												1
Prohibited & Permitted Items - Knives/Tobacco	1												1
Property - Special Handling	8	8	8	11	2	7	8	6	4	6	8	5	81
Property - Special Handling - Damaged Items	4	2	4	5	1	2	3	4		4		3	32
Property - Special Handling - Damaged Items - Checked	2	3	1	1		1	2		1	1			12
Property - Special Handling - Missing Items - Carry-on		1		4	1	2	3	1	1	1	1		15
Property - Special Handling - Missing Items - Checked	2	2	3	1		2		1	2		7	2	22
Request for Assistance								1					1
Request for Assistance - Other								1					1
Screening	7	4	4	9	5	13	10	9	10	12	13	7	103
Screening - Children										1			1
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency			1	1	1	1	2	1		1	3	1	12
Screening - Lengthy Lines						3	1	2					6
Screening - Procedures/Process	7	4	3	8	3	9	5	5	10	10	8	6	78
Screening - Retrieving Abandoned/Confiscated Items							2	1			2		5
2023	162	205	183	205	188	210	178	152	133	136	124		1,876
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information - Other	1												1
Airline				2			1	2			1		6
Airline - Lost Baggage											1		1
Airline - Policy/Regulations/Service				2			1	2					5
Civil Rights	4	1	4	1	2	2	1	1	1	1	2		20
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights		1	1										2
Civil Rights - Perceived Religion			1										1
Civil Rights - Race	2				2			1			1		6
Civil Rights - Sex/Gender/Gender Identity	1		2			1	1				1		6
Civil Rights - Sexual Orientation - Not Transgender				1					1				2
Civil Rights - Transgender Screening	1					1							2
Claims							1				1		2
Claims - Status							1				1		2
Customer Service	9	18	10	14	11	14	18	11	10	10	11		136
Customer Service - TSO	9	18	10	14	11	14	18	11	10	10	11		136
DHS TRIP	1												1
DHS TRIP - General	1												1
Expedited Passenger Screening Program	121	141	132	144	145	160	116	115	103	96	83		1,356
Expedited Passenger Screening Program - Known Crew Members	1		1								2		4
Expedited Passenger Screening Program - TSA/DHS	4	6	6		5	2		1	2	1	2		29
Expedited Passenger Screening Program - TSA/DHS - Checked	116	134	124	144	140	158	115	114	101	95	79		1,320
Expedited Passenger Screening Program - TSA/DHS - Checked		1					1						2
Locks	1	1	2	1	1								6
Locks - Missing or Damaged Lock	1	1	2	1	1								6
Lost and Found	1	1											2
Lost and Found - Airport/TSA	1	1											2
Mishandling of Passenger Property	4	8	4	5	6	9	4	6	6	7	5		64
Mishandling of Passenger Property - Damaged	1	5	2	3	2	3	2	3	4	2	4		31
Mishandling of Passenger Property - Damaged - Checked	3	3	2	1	2	5	1	3	2	5	1		28
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	2	1	1						5
No Jurisdiction		2	1	3	4	1	5	2		2	5		25
No Jurisdiction - No Referral							1	1			1		3
No Jurisdiction - Refer to CBP		1	1	2	4	1	2	1		1	2		15
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
Patdown	3	5	5	2	1	2	1	2	3	3	3		30
Patdown - Children	1	1											2
Patdown - Flyer	2	4	5	1	1	1	1		3	3	2		23
Patdown - Flyer as Observer				1		1		2			1		5
Persons w/ Disabilities (PWD)	2	2	1	4	3	2	4	1	2	3	1		25
Persons w/ Disabilities (PWD) - Autism Spectrum				1		2							3
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			1	1									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 Equipment				1	1				1				3
Persons w/ Disabilities (PWD) - Mobility Devices	2				1		1	1					5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		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	4	9	9	8	6	5	5	3	2	3	2		56
Property - Special Handling - Damaged Items	2	3	4	4	3	4	1	1	1	2	1		26
Property - Special Handling - Damaged Items - Checked		1	2	2	1		1						7
Property - Special Handling - Missing Items	2	4	3	2		1	3	1	1	1			18
Property - Special Handling - Missing Items - Checked		1			2			1			1		5
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening	11	17	14	21	9	15	21	9	6	11	10		144
Screening - Children						1							1
Screening - Crew Member or Airline Employee	1	1		2	2		1			1			8
Screening - Inconsistency	1	2	1	2	1		2		1		1		11

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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
Screening - Lengthy Lines		2	1	2		2		1	2	2			12
Screening - Procedures/Process	9	9	9	11	6	12	18	7	3	7	9		100
Screening - Retrieving Abandoned/Confiscated Items		3	3	4				1		1			12

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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
FLO	2	2	1	2			1	1				2	11
2022		1		1				1				2	5
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program			1					1				2	4
Expedited Passenger Screening Program - TSA PreC			1					1				2	4
2023	2	1	1	1			1						6
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	1			1			1						3
Expedited Passenger Screening Program	1			1			1						3
Screening	1	1											2
Screening - Inconsistency	1												1
Screening - Procedures/Process		1											1

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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
FNL	4	1	5	1	5	6		9	6	5	3	3	48
2022					1	3		7	2	2		3	18
Customer Service													1
Customer Service - Others													1
Expedited Passenger Screening Program					1	3		7	2	2		2	17
Expedited Passenger Screening Program - TSA PreCheck					1	3		7	2	2		2	17
2023	4	1	5	1	4	3		2	4	3	3		30
Customer Service	1												1
Customer Service - Others	1												1
Expedited Passenger Screening Program	3	1	5	1	4	3		2	4	3	3		29
Expedited Passenger Screening Program	3	1	5	1	4	3		2	4	3	3		29

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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
FNT	2	4	8	5	15	10	5	5	3	3	3	4	67
2021												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Carry-On												1	1
2022	2	4	6	3	8	5	4	3	2		2	3	42
Customer Service		1	1		1			1					4
Customer Service - Others			1										1
Customer Service - TSO		1			1			1					3
Expedited Passenger Screening Program	2	1	2	2	7	3	3	2	1		2	3	28
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program	2	1	2	2	7	3	3	2			2	3	27
Locks			1										1
Locks - Missing or Damaged Lock			1										1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling		1		1					1				3
Property - Special Handling - Damaged Items - Carry-On				1					1				2
Property - Special Handling - Missing Items - Checke		1											1
Screening		1	1			2							4
Screening - Lengthy Lines						1							1
Screening - Procedures/Process		1	1			1							3
2023			2	2	7	5	1	2	1	3	1		24
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program			1	2	7	4	1	1	1	2	1		20
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck			1	2	7	4	1	1	1	2			19
Property - Special Handling								1		1			2
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked								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
FOD								1		2			3
2022								1		1			2
Expedited Passenger Screening Program								1		1			2
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck										1			1
2023										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										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
FOE					1								1
2023					1								1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck					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
FSD	16	13	7	21	16	18	19	15	17	9	10	16	177
2021												5	5
Expedited Passenger Screening Program												5	5
Expedited Passenger Screening Program - TSA PreCheck												5	5
2022	7	4	4	11	7	6	7	8	7	3	2	11	77
Civil Rights								1					1
Civil Rights - Race								1					1
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	6	2	3	10	6	5	6	7	5	1	2	10	63
Expedited Passenger Screening Program - TSA Application Program				3			1	1		1			6
Expedited Passenger Screening Program	6	2	3	7	6	5	5	6	5		2	10	57
Patdown									1	2			3
Patdown - Flyer									1	2			3
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening		2		1	1	1	1		1				7
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		1							1				2
Screening - Procedures/Process		1			1	1							3
Screening - Retrieving Abandoned/Confiscated Items							1						1
2023	9	9	3	10	9	12	12	7	10	6	8		95
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Expedited Passenger Screening Program	7	8	3	9	8	11	10	5	9	3	5		78
Expedited Passenger Screening Program - TSA Application Program					1						1		2
Expedited Passenger Screening Program	7	8	3	9	7	11	10	5	9	3	4		76
Mishandling of Passenger Property							1		1	1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1	1			3
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	1	1	1	1		1	2		10
Screening - Crew Member or Airline Empl	1				1						1		3
Screening - Inconsistency	1					1	1				1		4
Screening - Procedures/Process				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
FSM	1	1	1		1	2	2	2	3	1	6		20
2022		1	1			2	1	1	1	1	3		11
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program						2	1						3
Expedited Passenger Screening Program - TSA PreCheck						2	1						3
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Persons w/ Disabilities (PWD)		1									2		3
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Screening								1	1				2
Screening - Inconsistency								1	1				2
2023	1				1		1	1	2		3		9
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Expedited Passenger Screening Program	1								2		2		5
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program	1								2		1		4
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 - 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
FWA	4	10	8	10	15	7	8	17	5	6	10	8	108
2021												3	3
Expedited Passenger Screening Program												3	3
Expedited Passenger Screening Program - TSA PreCheck												3	3
2022		7	3	1	4	3	5	9	1	3	8	5	49
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program		5	3	1	3	3	5	8	1	2	6	4	41
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreC		5	3	1	3	3	4	8	1	2	6	4	40
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Screening		1						1			1	1	4
Screening - Inconsistency		1									1		2
Screening - Procedures/Process								1				1	2
2023	4	3	5	9	11	4	3	8	4	3	2		56
Customer Service				1	2			3	1				7
Customer Service - TSO				1	2			3	1				7
Expedited Passenger Screening Program	3	3	3	7	8	3	3	4	3	3	2		42
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	3	3	3	7	7	3	3	4	3	3	2		41
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								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) - 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 - Damaged Items		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
GCC			1			3		1			1		6
2022						1					1		2
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1
2023			1			2		1					4
Expedited Passenger Screening Program			1			2		1					4
Expedited Passenger Screening Program - TSA PreCheck			1			2		1					4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GCK	2	1	1	1	1					2	1	1	10
2022	1			1	1					1	1	1	6
Customer Service					1						1		2
Customer Service - TCC					1								1
Customer Service - TSO											1		1
Expedited Passenger Screening Program	1									1			2
Expedited Passenger Screening Program	1									1			2
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening												1	1
Screening - Procedures/Process												1	1
2023	1	1	1							1			4
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program	1			1									2
Expedited Passenger Screening Program	1			1									2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missi			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
GEG	65	54	47	36	43	53	74	47	34	50	62	42	607
2021												11	11
Customer Service													2
Customer Service - TSO													2
Expedited Passenger Screening Program													5
Expedited Passenger Screening Program - TSA PreCheck													5
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Screening													3
Screening - Inconsistency													1
Screening - Procedures/Process													2
2022	25	17	14	12	15	19	33	15	12	21	38	31	252
Airline						1				1			2
Airline - Policy/Regulations/Service						1				1			2
Civil Rights	1	1								1	1		4
Civil Rights - Age											1		1
Civil Rights - Race										1			1
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	3	1	2	3	1	1	1	3		2	5	4	26
Customer Service - Others					1								1
Customer Service - TSO	3	1	2	3		1	1	3		2	5	4	25
Expedited Passenger Screening Program	15	12	10	8	9	12	23	7	8	12	27	21	164
Expedited Passenger Screening Program	1									1		1	3
Expedited Passenger Screening Program	1	1				1	1			1			5
Expedited Passenger Screening Program	13	10	10	8	9	11	22	7	8	10	27	20	155
Expedited Passenger Screening Program - TSA/DHS		1											1
Locks	1				2			1	1				5
Locks - Missing or Damaged Lock	1				2			1	1				5
Lost and Found			1										1
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								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1						1	2
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown							2	1	1				4
Patdown - Children							1	1					2
Patdown - Flyer							1		1				2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Ge	1												1
Property - Special Handling	2	3					2	1	1	1	2	2	14
Property - Special Handling - Damaged Items - Carry		1									2		3
Property - Special Handling - Damaged It	2							1					3
Property - Special Handling - Missing Items - Checke		2					2		1	1		2	8
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	2		1	1	1	2	5	2	1	3	3	3	24
Screening - Inconsistency						1	1						2
Screening - Lengthy Lines	2				1			1		1		2	7
Screening - Procedures/Process			1	1		1	3	1	1	2	3	1	14
Screening - Retrieving Abandoned/Confiscated Items							1						1
2023	40	37	33	24	28	34	41	32	22	29	24		344
Civil Rights				1									1
Civil Rights - Age				1									1
Customer Service	6	5	5	1	4	1	1	1	1	3	2		30
Customer Service - TCC				1									1
Customer Service - TSO	6	5	5	1	3	1	1	1	1	3	2		29
Expedited Passenger Screening Program	28	31	25	20	21	28	31	24	17	18	16		259
Expedited Passenger Screening Program - TSA Application Proç			1	1	1			2		1			6
Expedited Passenger Screening Program	28	31	24	19	20	28	31	22	17	17	16		253
HAZMAT Endorsement											1		1
HAZMAT Endorsement - General											1		1
Locks								2					2
Locks - Missing or Damaged Lock								2					2
Mishandling of Passenger Property	3		1			3							7
Mishandling of Passenger Property - Dam	1		1										2
Mishandling of Passenger Property - Dam	1					2							3
Mishandling of Passenger Property - Disa	1					1							2
No Jurisdiction											1		1
No Jurisdiction - No Referral											1		1
Patdown					1	1			1	1			4
Patdown - Flyer					1	1			1	1			4
Persons w/ Disabilities (PWD)						1	1	2		2			6
Persons w/ Disabilities (PWD) - Autism Spectrum										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) - Metal Implants (joint)						1	1						2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling	2				1				1		1		5
Property - Special Handling - Damaged It	1				1								2
Property - Special Handling - Damaged Items - Checked									1		1		2
Property - Special Handling - Missing Item	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening	1	1	2	2	1		8	3	2	5	3		28
Screening - Crew Member or Airline Employee					1						1		2
Screening - Inconsistency			1	1			1	2		2	1		8
Screening - Lengthy Lines							1			1	1		3
Screening - Procedures/Process	1	1	1	1			6	1	2	2			15

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GFK	3	6	2	4	7	3	3	3	1	3			35
2022	1	2		1			1						5
Expedited Passenger Screening Program	1	2		1									4
Expedited Passenger Screening Program	1	2		1									4
Patdown							1						1
Patdown - Flyer							1						1
2023	2	4	2	3	7	3	2	3	1	3			30
Civil Rights			1		1	2							4
Civil Rights - Race					1	2							3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Expedited Passenger Screening Program	2	3	1	2	5		2	3		1			19
Expedited Passenger Screening Program	2	3	1	2	5		2	3		1			19
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	1			4
Screening - Inconsistency				1									1
Screening - Procedures/Process		1							1	1			3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GGG		1			1		1		2		1	3	9
2021												2	2
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
2022					1				1			1	3
Customer Service												1	1
Customer Service - TSO												1	1
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Checked					1								1
2023		1					1		1		1		4
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program									1		1		2
Expedited Passenger Screening Program - TSA PreCheck									1		1		2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GGW									1			2	3
2021												2	2
Customer Service												1	1
Customer Service - TSO												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2023									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GJT	7	7	6	7	8	5	15	6	8	5	9	8	91
2021												6	6
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Expedited Passenger Screening Program													3
Expedited Passenger Screening Program - TSA PreCheck													3
Property - Special Handling													1
Property - Special Handling - Damaged Items - Checked													1
Screening													1
Screening - Inconsistency													1
2022	3	3	5	1	3	2	6	2	2	2	3	2	34
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Customer Service		1	2										3
Customer Service - TSO		1	2										3
Expedited Passenger Screening Program	1	2	2	1	3		5	2	2	1	3	2	24
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	1	2	2		3		5	2	2	1	3	2	23
Mishandling of Passenger Property	1		1										2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
No Jurisdiction							1			1			2
No Jurisdiction - Refer to Other							1			1			2
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Knives/Toc	1												1
Screening							1						1
Screening - Procedures/Process							1						1
2023	4	4	1	6	5	3	9	4	6	3	6		51
Customer Service					1	1							2
Customer Service - TSO					1	1							2
Expedited Passenger Screening Program	3	4	1	6	4	2	8	3	4	2	4		41
Expedited Passenger Screening Program	3	4	1	6	4	2	8	3	4	2	4		41
Patdown									1	1			2
Patdown - Flyer									1	1			2
Screening	1						1	1	1		2		6
Screening - Crew Member or Airline Employee											1		1
Screening - Procedures/Process							1	1	1		1		4
Screening - Retrieving Abandoned/Confis	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GLH	2	2	1				2			1		1	9
2022	2	2	1				2					1	8
Customer Service			1										1
Customer Service - TSO			1										2
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Disarrayed Item			1										1
Property - Special Handling		1					1						2
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Item		1											1
Screening	1	1					1						3
Screening - Procedures/Process	1	1					1						3
2023										1			1
Screening										1			1
Screening - Procedures/Process										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GNV	10	9	3	8	8	2	6	5	8	4	9	3	75
2022	3	2	1	2	6	2	4	1	6	2	7	3	39
Customer Service					1		1				1		3
Customer Service - TSO					1		1				1		3
Expedited Passenger Screening Program	3	1	1	1	2	2	2	1	5	1	4	3	26
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	1	1	1	1	2	2	2	1	5	1	4	3	24
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown		1			1		1						3
Patdown - Flyer					1		1						2
Patdown - General		1											1
Property - Special Handling				1						1			2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked										1			1
Screening					2				1		1		4
Screening - Inconsistency									1		1		2
Screening - Procedures/Process					2								2
2023	7	7	2	6	2		2	4	2	2	2		36
Customer Service		1					1			1			3
Customer Service - TSO		1					1			1			3
Expedited Passenger Screening Program	3	5	1	2	2		1	4	1	1	1		21
Expedited Passenger Screening Program	3	5	1	2	2		1	4	1	1	1		21
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		2
Patdown	1			1									2
Patdown - Flyer				1									1
Patdown - Flyer as Observer	1												1
Property - Special Handling	2												2
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items	1												1
Screening		1	1	2					1				5
Screening - Inconsistency				1					1				2
Screening - Procedures/Process		1	1	1									3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GPI	6	5	5	7	2	6	4	9	6	9	16	11	86
2021												4	4
Expedited Passenger Screening Program												3	3
Expedited Passenger Screening Program - TSA PreCheck												3	3
Screening												1	1
Screening - Procedures/Process												1	1
2022	3	3	1	5	2	3	1	3	2	5	4	7	39
Customer Service		2							1				3
Customer Service - TSO		2							1				3
Expedited Passenger Screening Program	3		1	5	2	3	1	3	1	4	3	5	31
Expedited Passenger Screening Program - TSA Application Pro			1	1									2
Expedited Passenger Screening Program	3			4	2	3	1	3	1	4	3	5	29
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1
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
2023	3	2	4	2		3	3	6	4	4	12		43
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Expedited Passenger Screening Program	2	2	4	2		3	3	4	3	3	6		32
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1	2	4	2		3	3	4	3	3	6		31
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		2		3
Patdown - Flyer									1		2		3
Persons w/ Disabilities (PWD)											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 (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GPT	10	21	14	11	17	16	6	15	9	12	12	9	152
2021												6	6
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Customer Service													1
Customer Service - TSO													1
Expedited Passenger Screening Program													3
Expedited Passenger Screening Program - TSA Application Program													1
Expedited Passenger Screening Program - TSA PreCheck													2
Screening													1
Screening - Procedures/Process													1
2022	5	15	9	4	8	12	3	6	6	8	5	3	84
Civil Rights				2				1				1	4
Civil Rights - Age				1									1
Civil Rights - Hair Patdowns				1									1
Civil Rights - Race								1				1	2
Customer Service		1		1						1			3
Customer Service - TSO		1		1						1			3
Expedited Passenger Screening Program	3	11	6		4	12	2	2	4	6	5	2	57
Expedited Passenger Screening Program - DoD		1				3			1				5
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	3	9	6		4	9	2	2	3	6	5	2	51
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domestic		1											1
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
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)				1	2			1					4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1				1					2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					2								2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Knives/Tools/Razors/£		1											1
Property - Special Handling			1		1					1			3
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked					1					1			2
Screening	2		2		1			1	1				7
Screening - Inconsistency	1												1
Screening - Procedures/Process	1		2		1			1	1				6
2023	5	6	5	7	9	4	3	9	3	4	7		62
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service		1		1		1		3			1		7
Customer Service - TSO		1		1		1		3			1		7
Expedited Passenger Screening Program	4	5	4	5	7	3	3	4	3	4	6		48
Expedited Passenger Screening Program - TSA Application Proç			1		1								2
Expedited Passenger Screening Program	4	5	3	5	6	3	3	4	3	4	6		46
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
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Breast Cancer						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 (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRB	4	7	7	4	10	9	10	5	4	6	9	7	82
2021												3	3
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
2022	3	2	3	3	5	2	7	4	3	3	6	4	45
Civil Rights		1											1
Civil Rights - Age		1											1
Customer Service	1				1		2	1				1	6
Customer Service - TSO	1				1		2	1				1	6
Expedited Passenger Screening Program	2	1	2	2	3	2	4	3	3	3	6	3	34
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program - TSA Application Program			1				1			1			3
Expedited Passenger Screening Program	2	1	1	2	3	2	3	2	3	2	6	3	30
Locks			1										1
Locks - Missing or Damaged Lock			1										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
Screening - Procedures/Process				1									1
2023	1	5	4	1	5	7	3	1	1	3	3		34
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program		5	3	1	5	7	3			3	3		30
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreC		5	3	1	5	7	2			3	3		29
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Screening								1	1				2
Screening - Lengthy Lines								1					1
Screening - Procedures/Process									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRI													
2022													
Expedited Passenger Screening Program													
Expedited Passenger Screening Program - TSA PreCheck													
Property - Special Handling													
Property - Special Handling - Missing Items - Checked													
2023													
Expedited Passenger Screening Program													
Expedited Passenger Screening Program - TSA Application Pro													
Expedited Passenger Screening Program - TSA PreC													
Patdown													
Patdown - Children													
Patdown - Flyer													
Screening													
Screening - Procedures/Process													
Screening - Retrieving Abandoned/Confiscated Items													

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRK		1	6	3	4	2	3	4	2	2	4	4	35
2021												3	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
2022			2		2	2	1	2	2	2	3	1	17
Customer Service						1	1				1		3
Customer Service - TSO						1	1				1		3
Expedited Passenger Screening Program			2		2			2	2	2	1	1	12
Expedited Passenger Screening Program - TSA PreCheck			2		2			2	2	2	1	1	12
Screening						1					1		2
Screening - Inconsistency											1		1
Screening - Procedures/Process						1							1
2023		1	4	3	2		2	2			1		15
Customer Service					2			1			1		4
Customer Service - TSO					2			1			1		4
Expedited Passenger Screening Program		1	4	2			2	1					10
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA PreCheck			4	2			2	1					9
Screening				1									1
Screening - Crew Member or Airline Employee				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRR	37	38	41	36	44	49	60	35	34	35	43	30	482
2021												11	11
Civil Rights													2
Civil Rights - Racial Profiling or Discrimination													2
Expedited Passenger Screening Program													6
Expedited Passenger Screening Program - TSA PreCheck													6
Patdown													1
Patdown - Flyer as Observer													1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Checked													1
Screening													1
Screening - Inconsistency													1
2022	7	10	12	11	18	27	33	13	18	28	26	19	222
Civil Rights			1		1								2
Civil Rights - Racial Profiling or Discrimination			1		1								2
Customer Service		3					1	1		1	1		7
Customer Service - TSO		3					1	1		1	1		7
Expedited Passenger Screening Program	5	7	10	10	13	26	31	12	17	24	18	16	189
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program	1				1				1			2	6
Expedited Passenger Screening Program	4	7	10	10	12	26	31	12	16	21	18	14	181
Mishandling of Passenger Property	1				1				1		2	2	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1				1		1	2	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown	1				2						1		4
Patdown - Flyer	1				2						1		4
Persons w/ Disabilities (PWD)			1	1	1					1			4
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling							1				2	1	4
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked							1				1		2
Property - Special Handling - Missing Items - Checked											1		1
Screening						1					2		5
Screening - Inconsistency										1			1
Screening - Procedures/Process							1			1	2		4
2023	30	28	29	25	26	22	27	22	16	7	17		249
Civil Rights		1					1						2
Civil Rights - Race		1					1						2
Customer Service	1	2	1		2		1		2		1		10
Customer Service - TSO	1	2	1		2		1		2		1		10
Expedited Passenger Screening Program	28	23	27	21	22	19	23	21	11	6	11		212
Expedited Passenger Screening Program - TSA Appl		2			1								3
Expedited Passenger Screening Program	28	21	27	21	21	19	23	21	11	6	11		209
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 or Checked		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
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown				2							1		3
Patdown - Flyer				1							1		2
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)	1						1						2
Persons w/ Disabilities (PWD) - Internal Medical Conditions	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Property - Special Handling				2	1	1		1					5
Property - Special Handling - Damaged Items - Carry-On				1	1	1							3
Property - Special Handling - Missing Items - Carry-On				1				1					2
Screening		1				1	1		2	1	3		9
Screening - Inconsistency						1			1				2
Screening - Procedures/Process		1					1		1	1	3		7

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GSN		1				2	1		1	1			6
2022						2				1			3
Expedited Passenger Screening Program						2							2
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
2023		1					1		1				3
Expedited Passenger Screening Program		1							1				2
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Wounded Warrior							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GSO	18	24	21	18	18	40	30	26	24	22	24	13	278
2021												2	2
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA Application Program													1
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
2022	8	10	13	7	12	25	16	10	15	10	8	11	145
Civil Rights						1	2	2					5
Civil Rights - Age								1					1
Civil Rights - Profiling							1						1
Civil Rights - Race							1	1					2
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service	2		1			1	1		1	1		1	8
Customer Service - TSO	2		1			1	1		1	1		1	8
Expedited Passenger Screening Program	5	7	7	6	8	19	11	8	12	8	7	9	107
Expedited Passenger Screening Program	1	2				2							5
Expedited Passenger Screening Program	4	5	7	6	8	17	11	8	12	8	7	9	102
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Mishandling of Passenger Property							1	1		1			4
Mishandling of Passenger Property - Damaged/Missin		1	1				1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1			2
Patdown							1						1
Patdown - Children							1						1
Persons w/ Disabilities (PWD)			1				1						2
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Property - Special Handling	1	2	3	1	2			1	1			1	12
Property - Special Handling - Damaged Items	1	1	1	1	2							1	7
Property - Special Handling - Damaged Items - Checked			2						1				3
Property - Special Handling - Missing Items - Checke		1						1					2
Screening					1	1	1		1		1		5
Screening - Inconsistency						1							1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process							1		1		1		3
2023	10	14	8	11	6	15	14	16	9	12	16		131
Civil Rights								1			1		2
Civil Rights - Perceived Religion											1		1
Civil Rights - Race								1					1
Customer Service	1		2	1		2	2	1			2		11
Customer Service - TSO	1		2	1		2	2	1			2		11
Expedited Passenger Screening Program	9	12	4	8	6	10	8	10	9	9	9		94
Expedited Passenger Screening Program	1			1		2			1				5
Expedited Passenger Screening Program	8	12	4	7	6	8	8	10	8	9	9		89
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		3
Mishandling of Passenger Property - Damaged/Missin		1								1	1		3
No Jurisdiction			1							1			2
No Jurisdiction - Refer to Other			1							1			2
Patdown						1		3					4
Patdown - Flyer						1		3					4
Persons w/ Disabilities (PWD)			1					1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1					1					2
Property - Special Handling				2		1	1			1	1		6
Property - Special Handling - Damaged Items - Carry-On				1		1				1	1		4
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked							1						1
Screening						1	3				1		5
Screening - Inconsistency							1						1
Screening - Procedures/Process						1	2				1		4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GSP	35	34	31	39	31	36	38	42	48	20	46	26	426
2021												6	6
Customer Service												1	1
Customer Service - Others												1	1
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
Screening												2	2
Screening - Procedures/Process												2	2
2022	15	15	11	16	14	19	18	20	31	10	29	20	218
Additional Information Required/Insufficient Information					1								1
Additional Information Required/Insufficient Information - EMAIL ONLY					1								1
Airline									1				1
Airline - Lost Baggage									1				1
Civil Rights				1	1								2
Civil Rights - National Origin					1								1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	1			2		3					3	1	10
Customer Service - Others				1									1
Customer Service - TSO	1			1		3					3	1	9
Expedited Passenger Screening Program	12	14	9	11	12	15	17	17	25	10	19	15	176
Expedited Passenger Screening Program - TSA Appl		2		1	1			2			3		9
Expedited Passenger Screening Program	12	12	9	10	11	15	17	15	25	10	16	15	167
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							4	2	7
Mishandling of Passenger Property - Damaged/Missing Items--C			1								1	2	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											2		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown							1				2	1	4
Patdown - Flyer							1				2	1	4
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Property - Special Handling	1			1				2	2				6
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items	1			1				2					4
Screening	1			1				1	3		1	1	8
Screening - Inconsistency											1		1
Screening - Lengthy Lines	1											1	2
Screening - Procedures/Process				1				1	3			1	5
2023	20	19	20	23	17	17	20	22	17	10	17		202
Civil Rights		1					1	2	1				5
Civil Rights - Civil Rights Violation (TSA Employee)		1											1
Civil Rights - Race							1	2	1				4
Customer Service		2	1	1	1	1	1	1	2	1			11
Customer Service - TSO		2	1	1	1	1	1	1	2	1			11
Expedited Passenger Screening Program	18	13	16	19	14	16	12	12	11	6	12		149
Expedited Passenger Screening Program - TSA Appl		1	1								1		3
Expedited Passenger Screening Program	18	12	15	19	14	16	12	12	11	6	11		146
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--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					2
Patdown	1	2					2	2					7
Patdown - Flyer		2					2	2					6
Patdown - General	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						1	1		4
Property - Special Handling - Damaged Items - Carry-On			1							1			2
Property - Special Handling - Missing Items - Checked				1							1		2
Screening	1	1	2	1	2		2	3	1	2	3		18
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency	1		1							1			3
Screening - Procedures/Process		1	1	1	2		2	2		1	3		13
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
GST				1						3	1		5
2022				1						2	1		4
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
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
Screening - Retrieving Abandoned/Confiscated Items											1		1
2023										1			1
Customer Service										1			1
Customer Service - TSO										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GTF	5	2	5	9	3	4	7	7	4	4	5	3	58
2021												1	1
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
2022	2	1	1	3	2	4	5	4	2	1	3	2	30
Expedited Passenger Screening Program	1	1		3	1	3	5	3	1		2	2	22
Expedited Passenger Screening Program	1	1		3	1	3	5	3	1		2	2	22
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown	1					1							2
Patdown - Flyer	1					1							2
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Property - Special Handling								1		1			2
Property - Special Handling - Damaged Items - Carry-On								1		1			2
Screening					1						1		2
Screening - Procedures/Process					1						1		2
2023	3	1	4	6	1		2	3	2	3	2		27
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service	1	1											2
Customer Service - TSO	1	1											2
Expedited Passenger Screening Program	1		2	4	1			3	2	1	2		16
Expedited Passenger Screening Program	1		2	4	1			3	2	1	2		16
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown										1			1
Patdown - Flyer										1			1
Screening	1			1			2			1			5
Screening - Inconsistency							1						1
Screening - Procedures/Process	1			1			1			1			4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GTR	4	1	3		1	3	3		3	2	2	2	24
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022		1	1		1	2	2		2	1	1	1	12
Civil Rights									1				1
Civil Rights - Transgender Screening									1				1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program					1	1	1		1	1	1	1	7
Expedited Passenger Screening Program - TSA PreCheck					1	1	1		1	1	1	1	7
Patdown							1						1
Patdown - Flyer as Observer							1						1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening						1							1
Screening - Procedures/Process						1							1
2023	4		2			1	1		1	1	1		11
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	1		1				1		1	1	1		6
Expedited Passenger Screening Program	1		1				1		1	1	1		6
Patdown	1												1
Patdown - Children	1												1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Screening	2												2
Screening - Inconsistency	1												1
Screening - Procedures/Process	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GUC			1		2	2	1	2	1	4	1	1	15
2022					1	1	1	2		2	1	1	9
Expedited Passenger Screening Program							1	2		2	1	1	7
Expedited Passenger Screening Program - TSA PreCheck							1	1		2	1	1	6
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
Patdown					1	1							2
Patdown - Children						1							1
Patdown - Flyer					1								1
2023			1		1	1			1	2			6
Expedited Passenger Screening Program			1		1	1			1	2			6
Expedited Passenger Screening Program - TSA PreCheck			1		1	1			1	2			6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GUM	6	10	8	9	8	14	13	15	11	10	12	15	131
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022				3	2	8	6	10	7	6	8	14	64
Civil Rights												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Expedited Passenger Screening Program				3	2	8	6	10	6	6	7	13	61
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program - DoD						3		1	1	2			7
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck				3	2	5	6	8	5	3	6	13	51
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								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 - Refer to CBP											1		1
2023	6	10	8	6	6	6	7	5	4	4	4		66
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program	5	9	8	6	6	5	6	5	3	4	3		60
Expedited Passenger Screening Program - DoD			1		1	1		1					4
Expedited Passenger Screening Program	1									1			2
Expedited Passenger Screening Program	4	9	7	6	5	4	6	4	3	3	3		54
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missin		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 - Damaged It	1												1
Screening											1		1
Screening - Procedures/Process											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HDN		5	5	7	7	9	4	3	2	6	7	3	58
2022		5	3	4	2	5	2	1	2		3	3	30
Expedited Passenger Screening Program		2	1	3	1	4	2	1	2		3	2	21
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program - TSA PreC		2	1	3		4	2	1	2		3	2	20
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property		2											2
Mishandling of Passenger Property - Damaged/Missii		2											2
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
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Carry-On			1										1
Screening				1	1								2
Screening - Inconsistency				1									1
Screening - Retrieving Abandoned/Confiscated Items					1								1
2023			2	3	5	4	2	2		6	4		28
Airline											1		1
Airline - Lost Baggage											1		1
Customer Service					1	1							2
Customer Service - TSO					1	1							2
Expedited Passenger Screening Program			2	4	2	2	2	1		6	3		20
Expedited Passenger Screening Program - TSA PreCheck			2	4	2	2	2	1		6	3		20
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					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
HGR	1	1		1	3		2		1	1		3	13
2021												2	2
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
2022	1			1	2		1			1		1	7
Expedited Passenger Screening Program					2		1					1	4
Expedited Passenger Screening Program - TSA PreCheck					2		1					1	4
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 - Missing Items - Checked				1									1
Screening	1												1
Screening - Procedures/Process	1												1
2023		1			1		1		1				4
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Check		1											1
Screening					1								1
Screening - Procedures/Process					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HIB	2	2	1	1		1				1	1	1	10
2022	1	1	1	1		1						1	5
Customer Service	1											1	2
Customer Service - Others	1												1
Customer Service - TSO												1	1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreC			1										1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Screening			1										1
Screening - Procedures/Process			1										1
2023	1	1				1				1	1		5
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program	1	1				1					1		4
Expedited Passenger Screening Program	1	1				1					1		4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HLN	2	5	3	3	5	3	2	4	5	12	5	5	54
2021												3	3
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												2	2
Screening												1	1
Screening - Inconsistency												1	1
2022		3	2	3	1	1	1	1	2	11	3	2	30
Customer Service						1		1					2
Customer Service - TSO						1		1					2
Expedited Passenger Screening Program		1	2	1	1		1		2	11	3	2	24
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreC		1	2	1	1		1		2	11	3	1	23
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Screening		1		1									2
Screening - Procedures/Process		1		1									2
2023	2	2	1		4	2	1	3	3	1	2		21
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transg		1											1
Customer Service						1			1				2
Customer Service - TSO						1			1				2
Expedited Passenger Screening Program	2	1	1		1	1	1	3	2	1			13
Expedited Passenger Screening Program - TSA Application Program					1				1	1			3
Expedited Passenger Screening Program	2	1	1			1	1	3	1				10
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Patdown											1		1
Patdown - Flyer											1		1
Screening					2								2
Screening - Procedures/Process					2								2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HNL	126	177	197	173	178	207	208	232	205	198	171	145	2,217
2021												41	41
Customer Service												8	8
Customer Service - TSO												8	8
Expedited Passenger Screening Program												24	24
Expedited Passenger Screening Program - TSA Application Program												3	3
Expedited Passenger Screening Program - TSA PreCheck												21	21
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Diabetes												1	1
Property - Special Handling												6	6
Property - Special Handling - Damaged Items - Carry-On												2	2
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												2	2
Screening - Procedures/Process												2	2
2022	39	62	80	67	86	100	88	97	108	90	86	104	1,007
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	1		5	1	2				2	1	2	4	18
Civil Rights - Age			1										1
Civil Rights - National Origin												1	1
Civil Rights - Race									2		2	3	7
Civil Rights - Racial Profiling or Discrimination	1		2	1	2								6
Civil Rights - Screening of Religious Cultural and Ceremonial Items										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Sexual Orientation - Not Transgender			1										1
Claims			1								1		2
Claims - General			1										1
Claims - Status											1		1
Customer Service	9	10	4	7	9	6	13	6	7	9	7	5	92
Customer Service - Others		1											1
Customer Service - TSO	9	9	4	7	9	6	13	6	7	9	7	5	91
Expedited Passenger Screening Program	22	41	57	46	65	75	63	74	89	68	66	82	748
Expedited Passenger Screening Program - Active Duty		1		1									2
Expedited Passenger Screening Program - DoD			1	1	2	3	1	1	3	2	2	2	18
Expedited Passenger Screening Program	4	5	2	1	3	7	3	2	1	2	6	2	38
Expedited Passenger Screening Program	18	34	54	43	60	65	58	71	84	63	58	78	686
Expedited Passenger Screening Program - TSA/DHS		1					1		1	1			4
Identification (ID) Requirements				1		1							2
Identification (ID) Requirements - Domestic				1		1							2
Locks	1		1				1	1	1				5
Locks - General	1								1				2
Locks - Missing or Damaged Lock			1				1	1					3
Mishandling of Passenger Property	1		2	1	2	2	2	2		1	2	5	20
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on			1		1		1	1			2	4	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1			1	1	1	2	1		1		1	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1				1						2
No Jurisdiction				1		1							2
No Jurisdiction - Refer to CBP				1									1
No Jurisdiction - Refer to Other						1							1
Patdown		2	3				1	3	2	1	2		14
Patdown - Flyer			3				1	3	2	1	2		12
Patdown - General		1											1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	1	2		2		2	1	1	1	2			12
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General				2				1					3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1	1			2
Persons w/ Disabilities (PWD) - Medically Necessary		2				1							3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1			1			2
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling	1	3	4	2	1	3	2	3	3	3	1	2	28
Property - Special Handling - Damaged Items - Carry-On			1	1	1	2		2			1	1	9
Property - Special Handling - Damaged Items - Checked		3	3			1	1		1				9
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked	1			1			1		2	3		1	9
Request for Assistance											1	1	2
Request for Assistance - Other											1	1	2
Screening	3	4	3	5	7	10	5	7	3	5	4	5	61
Screening - Inconsistency						3	3				2	1	9
Screening - Lengthy Lines	1	1		2	4	3		1	1				13
Screening - Procedures/Process	2	3	3	3	3	4	2	6	1	5	2	4	38
Screening - Shoe Screening									1				1
2023	87	115	117	106	92	107	120	135	97	108	85		1,169
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Information - Other		1											1
Airline					1				1		1		3
Airline - Lost Baggage					1								1
Airline - Policy/Regulations/Service									1		1		2
Civil Rights	1	1	1	1		1	1	2	1	3	2		14
Civil Rights - Constitutional Rights							1						1
Civil Rights - National Origin				1									1
Civil Rights - Perceived Religion										1			1
Civil Rights - Profiling											1		1
Civil Rights - Race	1	1					1			2			5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Screening of Religious Cultural and Ceremonial Items								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1			1		1		3
Civil Rights - Transgender Screening			1										1
Claims								1					1
Claims - Status								1					1
Customer Service	3	9	8	9	8	9	14	15	8	9	8		100
Customer Service - Others								1	1				2
Customer Service - TCC								1					1
Customer Service - TSO	3	9	8	9	8	9	14	13	7	9	8		97
Expedited Passenger Screening Program	76	90	89	82	73	82	85	105	76	69	57		884
Expedited Passenger Screening Program - Active Duty		1				1				1			3
Expedited Passenger Screening Program	2		1	1	1	1		1			1		8
Expedited Passenger Screening Program	4	5	5		2	1		1	2				20
Expedited Passenger Screening Program	70	82	83	81	70	79	85	103	74	67	56		850
Expedited Passenger Screening Program - TSA/DHS		2								1			3
Locks		3				1	1	1			1		7
Locks - Missing or Damaged Lock		3				1	1	1			1		7
Mishandling of Passenger Property	3	2	5	2		2			2	8			24
Mishandling of Passenger Property - Damaged	1	1	1	1		1			1	5			11
Mishandling of Passenger Property - Damaged	2	1	4	1		1			1	2			12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
No Jurisdiction			1	1						2	1		5
No Jurisdiction - Refer to CBP				1						2	1		4
No Jurisdiction - Refer to Other			1										1
Patdown		3	1	2	2	2	3	1	1	3			18
Patdown - Flyer		3	1	2	1	2	3	1	1	3			17
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)		1	1	3	1	2	4			3	5		20
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) - 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 Medication and Medication				1		1	2			1	1		6
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1								1		2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				2									2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	3	1	2		3	2	3	3	2	4	2		25
Property - Special Handling - Damaged Items - Carry		1						1	2	1			5
Property - Special Handling - Damaged Items - Checked			1		1		1	1		1	1		6
Property - Special Handling - Missing Items	3					2	2				1		8
Property - Special Handling - Missing Items - Checked			1		2			1		2			6
Request for Assistance		1									1		2
Request for Assistance - Other											1		1
Request for Assistance - Wounded Warrior (MSIJSO)		1											1
Screening	1	3	9	6	4	6	9	7	6	7	7		65
Screening - Crew Member or Airline Employee			2				2						4
Screening - Inconsistency	1		2	2	1	1	2	1		2			12
Screening - International Screening										1			1
Screening - Lengthy Lines		2		1	1	2			2	1	1		10
Screening - Procedures/Process			4	3	2	3	5	6	4	3	3		33
Screening - Retrieving Abandoned/Confiscated Items		1	1								3		5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HOB		1	2	1				2	2	3	1		12
2022		1	2					2					5
Customer Service		1						1					2
Customer Service - TSO		1						1					2
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Carry-On			1										1
Screening			1										1
Screening - Inconsistency			1										1
2023				1					2	3	1		7
Civil Rights									2	1			3
Civil Rights - Profiling									1				1
Civil Rights - Race									1				1
Civil Rights - Screening of Religious or Cultural Garments										1			1
Expedited Passenger Screening Program				1						1	1		3
Expedited Passenger Screening Program - TSA PreCheck				1						1	1		3
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
HOU	99	102	91	92	74	118	108	100	101	105	134	94	1,218
2021												45	45
Civil Rights												1	1
Civil Rights - Civil Rights Violation (TSA Employee)												1	1
Customer Service												12	12
Customer Service - TSO												12	12
Expedited Passenger Screening Program												21	21
Expedited Passenger Screening Program - Known Crew Member												1	1
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												19	19
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Prohibited & Permitted Items												2	2
Prohibited & Permitted Items - Alcohol and Tobacco												1	1
Prohibited & Permitted Items - General												1	1
Property - Special Handling												2	2
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked												1	1
Screening												5	5
Screening - Procedures/Process												5	5
2022	35	50	41	32	32	57	54	45	50	50	66	49	561
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	2		1	1		2	1					1	8
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion	1		1										2
Civil Rights - Race						2						1	3
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Transgender Screening							1						1
Customer Service	2	15	6	4	4	7		4	8	6	11	8	75
Customer Service - Others		2									1		3
Customer Service - TSO	2	13	6	4	4	7		4	8	6	10	8	72
Expedited Passenger Screening Program	18	24	24	17	16	25	37	29	37	29	43	27	326
Expedited Passenger Screening Program - DoD							1		1				2
Expedited Passenger Screening Program - TSA Appl		3	2	1	1		2		1	2	3	1	16
Expedited Passenger Screening Program	18	21	22	16	15	25	34	29	35	27	40	26	308
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Locks		1							1				2
Locks - Missing or Damaged Lock		1							1				2
Lost and Found		1							1				2
Lost and Found - Airport/TSA		1							1				2
Mishandling of Passenger Property	1	1	2			3	2	1		1	3		14
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1	2	1		1	1		7
Mishandling of Passenger Property - Dam	1	1				2					1		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1								1		2
No Jurisdiction				1				1			1		3
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to CBP								1					1
No Jurisdiction - Refer to Other				1									1
Patdown	3	1		2	1	3	2	1		1		3	17
Patdown - Flyer	3			2	1	3	2	1		1		3	16
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	2			3	2	3	2		1	2	1	1	17
Persons w/ Disabilities (PWD) - 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 Medical Supplies						1	1			1			3
Persons w/ Disabilities (PWD) - Mobility	1			1	1				1	1			5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1			1						2
Persons w/ Disabilities (PWD) - Wheelchair	1				1	1						1	4
Prohibited & Permitted Items		1	1										2
Prohibited & Permitted Items - Breast Milk/Baby Form		1											1
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Property - Special Handling	3	4	3	1	3	3	3	2	1	5	1	2	31
Property - Special Handling - Damaged Items - Carry		1	2		2	1	2					2	10
Property - Special Handling - Damaged Items - Check		2						1		2			5
Property - Special Handling - Missing Item	1			1	1	1	1	1	1	2			9
Property - Special Handling - Missing Item	2	1	1			1				1	1		7
Screening	4	2	3	3	6	11	6	6	1	6	6	7	61
Screening - Children									1				1
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency		1					1	4		3		1	10
Screening - Lengthy Lines			2	1	2	3	1				1	1	11
Screening - Procedures/Process	4	1	1	2	3	7	3	2		3	4	5	35
Screening - Retrieving Abandoned/Confiscated Items					1	1	1						3
2023	64	52	50	60	42	61	54	55	51	55	68		612
Additional Information Required/Insufficient Information				1					1				2
Additional Information Required/Insufficient Information - EMAIL ONLY				1					1				2
Civil Rights	2		3			1	1	1			1		9
Civil Rights - Race	1					1	1				1		4
Civil Rights - Sex/Gender/Gender Identity	1		2										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
Civil Rights - Transgender Screening			1					1					2
Customer Service	6	5	3	7	6	6	10	8	3	9	21		84
Customer Service - TSO	6	5	3	7	6	6	10	8	3	9	21		84
Expedited Passenger Screening Program	44	41	31	38	27	36	31	36	37	36	30		387
Expedited Passenger Screening Program	2				1		2	1	1	1			8
Expedited Passenger Screening Program	42	41	31	38	26	36	29	35	36	35	30		379
Locks	1					2			2				5
Locks - Missing or Damaged Lock	1					2			2				5
Mishandling of Passenger Property	1	2	2	3		4		1	1	3	4		21
Mishandling of Passenger Property - Damaged/Missin		1	2	1		3				2	2		11
Mishandling of Passenger Property - Dam	1	1		2		1		1	1	1	2		10
No Jurisdiction	1					1	2	2					6
No Jurisdiction - No Referral								2					2
No Jurisdiction - Refer to CBP	1					1	1						3
No Jurisdiction - Refer to Other							1						1
Patdown				1	2	1	1	1			2		8
Patdown - Flyer					2	1	1	1			2		7
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	1			3		2		1	2	3	1		13
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes				2		1			1	1			5
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1		1		2
Persons w/ Disabilities (PWD) - Respirato	1					1							2
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	3	3	4	5	2	2	3	2	1	1	2		28
Property - Special Handling - Damaged It	2		2	1			3						8
Property - Special Handling - Damaged Items - Checked						1				1			2
Property - Special Handling - Missing Items - Carry-C		2	1	1	2	1		1	1		2		11
Property - Special Handling - Missing Item	1	1	1	3				1					7
Screening	5	1	7	2	5	6	6	3	4	3	7		49
Screening - Inconsistency			2		1		1		1	2	3		10
Screening - Lengthy Lines	1				1								2
Screening - Procedures/Process	4	1	5	2	3	6	5	3	3	1	4		37

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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
HPN	28	38	34	36	35	44	41	36	45	34	27	22	420
2021												4	4
Expedited Passenger Screening Program													3
Expedited Passenger Screening Program - TSA PreCheck													3
No Jurisdiction													1
No Jurisdiction - Refer to CBP													1
2022	11	11	5	8	9	8	10	11	23	16	17	18	147
Customer Service		1			1		1		1	1		1	6
Customer Service - TSO		1			1		1		1	1		1	6
Expedited Passenger Screening Program	11	9	5	7	8	8	8	9	20	12	16	14	127
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA Appl		1						1	1		2		5
Expedited Passenger Screening Program	11	8	5	7	8	8	8	8	18	12	14	14	121
Mishandling of Passenger Property				1			1		1			1	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1		1				3
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) - Diabetes									1				1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening								1		2		2	5
Screening - Lengthy Lines										1		1	2
Screening - Procedures/Process								1		1		1	3
2023	17	27	29	28	26	36	31	25	22	18	10		269
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service	1	1	1	1	2		1	1		1	1		10
Customer Service - TSO	1	1	1	1	2		1	1		1	1		10
Expedited Passenger Screening Program	16	24	26	27	22	32	23	16	18	10	7		221
Expedited Passenger Screening Program - DoD					1						1		2
Expedited Passenger Screening Program - TSA Appl		3	1	3		1							8
Expedited Passenger Screening Program	16	21	25	24	21	31	23	16	18	10	6		211
Mishandling of Passenger Property			1				1	1		2			5
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1			2			4
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 Other							1						1
Patdown					1					1	1		3
Patdown - Flyer					1					1	1		3
Persons w/ Disabilities (PWD)			1			1			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) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Property - Special Handling							3	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 - Carry-On							2						2
Screening		1			1	3	2	6	3	2			18
Screening - Inconsistency								1	1				2
Screening - International Screening										1			1
Screening - Lengthy Lines						1	2	2	1				6
Screening - Procedures/Process		1			1	2		3	1	1			9

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HRL	5	5	8	5	8	9	6	8	8	6	9	7	84
2021												4	4
Customer Service													1
Customer Service - TSO													1
Mishandling of Passenger Property													2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													2
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
2022	2	2	5	5	2	5	5	4	6	3	3	3	45
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service			1				1			1	1		4
Customer Service - TSO			1				1			1	1		4
Expedited Passenger Screening Program	2	1	3	5	2	3	1	2	3	2	1	2	27
Expedited Passenger Screening Program	1		1	1	1								4
Expedited Passenger Screening Program	1	1	2	4	1	3	1	2	3	2	1	2	23
HAZMAT Endorsement							1						1
HAZMAT Endorsement - General							1						1
Mishandling of Passenger Property		1							1			1	3
Mishandling of Passenger Property - Damaged/Missii		1							1			1	3
Patdown							1						1
Patdown - Flyer as Observer							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 - Checked								1					1
Screening			1				1	1	2		1		6
Screening - Inconsistency									1				1
Screening - Procedures/Process			1				1	1	1		1		5
2023	3	3	3		6	4	1	4	2	3	6		35
Civil Rights	2												2
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion	1												1
Customer Service		2	1				1	2	1		2		9
Customer Service - TSO		2	1				1	2	1		2		9
Expedited Passenger Screening Program	1	1	2		5	3				2	2		16
Expedited Passenger Screening Program	1	1	2		5	3				2	2		16
Mishandling of Passenger Property								1			1		2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1			1		2
Property - Special Handling					1			1		1			3
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked								1					1
Screening						1			1		1		3
Screening - Crew Member or Airline Employee						1							1
Screening - Procedures/Process									1		1		2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HSV	22	29	17	21	16	35	27	33	30	24	34	25	313
2021												7	7
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												3	3
Expedited Passenger Screening Program - TSA PreCheck												3	3
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Screening												1	1
Screening - Inconsistency												1	1
2022	4	9	4	5	6	19	13	16	9	12	16	18	131
Customer Service	1			1		1	2						5
Customer Service - CSM	1												1
Customer Service - TCC				1									1
Customer Service - TSO						1	2						3
Expedited Passenger Screening Program	3	9	4	4	5	15	10	14	8	9	13	18	112
Expedited Passenger Screening Program	2							2		1	1		6
Expedited Passenger Screening Program - TSA Appl		2		2	1	1	1	1			1	3	12
Expedited Passenger Screening Program	1	7	4	2	4	14	9	11	8	8	11	15	94
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Patdown													1
Patdown - Flyer										1			1
Property - Special Handling								1		1			2
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked								1					1
Screening					1	3	1		1	1	3		10
Screening - Procedures/Process					1	3	1		1	1	3		10
2023	18	20	13	16	10	16	14	17	21	12	18		175
Civil Rights						2					1		3
Civil Rights - Age											1		1
Civil Rights - Not Specified						1							1
Civil Rights - Race						1							1
Customer Service	1	3	1		1		1	1	1		1		10
Customer Service - TSO	1	3	1		1		1	1	1		1		10
Expedited Passenger Screening Program	15	17	12	11	6	12	13	14	18	9	12		139
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program - TSA Application Program								2		1			3
Expedited Passenger Screening Program	15	17	12	10	6	12	13	12	18	8	12		135
Mishandling of Passenger Property	2							1			1		4
Mishandling of Passenger Property - Dam	1							1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Disa	1												1
Patdown				2									2
Patdown - Flyer				2									2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Property - Special Handling					1				1		2		4
Property - Special Handling - Damaged Items - Carry-On											2		2
Property - Special Handling - Missing Items - Checked					1				1				2
Screening				3	2	2		1	1	2	1		12
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency									1		1		2
Screening - Lengthy Lines				1									1
Screening - Procedures/Process				2	1	1		1		2			7
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
HTS	2	4	1				3	2	3	4	1	2	22
2022			2				1	2	3			2	10
Customer Service			1						1			1	3
Customer Service - TSO			1						1			1	3
Expedited Passenger Screening Program			1					1	2			1	5
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck			1					1	1			1	4
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
2023	2	2		1			2			4	1		12
Civil Rights				1			1						2
Civil Rights - Race							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Expedited Passenger Screening Program		1	2				1			3			7
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program - TSA PreCheck			2				1			3			6
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Item			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

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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
HVN	2	2	3	5	11	9	8	9	13	10	4	6	82
2022			1	2	2	3	2	3		3	1	6	23
Airline								1					1
Airline - Lost Baggage								1					1
Customer Service					1			1					2
Customer Service - TSO					1			1					2
Expedited Passenger Screening Program			1		1	2	2	1		1	1	6	15
Expedited Passenger Screening Program - TSA PreCheck			1		1	2	2	1		1	1	6	15
Mishandling of Passenger Property				2									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2									2
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Screening							1			1			2
Screening - Inconsistency							1						1
Screening - Procedures/Process										1			1
2023	2	2	2	3	9	6	6	6	13	7	3		59
Airline	1						1						2
Airline - Lost Baggage	1												1
Airline - Policy/Regulations/Service							1						1
Civil Rights							1						1
Civil Rights - Not Specified							1						1
Customer Service					2						1		3
Customer Service - TSO					2						1		3
Expedited Passenger Screening Program	1		2	3	7	4	3	4	8	6	1		39
Expedited Passenger Screening Program - TSA Application Program				1		1							2
Expedited Passenger Screening Program	1		2	2	7	3	3	4	8	6	1		37
Locks								1	1				2
Locks - Missing or Damaged Lock								1	1				2
Mishandling of Passenger Property		1				1							2
Mishandling of Passenger Property - Damaged/Missing Items		1				1							2
Patdown		1							1	1			3
Patdown - Flyer		1											1
Patdown - Flyer as Observer									1	1			2
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Carry-On						1							1
Screening							1	1	3		1		6
Screening - Inconsistency											1		1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process									3				3
Screening - Security Breach							1						1

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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
HXD	4	3	5	1		5	6	6	2	5	4	4	45
2021												2	2
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022	3		3	1		4	5	2		3	2	2	25
Civil Rights	1					1				1			3
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1				1			2
Customer Service	1		1										2
Customer Service - TSO	1		1										2
Expedited Passenger Screening Program			1	1		3	3	2			2	2	14
Expedited Passenger Screening Program - TSA PreCheck			1	1		3	3	2			2	2	14
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	1		1										2
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items - Checked			1										1
Screening							2			1			3
Screening - Inconsistency							1						1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process										1			1
2023	1	3	2			1	1	4	2	2	2		18
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Expedited Passenger Screening Program			2				1		1	1	2		7
Expedited Passenger Screening Program - TSA PreCheck			2				1		1	1	2		7
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Medical Devices - At		1											1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Carry-On								1					1
Screening	1	1				1		2	1	1			7
Screening - Procedures/Process	1	1				1		2	1	1			7

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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
HYA											1		1
2022											1		1
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											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
HYS		1	1			1		3				1	7
2022			1			1		2				1	5
Expedited Passenger Screening Program							1	1				1	3
Expedited Passenger Screening Program - TSA PreCheck						1		1				1	3
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening								1					1
Screening - Procedures/Process								1					1
2023		1						1					2
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								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
IAD	263	251	259	249	209	375	410	429	418	361	354	267	3,845
2021												50	50
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service												5	5
Customer Service - TSO												5	5
Expedited Passenger Screening Program												25	25
Expedited Passenger Screening Program - DoD												1	1
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												23	23
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Patdown												2	2
Patdown - Children												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)												2	2
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Property - Special Handling												9	9
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked												2	2
Property - Special Handling - Missing Items - Carry-On												4	4
Property - Special Handling - Missing Items - Checked												2	2
Screening												4	4
Screening - Procedures/Process												4	4
2022	66	72	70	52	59	191	211	211	226	174	183	217	1,732
Additional Information Required/Insufficient Information										1			1
Additional Information Required/Insufficient Information - EMAIL ONLY										1			1
Airline								2		2	1		5
Airline - Lost Baggage								1		2	1		4
Airline - Policy/Regulations/Service								1					1
Civil Rights	1	2	3	1	2		1	1	1		3		15
Civil Rights - Race							1		1		2		4
Civil Rights - Racial Profiling or Discrimination	1	1	3	1	1								7
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1			1		2
Civil Rights - Transgender Screening		1											1
Claims		1	1										2
Claims - Status		1	1										2
Customer Service	5	6	3	6	4	1	3	8	6	6	5	9	62
Customer Service - CSM		1											1
Customer Service - Others				1									1
Customer Service - TSO	5	5	3	5	4	1	3	8	6	6	5	9	60
Duplicate E-mail		1											1
Duplicate E-mail - General		1											1
Expedited Passenger Screening Program	45	49	48	35	46	188	199	185	202	150	152	182	1,481
Expedited Passenger Screening Program - Active Duty Military						1			1	1			3
Expedited Passenger Screening Program - DoD			1	2		5	4		3	4		1	20
Expedited Passenger Screening Program	1	3	3	3	1	1	8	4	3	6	8	5	46
Expedited Passenger Screening Program	44	44	43	30	45	177	184	177	194	136	142	176	1,392
Expedited Passenger Screening Program - TSA/DHS		2	1			4	3	4	1	3	2		20
Hazardous Materials Safety				1					1				2
Hazardous Materials Safety - General				1					1				2
Locks	1	1	1	1						1		1	6
Locks - General	1												1
Locks - Missing or Damaged Lock		1	1	1						1		1	5
Lost and Found	2	1		1	1		1		2	1		1	10
Lost and Found - Airport/TSA	2	1		1	1		1		2	1		1	10
Mishandling of Passenger Property		2				1	2	4	3	4	6	6	28
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	2		1	3	6	13
Mishandling of Passenger Property - Damaged/Missing Items--Checked		2				1		1	3	2	2		11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	1		1	1		4
No Jurisdiction		1	2						3	2	2	4	14
No Jurisdiction - No Referral		1							1				2
No Jurisdiction - Refer to CBP			2						2	2	1	4	11
No Jurisdiction - Refer to Other											1		1
Patdown	1	1			1		1	1				1	6
Patdown - Flyer	1	1			1		1	1				1	6
Persons w/ Disabilities (PWD)	1	1	1		2		1	4	1	1	3	2	17
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
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			1		3
Persons w/ Disabilities (PWD) - Medically Necessary		1								1	1	1	4
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) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelchair or Scooter	1							1					2
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Knives/Tools	1												1
Property - Special Handling	3	1	8	3	2			1	4	3	6	3	34
Property - Special Handling - Damaged Items - Carry-On			4					1	1	1	4	1	12
Property - Special Handling - Damaged Items - Checked	1		1	1	1								4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Items	2		2	1							1	1	7
Property - Special Handling - Missing Items - Checked		1	1	1	1				3	2	1	1	11
Screening	6	5	3	4	1	1	3	5	3	3	5	8	47
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency		2						1				1	4
Screening - Lengthy Lines							1					1	2
Screening - Procedures/Process	6	3	1	4		1	1	3	3	2	4	5	33
Screening - Retrieving Abandoned/Confiscated Items			2		1		1			1	1	1	7
2023	197	179	189	197	150	184	199	218	192	187	171		2,063
Airline				1									1
Airline - Lost Baggage				1									1
Civil Rights	3	1	1	2		2	1	2			1		13
Civil Rights - Constitutional Rights	1	1		1									3
Civil Rights - National Origin							1						1
Civil Rights - Race	1		1			2		2					6
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity	1										1		2
Customer Service	11	7	9	7	8	8	7	7	5	8	3		80
Customer Service - Others								1					1
Customer Service - TSO	11	7	9	7	8	8	7	6	5	8	3		79
Expedited Passenger Screening Program	171	154	154	164	128	143	169	191	165	158	141		1,738
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program	1	2	1	3			1	1			1		10
Expedited Passenger Screening Program	3	4	2	4	1	5	2	2	1	3			27
Expedited Passenger Screening Program	167	147	149	156	125	135	165	187	163	152	139		1,685
Expedited Passenger Screening Program - TSA/DHS	1	2	1	2	3	1	1	1	1	2	1		15
Locks						1				1	2		4
Locks - General						1							1
Locks - Missing or Damaged Lock										1	2		3
Lost and Found		1			2	1							4
Lost and Found - Airport/TSA		1			2	1							4
Mishandling of Passenger Property	1	2	2	6	5	5	5	5	1	3	5		40
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on			1	3	2	1	2	2	1	1	4		17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	1	2		2	2	1	2	3		2	1		16
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items				1		1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1		1	2	1						5
No Jurisdiction		1	4	2		2	1	1	3	3	3		20
No Jurisdiction - No Referral									1		1		2
No Jurisdiction - Refer to CBP		1	4	2		1	1	1	2	2	2		16
No Jurisdiction - Refer to Other						1				1			2
Patdown	2	1	3	1	1	1	2	1		1	3		16
Patdown - Flyer	2	1	2	1	1	1	2	1		1	3		15
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	1	1	1	1			1	1	2	2			10
Persons w/ Disabilities (PWD) - Autism Spectrum							1		1	1			3
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Hearing Impairment		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) - Wheelchair	1												1
Property - Special Handling	3	5	6	4	1		5	2	4	2	4		45
Property - Special Handling - Damaged Items - Carry-on		1	5	4		3	1	1	2	1	1		19
Property - Special Handling - Damaged Items - Carry-on	1	2				1		1	2		1		8
Property - Special Handling - Missing Items - Carry-on	1	1			1	1	3			1			8
Property - Special Handling - Missing Items - Carry-on	2	1				4	1				2		10
Screening	5	6	9	9	5	12	8	8	12	9	9		92
Screening - Children										1			1
Screening - Crew Member or Airline Employee		1				2			1				4
Screening - Inconsistency			1	1		2		1		1			7
Screening - International Screening				1			1		1				3
Screening - Lengthy Lines			2	3		2	2	3	2	1	3		18
Screening - Procedures/Process	3	4	6	4	5	6	5	4	6	6	6		55
Screening - Retrieving Abandoned/Confiscated Items	2	1							1				4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IAG	3	3		1	3			1	1		3		15
2022	1				2						1		4
Expedited Passenger Screening Program					2								2
Expedited Passenger Screening Program - TSA PreCheck					2								2
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling		1											1
Property - Special Handling - Damaged Item		1											1
2023	2	3		1	1			1	1		2		11
Civil Rights								1					1
Civil Rights - Race								1					1
Expedited Passenger Screening Program	1	3			1				1		2		8
Expedited Passenger Screening Program	1	3			1				1		2		8
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged Item	1												1
No Jurisdiction				1									1
No Jurisdiction - Refer to CBP				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IAH	387	407	384	361	389	603	618	628	559	512	488	375	5,711
2021												103	103
Advanced Imaging Technology (AIT)												1	1
Advanced Imaging Technology (AIT) - Flyer												1	1
Civil Rights												2	2
Civil Rights - Hair Patdowns												1	1
Civil Rights - Race												1	1
Claims												2	2
Claims - General												1	1
Claims - Status												1	1
Customer Service												26	26
Customer Service - Others												3	3
Customer Service - TSO												23	23
Expedited Passenger Screening Program												52	52
Expedited Passenger Screening Program - TSA Application Program												4	4
Expedited Passenger Screening Program - TSA PreCheck												48	48
Identification (ID) Requirements												2	2
Identification (ID) Requirements - Domestic												1	1
Identification (ID) Requirements - International Travel												1	1
Locks												2	2
Locks - Missing or Damaged Lock												2	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 Other												1	1
Persons w/ Disabilities (PWD)												2	2
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Property - Special Handling												8	8
Property - Special Handling - Damaged Items - Carry-On												2	2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked												4	4
Screening												4	4
Screening - Inconsistency												3	3
Screening - Procedures/Process												1	1
2022	121	150	112	133	129	302	326	298	278	267	229	272	2,617
Additional Information Required/Insufficient Information									1			1	2
Additional Information Required/Insufficient Information - EMAIL ONLY									1			1	2
Airline				2	1			1			1	1	6
Airline - Policy/Regulations/Service				2	1			1			1		5
Airline - Wheelchair Assistance												1	1
Animals					1		1						2
Animals - Carry-On					1		1						2
Civil Rights	8		4	5	6	3	5	4	2	5	2	6	50
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin			1	1				3		1	1		7
Civil Rights - Profiling						1							1
Civil Rights - Race						2	2	1	1	2		4	12
Civil Rights - Racial Profiling or Discrimination	4		3	4	3								14
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1						1
Civil Rights - Sex/Gender/Gender Identity	1				2		1			2	1	2	9
Civil Rights - Sexual Orientation - Not Trans	1				1				1				3
Civil Rights - Transgender Screening							1						1
Claims	1		1							2			4
Claims - Status	1		1							2			4
Customer Service	29	41	22	17	19	28	26	27	30	27	21	32	319
Customer Service - Others		1	1		1	2				1	2		8
Customer Service - TCC		1				1							2
Customer Service - TSO	29	39	21	17	18	25	26	27	30	26	19	32	309
Duplicate E-mail	3												3
Duplicate E-mail - General	3												3
Expedited Passenger Screening Program	56	70	67	70	68	235	253	229	224	209	187	203	1,871
Expedited Passenger Screening Program - Active Duty Military							1						1
Expedited Passenger Screening Program - DoD						1		2					3
Expedited Passenger Screening Program	4	6	7	5	4	4	3	5	9	8	8	3	66
Expedited Passenger Screening Program	52	64	60	65	63	230	249	221	215	201	178	199	1,797
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1			1			1	1	4
Hazardous Materials Safety			2										2
Hazardous Materials Safety - General			2										2
Human Capital				1									1
Human Capital - Prospective Employment with TSA				1									1
Identification (ID) Requirements		1											1
Identification (ID) Requirements - ID Matching Ticket		1											1
Locks	2				1		1						4
Locks - Missing or Damaged Lock	2				1		1						4
Lost and Found				1		1	1		1			1	5
Lost and Found - Airport/TSA				1		1	1		1			1	5
Mishandling of Passenger Property	1	7	2	2	3	2	5	7	5		1	4	39
Mishandling of Passenger Property - Damaged/Missing		3		1	2		1	5	1			3	16
Mishandling of Passenger Property - Damaged/Missing Item	1	3	2	1	1	2	4	1	4		1		20
Mishandling of Passenger Property - Disarrayed Item		1						1				1	3
No Jurisdiction	1	2	1	2	3	6	2	4		3	2	4	30
No Jurisdiction - No Referral						1	1	1			1		4
No Jurisdiction - Refer to CBP		1	1	2	1	3	1	2		3	1	3	18

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction - Refer to Department of State								1					1
No Jurisdiction - Refer to Other	1	1			2	2						1	7
No Subject				1									1
No Subject - General				1									1
Patdown		1		7	3	1	4	2	3	2	6	5	34
Patdown - Children		1			1					1			3
Patdown - Flyer				6	1	1	4	2	3	1	5	5	28
Patdown - Flyer as Observer				1							1		2
Patdown - General					1								1
Persons w/ Disabilities (PWD)	1	6	2	5	4	3	6	2		1		2	32
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) - General			1				1	1					3
Persons w/ Disabilities (PWD) - Internal Medical Dev		1				1							2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1	1		1						3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1							2	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)					2								2
Persons w/ Disabilities (PWD) - Mobility [1	2				1				1			5
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						2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		2		2			2						6
Prohibited & Permitted Items	2	1											3
Prohibited & Permitted Items - Alcohol and Tobacco		1											1
Prohibited & Permitted Items - Chemical/H	1												1
Prohibited & Permitted Items - Knives/Toc	1												1
Property - Special Handling	5	7	4	8	13	12	13	8	2	10	2	3	87
Property - Special Handling - Damaged It	2	2	3	2	6	3	4	2		5		1	30
Property - Special Handling - Damaged It	2			2	1		1		1	1			8
Property - Special Handling - Missing Items - Carry-C		4	1	3	2	8	3	5		3	1		30
Property - Special Handling - Missing Item	1	1		1	4	1	5	1	1	1	1	2	19
Screening	12	14	7	12	7	11	9	13	9	8	7	10	119
Screening - Children								1					1
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency	1	2		1	2	1	3	3		2	2	1	18
Screening - International Screening			1										1
Screening - Lengthy Lines	2	4		1		3	1	1	2	1	1	2	18
Screening - Procedures/Process	8	8	5	10	5	7	5	7	7	4	4	7	77
Screening - Retrieving Abandoned/Confiscated Items			1					1		1			3
TSA Contact Information								1					1
TSA Contact Information - General								1					1
TWIC									1				1
TWIC - Status									1				1
2023	266	257	272	228	260	301	292	330	281	245	259		2,991
Additional Information Required/Insufficient Inf	1			1	1				1		1		5
Additional Information Required/Insufficient	1			1	1				1		1		5
Airline		2		1		1				1			5
Airline - Lost Baggage		2								1			3
Airline - Policy/Regulations/Service				1									1
Airline - Wheelchair Assistance						1							1
Civil Rights	5	2	3	4	1	1	7	4	2	3	1		33
Civil Rights - Age	1							1					2
Civil Rights - Constitutional Rights				1									1
Civil Rights - Hair Patdowns			1										1
Civil Rights - National Origin		1					2			1			4
Civil Rights - Not Specified							1						1
Civil Rights - Perceived Religion				1			1	1					3
Civil Rights - Race	4	1	1	1	1	1	1	2	2	2	1		17
Civil Rights - Screening of Religious Cultural and Ceremonial It			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1			2						3
Customer Service	22	25	22	19	19	35	37	35	36	32	26		308
Customer Service - CSM			1										1
Customer Service - Others		2				2			1		1		6
Customer Service - TCC							1						1
Customer Service - TSO	22	23	21	19	19	33	36	35	35	32	25		300
Expedited Passenger Screening Program	201	189	208	161	199	213	190	230	193	154	187		2,125
Expedited Passenger Screening Program - Active Duty Military				1	1								2
Expedited Passenger Screening Program - DoD							1	1			1		3
Expedited Passenger Screening Program	5	4	7	5	8	6	3	2	2	4	2		48
Expedited Passenger Screening Program	195	185	201	155	190	206	186	227	191	150	184		2,070
Expedited Passenger Screening Program	1					1							2
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Locks	1		1	2		1	1		1	1			8
Locks - Missing or Damaged Lock	1		1	2		1	1		1	1			8
Lost and Found	1			3		2		2		1	1		10
Lost and Found - Airport/TSA	1			3		2		2		1	1		10
Mishandling of Passenger Property	6	3	7	6	5	2	9	10	12	9	4		73
Mishandling of Passenger Property - Dam	3	2	4	4	4	2	5	9	8	3	3		47
Mishandling of Passenger Property - Dam	1	1	3	1	1		3	1	3	6	1		21
Mishandling of Passenger Property - Disa	2			1			1		1				5
No Jurisdiction	1	5	3	2	4		2	3		5			25
No Jurisdiction - No Referral							1	3		1			5
No Jurisdiction - Refer to CBP		5	1	2	4		1			4			17
No Jurisdiction - Refer to Other	1		2										3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown	2	4	3	3	5	7	3	7	1	8	9		52
Patdown - Flyer	2	3	2	1	5	5	3	7	1	7	8		44
Patdown - Flyer as Observer			1	1		2				1	1		6
Patdown - Non-Flyer		1		1									2
Persons w/ Disabilities (PWD)	4	6	3	6	5	2	3	7	5	6	1		48
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
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						1			3
Persons w/ Disabilities (PWD) - Hearing Impairment			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	1			1	1	1	1		3	2			10
Persons w/ Disabilities (PWD) - Metal Implants (joint)		2											2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1				1					2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1			1								2
Persons w/ Disabilities (PWD) - Service A	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		2	1				1						4
Persons w/ Disabilities (PWD) - Visual Im	1							1					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1	3	1	1	2		1			10
Property - Special Handling	6	12	8	6	6	8	13	9	7	8	7		90
Property - Special Handling - Damaged It	4	3	3		3	4	3	4	6	2	3		35
Property - Special Handling - Damaged Items - Checked				1			1	1		2			5
Property - Special Handling - Missing Item	1	5	4	4	3	2	6	3		3	4		35
Property - Special Handling - Missing Item	1	4	1	1		2	3	1	1	1			15
Screening	16	9	13	14	15	29	27	23	23	17	22		208
Screening - Crew Member or Airline Employee		1	1	1		1	2		2				8
Screening - Gate Pass								1					1
Screening - Inconsistency	1	1	2	1	5	3	5		5	1	3		27
Screening - International Screening	1												1
Screening - Lengthy Lines	2	2	1		2			1	1	1	3		13
Screening - Opposite Gender							1						1
Screening - Procedures/Process	11	3	8	11	7	24	19	19	15	15	15		147
Screening - Retrieving Abandoned/Confis	1	2	1	1	1	1		2			1		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
ICT	10	26	21	16	23	31	20	13	20	26	15	14	235
2021												2	2
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA Application Program												1	1
Screening												1	1
Screening - Lengthy Lines												1	1
2022	5	6	11	9	10	16	5	7	9	17	5	12	112
Civil Rights								2		1			3
Civil Rights - National Origin										1			1
Civil Rights - Profiling								1					1
Civil Rights - Race								1					1
Claims								1					1
Claims - General								1					1
Customer Service			1	2					3	2	1	1	10
Customer Service - TSO			1	2					3	2	1	1	10
Expedited Passenger Screening Program	3	6	7	6	9	13	5	2	4	10	3	11	79
Expedited Passenger Screening Program	1				2		1			2			6
Expedited Passenger Screening Program	2	6	7	6	7	13	4	2	4	8	3	11	73
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1							1	1	1			4
Mishandling of Passenger Property - Dam	1							1	1				3
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
Patdown - Flyer			1							1			2
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Property - Special Handling						1				1			2
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked						1							1
Screening			1	1	1	2		1	1	1			8
Screening - Procedures/Process			1	1	1	2		1	1	1			8
2023	5	20	10	7	13	15	15	6	11	9	10		121
Civil Rights									1				1
Civil Rights - Race									1				1
Customer Service	1	1					2	1		2			7
Customer Service - TSO	1	1					2	1		2			7
Expedited Passenger Screening Program	4	15	8	6	13	11	12	5	9	7	9		99
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - TSA Application Program									1		1		2
Expedited Passenger Screening Program	4	15	8	6	13	11	12	4	8	7	8		96
Locks		2	1										3
Locks - Missing or Damaged Lock		2	1										3
Mishandling of Passenger Property		1				2							3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						2							2
Mishandling of Passenger Property - Damaged/Missii		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			1	1		1		1		6
Screening - Inconsistency		1	1								1		3
Screening - Procedures/Process						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
IDA	2	4	7	9	6	10	9	3	8	11	5	5	79
2021												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	1	3	4	4	1	1	5	2	4	7	3	4	39
Customer Service			1	1					2				4
Customer Service - Others			1	1									2
Customer Service - TSO									2				2
Expedited Passenger Screening Program	1	1	1	2	1		4	2	1	6	2	3	24
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program	1	1	1	2	1		4	2	1	5	2	3	23
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Property - Special Handling		1					1						2
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Missing Items - Carry-C		1											1
Screening			1	1		1			1	1	1	1	7
Screening - Inconsistency										1	1	1	3
Screening - Procedures/Process			1	1		1			1				4
2023	1	1	3	5	5	9	4	1	4	4	2		39
Civil Rights					1								1
Civil Rights - Screening of Religious or Cultural Garments					1								1
Customer Service	1									1			2
Customer Service - TSO	1									1			2
Expedited Passenger Screening Program		1	2	5	3	8	3	1	4	3	2		32
Expedited Passenger Screening Program - TSA PreC		1	2	5	3	8	3	1	4	3	2		32
Patdown						1	1						2
Patdown - Flyer as Observer						1	1						2
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - General			1										1
Screening					1								1
Screening - Procedures/Process					1								1

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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
IFP		1			2		1		2	2	1	1	10
2022		1			2		1		2	1		1	8
Customer Service		1								1			2
Customer Service - TSO		1								1			2
Expedited Passenger Screening Program					2		1						3
Expedited Passenger Screening Program - TSA PreCheck					2		1						3
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening												1	1
Screening - Procedures/Process												1	1
2023										1	1		2
Customer Service										1			1
Customer Service - TSO										1			1
Screening											1		1
Screening - Procedures/Process											1		1

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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
ILG	2	1	1		3	3	1	2	7	4	2	1	27
2022									4			1	5
Claims												1	1
Claims - General												1	1
Expedited Passenger Screening Program									4				4
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									3				3
2023	2	1	1		3	3	1	2	3	4	2		22
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Expedited Passenger Screening Program	2	1			2	1			2	2			10
Expedited Passenger Screening Program	1					1							2
Expedited Passenger Screening Program	1	1			2				2	2			8
Patdown						1		1					2
Patdown - Flyer						1		1					2
Persons w/ Disabilities (PWD)									1	1	1		3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1		1		2
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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ILM	8	19	19	14	11	22	19	21	26	19	26	12	216
2021												5	5
Customer Service												2	2
Customer Service - TSO												2	2
Expedited Passenger Screening Program												3	3
Expedited Passenger Screening Program - DoD												1	1
Expedited Passenger Screening Program - TSA PreCheck												2	2
2022	2	5	7	5	5	13	9	11	11	5	12	7	92
Civil Rights							1			1			2
Civil Rights - Age										1			1
Civil Rights - Race							1						1
Customer Service		1	1	1		1	1				1		6
Customer Service - TSO		1	1	1		1	1				1		6
Expedited Passenger Screening Program	1	3	4	4	5	7	7	8	9	4	8	6	66
Expedited Passenger Screening Program - TSA Application Program				2			1		1		1		5
Expedited Passenger Screening Program	1	3	4	2	5	7	6	8	8	4	7	6	61
Lost and Found								1	1				2
Lost and Found - Airport/TSA								1	1				2
Mishandling of Passenger Property											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
Patdown								1					1
Patdown - Flyer								1					1
Prohibited & Permitted Items		1	1										2
Prohibited & Permitted Items - Knives/Tools/Razors/£		1											1
Prohibited & Permitted Items - Medication/Prescription/Medically			1										1
Property - Special Handling						2							2
Property - Special Handling - Missing Items - Carry-On						2							2
Screening	1		1			3		1	1		1	1	9
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1					3		1	1		1	1	8
2023	6	14	12	9	6	9	10	10	15	14	14		119
Airline		1											1
Airline - Baggage Requirements		1											1
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
Customer Service							1	1	1	2	1		6
Customer Service - TSO							1	1	1	2	1		6
Expedited Passenger Screening Program	5	8	8	7	3	8	9	7	9	12	12		88
Expedited Passenger Screening Program - TSA Appl		1							1				2
Expedited Passenger Screening Program	5	7	8	7	3	8	9	7	8	12	12		86
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	2				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			2										2
Patdown - Flyer			2										2
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	1	1	2	1		1			1		12
Screening - Crew Member or Airline Employee			1		1								2
Screening - Inconsistency					1			1					2
Screening - Procedures/Process		5		1		1					1		8

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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
IMT	1	2	6	1	1	2	2	3	1		3	3	25
2022		2	3		1	2	1	2	1		2	3	17
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program			1	2		1	2	1	1		1	2	11
Expedited Passenger Screening Program - TSA PreC			1	2		1	2	1	1		1	2	11
Patdown		1											1
Patdown - Flyer		1											1
Screening								1	1		1		3
Screening - Crew Member or Airline Employee									1				1
Screening - Procedures/Process								1			1		2
2023	1		3	1			1	1			1		8
Civil Rights			1										1
Civil Rights - Race			1										1
Expedited Passenger Screening Program	1		2	1							1		5
Expedited Passenger Screening Program	1		2	1							1		5
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Patdown							1						1
Patdown - Flyer							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
IND	92	103	89	98	82	136	97	137	107	118	108	70	1,237
2021												19	19
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Civil Rights												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service												4	4
Customer Service - TSO												4	4
Expedited Passenger Screening Program												8	8
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												7	7
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening												2	2
Screening - Procedures/Process												2	2
2022	32	37	38	34	29	64	37	49	45	47	54	51	517
Airline	1												1
Airline - Lost Baggage	1												1
Civil Rights	2			1					1		1		5
Civil Rights - Race									1		1		2
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Transgender Screening	1												1
Customer Service	2	4	2	1	2	2	2	3	4	4	6	5	37
Customer Service - Others									1				1
Customer Service - TCC						1							1
Customer Service - TSO	2	4	2	1	2	1	2	3	3	4	6	5	35
DHS TRIP												1	1
DHS TRIP - General											1		1
Expedited Passenger Screening Program	22	25	33	25	21	51	33	37	36	36	40	39	398
Expedited Passenger Screening Program - Active Duty Military					1								1
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program	3	2	3	4		2	1	2		1		1	19
Expedited Passenger Screening Program	19	23	30	21	20	49	32	35	36	33	40	38	376
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										1			1
Lost and Found					1						1		2
Lost and Found - Airport/TSA					1						1		2
Mishandling of Passenger Property	1			2		1							4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2									2
Mishandling of Passenger Property - Damaged Items--Carry-on or Checked	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				2		1	1	1	2		1	9
Patdown - Children										1			1
Patdown - Flyer	1				2		1	1	1	1		1	8
Persons w/ Disabilities (PWD)		2		1		3		2					8
Persons w/ Disabilities (PWD) - Autism Spectrum						1							1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Equipment				1		1							2
Persons w/ Disabilities (PWD) - Mobility Disability (Nondiscrimination)		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Other Mobility Device		1							1				2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Breast Milk/Baby Food		1											1
Property - Special Handling	3	3	2	2	1	2		3	1		2	1	20
Property - Special Handling - Damaged Items - Carry-On			1	1				1	1				4
Property - Special Handling - Damaged Items - Checked	2		1										3
Property - Special Handling - Missing Items - Carry-On		1				1		1			1		4
Property - Special Handling - Missing Items - Checked	1	2		1	1	1		1			1	1	9
Screening		2	1	1	2	5	1	3	2	5	2	5	29
Screening - Inconsistency		2								1	1		4
Screening - Lengthy Lines						1							1
Screening - Procedures/Process			1	1	2	4	1	2	2	4	1	4	22
Screening - Retrieving Abandoned/Confiscated Items												1	1
Screening - Traveling with Cash								1					1
2023	60	66	51	64	53	72	60	88	62	71	54		701
Additional Information Required/Insufficient Information								2					2
Additional Information Required/Insufficient Information - EMAIL ONLY								2					2
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights			1	1		1		2	4	4	1		14
Civil Rights - Age									1				1
Civil Rights - Civil Rights Violation (TSA Employee)								1					1
Civil Rights - Hair Patdowns										1			1
Civil Rights - National Origin										1			1
Civil Rights - Race								1	2				3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1		1				1	1		5
Civil Rights - Transgender Screening									1	1			2
Customer Service	1	2	2		3	2	1	9	1	6	6		33
Customer Service - TCC						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
Customer Service - TSO	1	2	2		3	1	1	9	1	6	6		32
Expedited Passenger Screening Program	54	61	41	57	48	64	51	42	34	45	34		531
Expedited Passenger Screening Program	2	1											3
Expedited Passenger Screening Program	4	6	4	1	3	2	1	1	1	1	3		27
Expedited Passenger Screening Program	48	54	37	56	45	62	50	41	33	44	31		501
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property	1	1			1		1	3	4				11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage	1	1					1	2	3				8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1			1					2
No Jurisdiction								2	1				3
No Jurisdiction - No Referral								2	1				3
No Subject											1		1
No Subject - General											1		1
Patdown			3	4				2	2	1	3		15
Patdown - Children			1										1
Patdown - Flyer			2	2				2	1		3		10
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer				2					1				3
Persons w/ Disabilities (PWD)	1	1					1	1	4	2			10
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			2
Persons w/ Disabilities (PWD) - Medically	1	1						1	1				4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	1			2			1	3	2	1			10
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								2	1	1			4
Property - Special Handling - Missing Items - Checked	1						1		1				3
Screening	2	1	4		1	4	5	22	10	11	8		68
Screening - Crew Member or Airline Employee						1					1		2
Screening - Inconsistency					1		1	1		3			6
Screening - Lengthy Lines						1	2	12	5		2		22
Screening - Procedures/Process	2	1	4			2	2	9	5	8	5		38

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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
INL	1	2					1				1	1	6
2021												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
2022		2									1		3
Patdown											1		1
Patdown - Flyer											1		1
Screening			2										2
Screening - Inconsistency			2										2
2023	1						1						2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	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
IPL	1		1		1					1	1	1	6
2021												1	1
No Jurisdiction												1	1
No Jurisdiction - Refer to CBP												1	1
2022	1		1		1						1		4
Expedited Passenger Screening Program	1										1		2
Expedited Passenger Screening Program	1										1		2
No Jurisdiction			1		1								2
No Jurisdiction - Refer to CBP			1		1								2
2023										1			1
Screening										1			1
Screening - Procedures/Process										1			1

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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
IPT						1	1					1	3
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA Application Program												1	1
2022						1	1						2
Civil Rights							1						1
Civil Rights - Race							1						1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						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
IRK								2					2
2022								2					2
DHS TRIP								1					1
DHS TRIP - General								1					1
Patdown								1					1
Patdown - Flyer								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
ISP	18	20	15	19	17	28	16	20	14	13	12	12	204
2021												5	5
Expedited Passenger Screening Program													3
Expedited Passenger Screening Program - TSA PreCheck													3
Patdown													1
Patdown - Flyer													1
Screening													1
Screening - Procedures/Process													1
2022	11	11	5	8	12	10	9	8	3	8	7	7	99
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service	1	1	1							1		1	5
Customer Service - TSO	1	1	1							1		1	5
Expedited Passenger Screening Program	7	9	4	8	10	10	7	8	3	7	5	5	83
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Appl		2	1	1		1	1			1			7
Expedited Passenger Screening Program	7	7	3	7	10	9	5	8	3	6	5	5	75
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Patdown					1							1	2
Patdown - Children					1								1
Patdown - Flyer												1	1
Property - Special Handling	2												2
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items	1												1
Screening	1	1									2		4
Screening - Inconsistency											1		1
Screening - Procedures/Process	1	1									1		3
2023	7	9	10	11	5	18	7	12	11	5	5		100
Airline				1									1
Airline - Lost Baggage				1									1
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service		1		1		1		2					5
Customer Service - TSO		1		1		1		2					5
Expedited Passenger Screening Program	7	8	10	7	5	17	3	9	7	4	4		81
Expedited Passenger Screening Program	1		1		1	1			1				5
Expedited Passenger Screening Program	5	8	9	7	4	16	3	9	6	4	4		75
Expedited Passenger Screening Program	1												1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1									1
Patdown				1			2						3
Patdown - Flyer				1			2						3
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Carry-On								1					1
Screening							1		3	1	1		6
Screening - Inconsistency										1			1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process							1		3				4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ITH	1	2		1	1	2	3	1	2			1	14
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022		1				2	1						4
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Expedited Passenger Screening Program						2	1						3
Expedited Passenger Screening Program - TSA PreCheck						2	1						3
2023	1	1		1	1		2	1	2				9
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program				1	1		1	1	1				5
Expedited Passenger Screening Program - TSA PreCheck				1	1		1	1	1				5
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 - Damaged Items - Carry		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
ITO	13	8	11	8	7	18	6	20	14	17	12	7	141
2021												2	2
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
Patdown													1
Patdown - Flyer													1
2022	6	1	4	3	5	6	3	6	8	12	6	5	65
Civil Rights					1					2			3
Civil Rights - Profiling										1			1
Civil Rights - Race										1			1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service						1		1	1		1		4
Customer Service - TSO						1		1	1		1		4
Expedited Passenger Screening Program	3	1	1	1	3	3	2	2	4	9	2	5	36
Expedited Passenger Screening Program	1				1							1	3
Expedited Passenger Screening Program	2	1	1	1	2	3	2	2	4	8	2	4	32
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										1			1
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property			1		1	1		1		1	3		8
Mishandling of Passenger Property - Damaged/Missing Items--C			1					1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1	2		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1					1		3
Persons w/ Disabilities (PWD)			1			1							2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Property - Special Handling	1							1					2
Property - Special Handling - Missing Item	1							1					2
Screening	2			1			1	1	3				8
Screening - Procedures/Process	2			1			1	1	3				8
2023	7	7	7	5	2	12	3	14	6	5	6		74
Civil Rights			1							1			2
Civil Rights - National Origin			1										1
Civil Rights - Race										1			1
Customer Service						2					1		3
Customer Service - TSO						2					1		3
Expedited Passenger Screening Program	4	4	4	4	2	3	3	11	6	3	4		48
Expedited Passenger Screening Program - TSA Application Program				1				1					2
Expedited Passenger Screening Program	4	4	4	3	2	3	3	10	6	3	4		46
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property	1	1	2			2							6
Mishandling of Passenger Property - Damaged/Missin		1	2			1							4
Mishandling of Passenger Property - Disa	1					1							2
No Jurisdiction							1						1
No Jurisdiction - Refer to Other						1							1
Patdown	1	1		1									3
Patdown - Flyer	1			1									2
Patdown - Flyer as Observer		1											1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Screening	1	1				4		3					9
Screening - Lengthy Lines						3		1					4
Screening - Procedures/Process		1				1		2					4
Screening - Retrieving Abandoned/Confis	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IWA	6	15	23	10	18	28	18	9	15	12	10	9	173
2021												1	1
Patdown												1	1
Patdown - Flyer												1	1
2022	3	9	8	6	4	18	9	4	7	8	6	8	90
Customer Service		2	1			4	3	1	2	1	1	2	17
Customer Service - TSO		2	1			4	3	1	2	1	1	2	17
Expedited Passenger Screening Program	1	3	4	5	4	12	3	3	4	7	3	3	52
Expedited Passenger Screening Program - TSA Application Program						2				1			3
Expedited Passenger Screening Program	1	3	4	5	4	10	3	3	4	6	3	3	49
Locks							1				1		2
Locks - Missing or Damaged Lock							1				1		2
Lost and Found		1	1										2
Lost and Found - Airport/TSA		1	1										2
Mishandling of Passenger Property												2	2
Mishandling of Passenger Property - 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) - General			1										1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Firearm/Ammunition		1											1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry-On			1										1
Screening	2	2		1		2	2		1			1	11
Screening - Children							1						1
Screening - Inconsistency												1	1
Screening - Procedures/Process	2	2		1		2	1		1				9
2023	3	6	15	4	14	10	9	5	8	4	4		82
Airline								1					1
Airline - Lost Baggage								1					1
Civil Rights			1				1				1		3
Civil Rights - Race			1								1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service	1	1	2	1	1	2	2			1	1		12
Customer Service - TSO	1	1	2	1	1	2	2			1	1		12
Expedited Passenger Screening Program	2	4	8	2	9	6	5	3	7	2	2		50
Expedited Passenger Screening Program - TSA Application Pro			1			1			1				3
Expedited Passenger Screening Program	2	4	7	2	9	5	5	3	6	2	2		47
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
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)					2	1							3
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1	1							2
Property - Special Handling			1						1				2
Property - Special Handling - Damaged Items - Carry-On			1						1				2
Screening		1	1	1	1	1							5
Screening - Lengthy Lines		1											1
Screening - Procedures/Process			1		1	1							3
Screening - Retrieving Abandoned/Confiscated Items				1									1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JAC	5	5	7	9	3	14	3		8	19	15	6	94
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022		1	6	3	1	9	1			3	10	5	39
Expedited Passenger Screening Program		1	6	3	1	7				1	9	2	30
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreC		1	6	3	1	6				1	9	2	29
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
Patdown										1			1
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Screening						1				1		3	5
Screening - Lengthy Lines												1	1
Screening - Procedures/Process						1				1		2	4
2023	5	4	1	6	2	5	2		8	16	5		54
Customer Service									1	3			4
Customer Service - TSO									1	3			4
Expedited Passenger Screening Program	2	4	1	4	2	5	2		6	10	5		41
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	2	3	1	4	2	5	2		6	10	5		40
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	1									1			2
Persons w/ Disabilities (PWD) - Medically	1									1			2
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening	1			1					1	2			5
Screening - Procedures/Process	1			1					1	2			5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JAN	12	13	12	15	18	12	12	23	15	24	18	11	185
2021												3	3
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												2	2
2022	3	6	6	5	12	7	6	15	10	18	10	8	106
Additional Information Required/Insufficient Information											1		1
Additional Information Required/Insufficient Information - EMAIL ONLY											1		1
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service		2			1	2	1	2		2	1	1	12
Customer Service - TSO		2			1	2	1	2		2	1	1	12
Expedited Passenger Screening Program	1	3	2	5	10	3	5	12	10	14	6	4	75
Expedited Passenger Screening Program - DoD					1								1
Expedited Passenger Screening Program - TSA Application Program			1				1	1		1			4
Expedited Passenger Screening Program	1	3	1	5	9	3	4	11	10	13	6	4	70
Mishandling of Passenger Property										1			1
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
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Person			1										1
Property - Special Handling	1	1			1	1						1	5
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	1		2			1				1	1	1	7
Screening - Inconsistency												1	1
Screening - Lengthy Lines			1			1							2
Screening - Procedures/Process	1		1							1	1		4
2023	9	7	6	10	6	5	6	8	5	6	8		76
Civil Rights	1	1							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
Expedited Passenger Screening Program	6	5	3	9	5	2	5	5	3	2	4		49
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	6	5	3	9	4	2	5	5	3	2	4		48
Locks					1								1
Locks - Missing or Damaged Lock					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				1						1			2
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) - Hearing Impairment		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	1	2	1	1	3		10
Screening - Inconsistency									1	1			2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process						1	1	2			2		6
Screening - Retrieving Abandoned/Confiscated Items			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JAX	88	101	93	91	80	135	120	144	143	97	117	75	1,284
2021												22	22
Civil Rights												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Expedited Passenger Screening Program												17	17
Expedited Passenger Screening Program - Known Crew Member												1	1
Expedited Passenger Screening Program - TSA Application Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												14	14
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	26	38	35	29	35	74	56	69	58	42	59	53	574
Airline						1			1				2
Airline - Policy/Regulations/Service						1			1				2
Civil Rights		1	2		1	1	1		1	1			8
Civil Rights - Headwear							1						1
Civil Rights - Race						1			1	1			3
Civil Rights - Racial Profiling or Discrimination		1	1		1								3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Claims								1					1
Claims - General								1					1
Customer Service		3	2	1	2	7	7	2	7	2	1	3	37
Customer Service - TSO		3	2	1	2	7	7	2	7	2	1	3	37
Expedited Passenger Screening Program	21	28	28	19	25	55	44	59	43	30	51	42	445
Expedited Passenger Screening Program	2	2	1		1	1		3			1		11
Expedited Passenger Screening Program	1	3	3	2				1	3	5	2	2	22
Expedited Passenger Screening Program	17	22	24	17	24	54	43	55	40	25	48	40	409
Expedited Passenger Screening Program	1	1					1						3
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Locks					1				2				3
Locks - Missing or Damaged Lock					1				2				3
Lost and Found				1	1								2
Lost and Found - Airport/TSA				1	1								2
Mishandling of Passenger Property		1						3	2	1	1		8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								2	2	1	1		6
Mishandling of Passenger Property - Disarrayed Item		1						1					2
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			1		1		2	2	3	11
Patdown - Flyer			1			1		1		2	2	2	9
Patdown - Flyer as Observer												1	1
Patdown - General	1												1
Persons w/ Disabilities (PWD)					2	2	1			2			7
Persons w/ Disabilities (PWD) - Autism Spectrum							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
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Service Animals										1			1
Property - Special Handling	2	2	1	2	2	2		2			1	2	16
Property - Special Handling - Damaged Items - Carry-On				1	1	1							3
Property - Special Handling - Damaged Items - Carry-On	1	1										1	3
Property - Special Handling - Missing Items - Checked Baggage	1			1		1		1			1	1	6
Property - Special Handling - Missing Items - Checked Baggage		1	1		1			1					4
Public Affairs										1			1
Public Affairs - Newspaper, Radio, TV Representatives										1			1
Screening	1	3		6	1	5	3	1	2	3	2	3	30
Screening - Children											1		1
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		1			1		1						3
Screening - Procedures/Process	1	1		5		5	2	1	2	3	1	3	24
Screening - Shoe Screening		1											1
2023	62	63	58	62	45	61	64	75	85	55	58		688
Additional Information Required/Insufficient Information										1			1
Additional Information Required/Insufficient Information - EMAIL ONLY										1			1
Civil Rights	1			2			1	3	3		1		11
Civil Rights - Profiling									1				1
Civil Rights - Race	1						1	2	2		1		7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2									2
Civil Rights - Transgender Screening								1					1
Customer Service	1	4	2	4	3	5	2	9	6	2	2		40
Customer Service - TSO	1	4	2	4	3	5	2	9	6	2	2		40
Expedited Passenger Screening Program	54	52	52	47	42	52	52	52	68	44	42		557
Expedited Passenger Screening Program - Active Duty Military											1		1
Expedited Passenger Screening Program - DoD			1			1			1				3
Expedited Passenger Screening Program	2	3	1	4	4	1			2	1			18
Expedited Passenger Screening Program	52	49	49	42	38	50	52	51	65	43	41		532

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program - TSA/DHS Employee:			1	1				1					3
Locks		1				1		1					3
Locks - General								1					1
Locks - Missing or Damaged Lock		1				1							2
Mishandling of Passenger Property	1	1	1			2		2		4	2		13
Mishandling of Passenger Property - Dam	1							2					3
Mishandling of Passenger Property - Damaged/Missii		1	1			1				4	2		9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown	1			3					3	1	2		10
Patdown - Children				1					1				2
Patdown - Flyer	1			2					1	1	2		7
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)	1			1			2	1	2	2	1		10
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) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									2				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1						1			2
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling	1						2	2	1	1	1		8
Property - Special Handling - Damaged Items - Carry-On							1	1		1			3
Property - Special Handling - Missing Items - Carry-On								1	1		1		3
Property - Special Handling - Missing Items - Checke		1					1						2
Screening	3	4	3	5		1	5	5	2		7		35
Screening - Crew Member or Airline Empl	1						1		1				3
Screening - Inconsistency	1	1	2	1		1		1					7
Screening - Lengthy Lines		1					2	1	1		3		8
Screening - Procedures/Process	1	2	1	4			1	3			4		16
Screening - Retrieving Abandoned/Confiscated Items							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JFK	580	648	697	652	653	766	687	745	762	790	818	520	8,318
2021												157	157
Civil Rights												6	6
Civil Rights - Racial Profiling or Discrimination												3	3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Civil Rights - Sexual Orientation - Not Transgender												2	2
Customer Service												26	26
Customer Service - TSO												26	26
Expedited Passenger Screening Program												80	80
Expedited Passenger Screening Program - TSA Application Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												78	78
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												5	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												5	5
No Jurisdiction												2	2
No Jurisdiction - Refer to CBP												1	1
No Jurisdiction - Refer to Other												1	1
Patdown												2	2
Patdown - Flyer												2	2
Persons w/ Disabilities (PWD)												3	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												2	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Food/Beverages												1	1
Property - Special Handling												22	22
Property - Special Handling - Damaged Items - Carry-On												9	9
Property - Special Handling - Damaged Items - Checked												2	2
Property - Special Handling - Missing Items - Carry-On												3	3
Property - Special Handling - Missing Items - Checked												8	8
Screening												8	8
Screening - Lengthy Lines												2	2
Screening - Procedures/Process												5	5
Screening - Retrieving Abandoned/Confiscated Items												1	1
2022	163	210	263	228	260	302	310	356	364	407	467	363	3,693
Additional Information Required/Insufficient Information						1							1
Additional Information Required/Insufficient Information - EMAIL ONLY						1							1
Airline	1		1	1			1	3	3	4	5	1	20
Airline - Lost Baggage								2		2	3		7
Airline - Policy/Regulations/Service	1			1			1	1	3	2	1	1	11
Airline - Wheelchair Assistance			1								1		2
Civil Rights	1	5	4	4	4	4	6	10	1	3	7	4	53
Civil Rights - Age		1											1
Civil Rights - Civil Rights Violation (TSA Employee)							1						1
Civil Rights - National Origin				1						1	1		3
Civil Rights - Not Specified						1							1
Civil Rights - Perceived Religion					1	2							3
Civil Rights - Profiling						1							1
Civil Rights - Race							2	6	1	1	5	2	17
Civil Rights - Racial Profiling or Discrimination	1	4	4	2	1								12
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1		2	1				1	6
Civil Rights - Sexual Orientation - Not Transgender							1					1	2
Civil Rights - Transgender Screening					1			3		1	1		6
Claims		1							2		1		4
Claims - General		1							1				2
Claims - Status									1		1		2
Customer Service	26	31	29	22	25	39	34	37	49	63	53	52	460
Customer Service - Others	1											1	2
Customer Service - TSO	25	31	29	22	25	39	34	37	49	63	53	51	458
DHS TRIP		1						1	1	1			4
DHS TRIP - General		1						1	1	1			4
Expedited Passenger Screening Program	89	114	163	140	185	210	210	246	241	262	322	231	2,413
Expedited Passenger Screening Program - Active Duty Military												1	1
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program	4	10	7	5	8	4	8	7	9	11	15	7	95
Expedited Passenger Screening Program	85	103	156	135	175	204	202	239	232	250	307	223	2,311
Expedited Passenger Screening Program - TSA/DHS		1			2	1				1			5
Freedom of Information Act (FOIA)			1										1
Freedom of Information Act (FOIA) - General			1										1
Hazardous Materials Safety		2	1	1	4	2	4	2	2		1	1	20
Hazardous Materials Safety - General		2	1	1	4	2	4	2	2		1	1	20
Identification (ID) Requirements			1	2	2	2							7
Identification (ID) Requirements - Domestic				2	2	2							6
Identification (ID) Requirements - Real ID			1										1
Intranet/Internet Inquiries							1						1
Intranet/Internet Inquiries - General							1						1
Locks	1	1		1		1	1	1		3	1	4	14
Locks - Missing or Damaged Lock	1	1		1		1	1	1		3	1	4	14
Lost and Found			1	2	1	3			2	5	2	1	17
Lost and Found - Airport/TSA			1	2	1	3			2	5	2	1	17
Mishandling of Passenger Property	6	7	5	9	2	3	7	2	7	5	10	9	72
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	7	3	1		1	3	2	1		5	1	26
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items	4	2	6	2	2	4			5	3	5	7	40
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1					1	2		1	5
No Jurisdiction		4	5	2	5	6	2	5	2	4	3	3	41
No Jurisdiction - No Referral					1			1					2
No Jurisdiction - Refer to CBP		2	1		2	5	2	1	2	3	2	3	23
No Jurisdiction - Refer to FAA			1										1
No Jurisdiction - Refer to Other		2	3	2	2	1		3		1	1		15
Ombudsman											1		1
Ombudsman - General											1		1
Patdown	2	4	4	2	3	4	5	10	3	7	13	9	66
Patdown - Children		1					1				1		3
Patdown - Flyer	2	3	3	2	3	3	4	9	3	7	11	8	58
Patdown - Flyer as Observer						1					1	1	3
Patdown - General								1					1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	6	6	8	6	7	5	3	5	9	4	8	4	71
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					2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1	1		1				1		4
Persons w/ Disabilities (PWD) - Diabetes				1			1		1	2	1	1	8
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General	1				2	1		1				1	6
Persons w/ Disabilities (PWD) - Internal Medical Device		1		1									2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1	1		1			1	1	1	1	7
Persons w/ Disabilities (PWD) - Medically Necessary	1	2							3		2		8
Persons w/ Disabilities (PWD) - Metal Implant	1								1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			3	1	1		1	1	2		2		11
Persons w/ Disabilities (PWD) - Prostheses	3	1			2				1	1			8
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/		2	1			1		1	1				6
Prohibited & Permitted Items	3	3	5										11
Prohibited & Permitted Items - Alcohol and Beverages	1	1	3										5
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump			1										1
Prohibited & Permitted Items - Electronic Devices			1										1
Prohibited & Permitted Items - Food/Beverages	2	1											3
Prohibited & Permitted Items - Sporting Goods		1											1
Property - Special Handling	15	18	17	19	13	11	17	18	20	22	12	20	202
Property - Special Handling - Damaged Items	5	4	2	7	1	2	5	8	8	7	4	6	59
Property - Special Handling - Damaged Items - Fragile	5	1	3	3	1		3	1	4	2	3	1	27
Property - Special Handling - Missing Items	2	9	9	4	7	4	7	3	5	7	2	6	65
Property - Special Handling - Missing Items - Lost	3	4	3	5	4	5	2	6	3	6	3	7	51
Request for Assistance											2		2
Request for Assistance - Other											2		2
Screening	12	13	18	17	9	11	19	16	22	24	26	24	211
Screening - Crew Member or Airline Employee		1	1										2
Screening - Inconsistency		3	6				5	4	2	3	3	6	32
Screening - International Screening										1	1		2
Screening - Lengthy Lines	1		1	1	2		1	3	2	1	2	6	20
Screening - Procedures/Process	11	8	9	14	6	10	12	9	16	18	19	10	142
Screening - Retrieving Abandoned/Confiscated Items		1	1	2	1	1	1		2	1		2	12
Screening - Traveling with Cash											1		1
Transfer to Security Specialist	1												1
Transfer to Security Specialist - Reportable	1												1
2023	417	438	434	424	393	464	377	389	398	383	351		4,468
Additional Information Required/Insufficient Information		2						1		1			4
Additional Information Required/Insufficient Information - Other		2						1		1			4
Airline	1		5			2	1		3	1	2		15
Airline - Lost Baggage			4				1		1		1		7
Airline - Policy/Regulations/Service	1		1			1			1	1	1		6
Airline - Wheelchair Assistance						1			1				2
Animals							1						1
Animals - Carry-On							1						1
Civil Rights	6	6	4	10	2	8	10	5	6	7	7		71
Civil Rights - Age							1	1					2
Civil Rights - Civil Rights Violation (TSA Employee)						1							1
Civil Rights - Constitutional Rights				1							1		2
Civil Rights - Headwear											1		1
Civil Rights - National Origin				2						1			3
Civil Rights - Not Specified								1					1
Civil Rights - Perceived Religion				1		2	2				1		6
Civil Rights - Profiling									2				2
Civil Rights - Race	3	5	2	3	1	3	4	3	3	3	4		34
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity	3		2	1	1	2			1	1			11
Civil Rights - Sexual Orientation - Not Transgender		1					1						2
Civil Rights - Transgender Screening				1			2			2			5
Claims			2			1		1		1	1		6
Claims - General			1			1				1			3
Claims - Status			1					1			1		3
Customer Service	35	55	51	52	41	53	41	46	45	50	45		514
Customer Service - Others		1			1								2
Customer Service - TCC		1											1
Customer Service - TSO	35	53	51	52	40	53	41	46	45	50	45		511
DHS TRIP							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
DHS TRIP - General							1				1		2
Expedited Passenger Screening Program	290	291	294	285	284	313	261	239	253	237	200		2,947
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD						1				1			2
Expedited Passenger Screening Program	13	13	7	8	7	5	4	7	1	7	4		76
Expedited Passenger Screening Program	277	277	285	274	277	307	257	232	252	229	196		2,863
Expedited Passenger Screening Program - TSA/DHS		1	1	3									5
Hazardous Materials Safety	2	1	1	2			2	1		2	3		14
Hazardous Materials Safety - General	2	1	1	2			2	1		2	3		14
HAZMAT Endorsement				1									1
HAZMAT Endorsement - General				1									1
Locks		1	5	2	2	2	1	3	4	2			22
Locks - Missing or Damaged Lock		1	5	2	2	2	1	3	4	2			22
Lost and Found	2	1	1						1	2	1		8
Lost and Found - Airport/TSA	2	1	1						1	2	1		8
Mishandling of Passenger Property	19	12	12	7	7	12	7	13	12	6	18		125
Mishandling of Passenger Property - Damaged	8	4	5	5	4	7	5	7	9	5	10		69
Mishandling of Passenger Property - Damaged	10	7	5	2	3	5	1	6	3	1	8		51
Mishandling of Passenger Property - Disposition	1	1	2				1						5
No Jurisdiction	7	4	1	2	11	7	3	2		4	9		57
No Jurisdiction - No Referral					1		1		2		1		5
No Jurisdiction - Refer to CBP	7	3	1	2	8	7	2	1	5	2	4		42
No Jurisdiction - Refer to Department of State											1		1
No Jurisdiction - Refer to Other		1			2			1		2	3		9
Patdown	4	11	6	7	7	6	3	14	2	7	2		69
Patdown - Children						1							1
Patdown - Flyer	4	7	3	6	7	5	3	14	2	6	2		59
Patdown - Flyer as Observer		4	2	1									7
Patdown - General			1							1			2
Persons w/ Disabilities (PWD)	6	12	8	2	3	8	8	14	8	14	8		91
Persons w/ Disabilities (PWD) - Autism Spectrum	1	1	1				2	2	1	5			13
Persons w/ Disabilities (PWD) - Cognitive /Developmental		1						1	2	2			6
Persons w/ Disabilities (PWD) - Diabetes			2			1	2			1	1		7
Persons w/ Disabilities (PWD) - General				1						3	1		5
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 Conditions	1	1				1	1		1				5
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Equipment				1	1		1	5			2		10
Persons w/ Disabilities (PWD) - Metal Implants (Joint)		1				1							2
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)		4	1			2		1	1				9
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1			1						1		3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment			1						1				2
Persons w/ Disabilities (PWD) - Service Animals	1		1			1	1		1	1			6
Persons w/ Disabilities (PWD) - Wheelchairs	3	2	1			2			1	1			17
Property - Special Handling	17	18	14	19	8	14	10	10	16	12	10		148
Property - Special Handling - Damaged Items	12	6	5	5	1		2	6	4	5	3		49
Property - Special Handling - Damaged Items	3		1	2	1	6	3	2	3	1	1		23
Property - Special Handling - Missing Items	2	8	4	4	2	2	1	1	3	2	3		32
Property - Special Handling - Missing Items - Checked		4	4	8	4	6	4	1	6	4	3		44
Request for Assistance							1		2				3
Request for Assistance - Other							1		2				3
Screening	28	24	30	35	28	38	27	40	39	37	44		370
Screening - Crew Member or Airline Employee			5	1	1	1					1		9
Screening - Inconsistency	6	2	6	10	1	5	6	8	9	4	6		63
Screening - International Screening		1		1			2			1			5
Screening - Lengthy Lines	5	4	3	2	2	1	2	2	3	8	7		39
Screening - Procedures/Process	15	17	15	18	17	29	17	29	24	24	30		235
Screening - Retrieving Abandoned/Confiscated	1		1	3	7	2		1	3				18
Screening - Security Breach	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
JHM						1	1						2
2022							1						1
Customer Service							1						1
Customer Service - TSO							1						1
2023						1							1
Screening						1							1
Screening - Crew Member or Airline Employee						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
JLN	1	1			1		1		1				5
2022	1	1			1		1		1				5
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program						1			1				2
Expedited Passenger Screening Program - TSA PreCheck						1			1				2
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam		1											1
No Jurisdiction								1					1
No Jurisdiction - Refer to Other								1					1

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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
JMS				1					1				2
2023				1					1				2
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Screening									1				1
Screening - Children									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
JNU	6	7	6	5	3	6	15	10	12	10	13	6	99
2022	3	1	3	2	1	1	6	3	5	4	8	6	43
Civil Rights							1				1		2
Civil Rights - Race							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service							1		2			1	4
Customer Service - TSO							1		2			1	4
Expedited Passenger Screening Program	2	1	3	1		1	2	2	3		3	4	22
Expedited Passenger Screening Program - TSA Appl		1						1					2
Expedited Passenger Screening Program	2		3	1		1	2	1	3		3	4	20
Mishandling of Passenger Property				1						1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1						1			2
Patdown	1										2		3
Patdown - Flyer	1										2		3
Screening					1		2	1		3	2	1	10
Screening - Inconsistency							2			2			4
Screening - Lengthy Lines					1						1		2
Screening - Procedures/Process										1	1	1	3
Screening - Retrieving Abandoned/Confiscated Items								1					1
2023	3	6	3	3	2	5	9	7	7	6	5		56
Civil Rights			1			1		2	2				6
Civil Rights - Constitutional Rights									1				1
Civil Rights - National Origin								1					1
Civil Rights - Not Specified						1							1
Civil Rights - Race			1					1	1				3
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	1	3	1	2	2	2	7	4	3	4	2		31
Expedited Passenger Screening Program - TSA Application Program						1			1				2
Expedited Passenger Screening Program	1	3	1	2	2	1	7	4	2	4	2		29
Mishandling of Passenger Property	1	2	1			2				1			7
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missin		2				2				1			5
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Patdown									1	1	1		3
Patdown - Flyer									1	1			2
Patdown - Non-Flyer											1		1
Property - Special Handling	1			1									2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Checked				1									1
Screening							2	1	1		1		5
Screening - Inconsistency							1		1		1		3
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
JQF	2	1	2	2		2	2		3	1		1	16
2021												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	1	1	1	1		2	2		3				11
Customer Service									1				1
Customer Service - TSO									1				1
DHS TRIP	1												1
DHS TRIP - General	1												1
Expedited Passenger Screening Program		1	1			1			2				5
Expedited Passenger Screening Program - TSA PreC		1	1			1			2				5
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening						1	2						3
Screening - Procedures/Process						1	1						2
Screening - Retrieving Abandoned/Confiscated Items							1						1
2023	1		1	1						1			4
Expedited Passenger Screening Program	1		1	1									3
Expedited Passenger Screening Program	1		1	1									3
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
JST						1		1					2
2023						1		1					2
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						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
KOA	23	30	40	43	28	52	38	58	49	29	42	34	466
2021												11	11
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Expedited Passenger Screening Program													6
Expedited Passenger Screening Program - TSA PreCheck													6
Persons w/ Disabilities (PWD)													2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies													1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)													1
Property - Special Handling													2
Property - Special Handling - Damaged Items - Carry-On													2
2022	7	17	19	18	16	25	28	31	27	19	25	23	255
Civil Rights		1	2			2	1					2	8
Civil Rights - Race						1	1					1	3
Civil Rights - Racial Profiling or Discrimination			2										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1				1						1	3
Claims		1											1
Claims - General		1											1
Customer Service	2	1	4	3	2	3	3	4	2	1	2		27
Customer Service - TSO	2	1	4	3	2	3	3	4	2	1	2		27
Expedited Passenger Screening Program	4	10	10	10	10	16	21	19	19	13	15	18	165
Expedited Passenger Screening Program	1	1											2
Expedited Passenger Screening Program	3	9	10	10	10	16	21	19	19	13	15	18	163
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Lost and Found		1						1					2
Lost and Found - Airport/TSA		1						1					2
Mishandling of Passenger Property					1			1	2	1			5
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
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown				3	1		1				3		8
Patdown - Flyer				3	1		1				3		8
Persons w/ Disabilities (PWD)		1	1	1		1	1		1			1	7
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1						1			1	3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/			1										1
Property - Special Handling		1			2			1		1	4	2	11
Property - Special Handling - Damaged Items - Carry-On										1	3	1	5
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Carry-On					1			1			1		3
Property - Special Handling - Missing Items - Checked		1										1	2
Screening	1		1	1			1	5	3	3	1		19
Screening - Inconsistency						1		1			1		3
Screening - Lengthy Lines						1		1					2
Screening - Procedures/Process	1		1	1		1	1	2	3	3			13
Screening - Shoe Screening								1					1
Transfer to Security Specialist		1											1
Transfer to Security Specialist - Reportable Communication		1											1
2023	16	13	21	25	12	27	10	27	22	10	17		200
Civil Rights								1			1		2
Civil Rights - Race								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	2	1	3	1	2	2		2	2		2		17
Customer Service - TSO	2	1	3	1	2	2		2	2		2		17
Expedited Passenger Screening Program	11	11	16	19	5	21	8	21	15	7	10		144
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - TSA Application Process		1	1								1		3
Expedited Passenger Screening Program	11	11	15	18	5	20	8	20	15	7	9		139
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1							1
Hazardous Materials Safety						1							1
Hazardous Materials Safety - General						1							1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	1		1	1				2		1	2		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		1		1		1	1	1	1	1	1		8
Patdown - Flyer				1		1	1	1	1	1	1		7
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)				1	1		1		1		1		5
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Hearing Impairment					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
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	3	1			2				9
Screening - Children						1							1
Screening - Inconsistency	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
Screening - Lengthy Lines					1								1
Screening - Procedures/Process				1	1				2				4
Screening - Retrieving Abandoned/Confiscated Items					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
KTN	3	3	3	3	3	3		2	2	5	1	5	33
2022	1	1	1	1	2	2		1	1	2		5	17
Customer Service		1		1									1
Customer Service - TSO		1		1									1
Expedited Passenger Screening Program	1		1		1	1				1		1	6
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program	1		1		1					1		1	5
Patdown							1					1	2
Patdown - Flyer							1					1	2
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
Screening					1			1	1	1		1	5
Screening - Inconsistency								1					1
Screening - Procedures/Process					1				1	1		1	4
2023	2	2	2	2	1	1		1	1	3	1		16
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service		1	1										2
Customer Service - TSO		1	1										2
Expedited Passenger Screening Program		1		1	1	1		1	1	1			7
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreC		1			1	1		1	1	1			6
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											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		1											1
Screening			1	1						1			3
Screening - Inconsistency			1	1									2
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
LAN	1	3	2	4	4	1	2	3		1	5	3	29
2021												2	2
Customer Service												1	1
Customer Service - TSO												1	1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
2022	1	1	2	2	1		2	1			5	1	16
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program		1		1	1		2	1			4	1	11
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program - TSA PreC		1		1			2	1			4	1	10
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown			1										1
Patdown - Flyer			1										1
Screening											1		1
Screening - Procedures/Process											1		1
2023		2		2	3	1		2		1			11
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program		2		2	2					1			7
Expedited Passenger Screening Program - TSA PreC		2		2	2					1			7
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Patdown								1					1
Patdown - Flyer								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
LAR				1		2		1	1			3	8
2022						1		1	1			3	6
Expedited Passenger Screening Program									1			1	2
Expedited Passenger Screening Program - TSA PreCheck									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
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
2023				1		1							2
Expedited Passenger Screening Program				1		1							2
Expedited Passenger Screening Program - TSA PreCheck				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
LAS	421	388	380	338	382	493	392	449	478	344	401	341	4,807
2021												132	132
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Civil Rights												2	2
Civil Rights - Age												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Claims												1	1
Claims - Status												1	1
Customer Service												24	24
Customer Service - TSO												24	24
Expedited Passenger Screening Program												63	63
Expedited Passenger Screening Program - DoD												1	1
Expedited Passenger Screening Program - TSA Application Program												7	7
Expedited Passenger Screening Program - TSA PreCheck												54	54
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
No Jurisdiction												2	2
No Jurisdiction - Refer to Other												2	2
Patdown												5	5
Patdown - Flyer												4	4
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)												5	5
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												3	3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Property - Special Handling												19	19
Property - Special Handling - Damaged Items - Carry-On												6	6
Property - Special Handling - Damaged Items - Checked												6	6
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked												6	6
Screening												7	7
Screening - Inconsistency												1	1
Screening - Lengthy Lines												2	2
Screening - Procedures/Process												4	4
2022	168	178	163	130	159	222	166	217	222	150	205	209	2,189
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Informatic		1											1
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer										1			1
Airline			2	2		1			1		2	1	9
Airline - Lost Baggage									1				1
Airline - Policy/Regulations/Service			2	2		1					2	1	8
Animals					1								1
Animals - Carry-On					1								1
Civil Rights	6	5	5	2	1	5	4	3	2	5	2	5	45
Civil Rights - Constitutional Rights				1						1			2
Civil Rights - Headwear									1				1
Civil Rights - National Origin	2										1		3
Civil Rights - Not Specified								1					1
Civil Rights - Race	1					3	1	2	1	3	1	5	17
Civil Rights - Racial Profiling or Discrimination	3	3	4	1	1								12
Civil Rights - Screening of Religious or Cultural Garm		1				1							2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1			1	1						3
Civil Rights - Sexual Orientation - Not Transgender													1
Civil Rights - Transgender Screening		1				1				1			3
Claims		3		1	1			2					7
Claims - General		2		1									3
Claims - Status		1			1			2					4
Customer Service	28	36	31	23	27	31	20	34	30	19	29	26	334
Customer Service - Others		1											1
Customer Service - TSO	28	35	31	23	27	31	20	34	30	19	29	26	333
Duplicate E-mail	1		1	1									3
Duplicate E-mail - General	1		1	1									3
Expedited Passenger Screening Program	76	85	84	68	87	138	108	123	130	88	113	133	1,233
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program - DoD		1	1	1	1	2	1	1			1	1	10
Expedited Passenger Screening Program	3	15	9	3	4	2	3	9	10	3	3	2	66
Expedited Passenger Screening Program	73	69	74	64	82	134	104	113	119	84	108	130	1,154
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1		1		2
Hazardous Materials Safety											1		1
Hazardous Materials Safety - General										1			1
Identification (ID) Requirements			1		1	1							3
Identification (ID) Requirements - Domestic			1		1	1							3
Locks	1		1			2	2		1		1	1	9
Locks - Missing or Damaged Lock	1		1			2	2		1		1	1	9
Lost and Found	1	2				1			2			1	7
Lost and Found - Airport/TSA	1	2				1			2			1	7
Mishandling of Passenger Property	4	3	5	7	1	3	6	10	11	9	7	5	71
Mishandling of Passenger Property - Dam	2	3	2	2		2	3	7	5	2	5	1	34
Mishandling of Passenger Property - Dam	2		3	5	1	1	2	3	6	5	2	3	33

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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 - Damaged/Missing Items--Unspecified Luggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1			1		1	3
No Jurisdiction		1	3	4	2				1		1		12
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to CBP		1							1				2
No Jurisdiction - Refer to Other			3	4	2								9
Patdown	5	1		2	2	3	1	3	4	3	6	2	32
Patdown - Children											1		1
Patdown - Flyer	5	1		2	2	3	1	2	4	3	4	2	29
Patdown - Flyer as Observer											1		1
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	5	9	3	4	7	8	4	5	6	6	7	4	68
Persons w/ Disabilities (PWD) - Autism Spectrum	1					1		1			1		4
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			2			1				1	1	1	6
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1	2						3
Persons w/ Disabilities (PWD) - General	1				2				1		1	1	6
Persons w/ Disabilities (PWD) - Hearing Impairment		1		1		1							3
Persons w/ Disabilities (PWD) - Internal Medical Dev		1						1			1		3
Persons w/ Disabilities (PWD) - Medical [1				1				2				4
Persons w/ Disabilities (PWD) - Medically Necessary		3				1	2	1		2	1		10
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1		2				1	1			5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1		1						1			3
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
Persons w/ Disabilities (PWD) - Wheelcha	2	2		1	1	1		2	1	1	1	1	13
Prohibited & Permitted Items	2	2	2	1									7
Prohibited & Permitted Items - Breast Milk/Baby Form		1											1
Prohibited & Permitted Items - Food/Beverages			2										2
Prohibited & Permitted Items - General	1	1											2
Prohibited & Permitted Items - Knives/To	1												1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary				1									1
Property - Special Handling	25	9	18	7	14	16	7	12	17	9	18	16	168
Property - Special Handling - Damaged It	13	4	9	6	6	10	1	10	6	2	7	9	83
Property - Special Handling - Damaged It	2	1	1	1	1	3			2	1	4	1	17
Property - Special Handling - Missing Item	4	2	4			3	3		8	3	6	4	42
Property - Special Handling - Missing Item	6	2	4		2		3	2	1	3	1	2	26
Screening	14	21	7	8	15	13	14	25	17	9	19	15	177
Screening - Children											1	1	2
Screening - Crew Member or Airline Employee		1										1	2
Screening - Inconsistency	5	3	1	1			3	6	3	1	4	6	33
Screening - International Screening								1					1
Screening - Lengthy Lines	3	3		2			2	4	4	4	3	2	27
Screening - Procedures/Process	6	13	6	5	14	13	9	13	10	4	11	5	109
Screening - Retrieving Abandoned/Confiscated Items					1			1					2
Screening - Security Breach		1											1
2023	253	210	217	208	223	271	226	232	256	194	196		2,486
Additional Information Required/Insufficient Information		1	2		1						1		5
Additional Information Required/Insufficient Informati		1	2		1						1		5
Airline		1	1		1						1		4
Airline - Policy/Regulations/Service		1	1		1						1		4
Civil Rights	1	2	2	1	3	3	8	9	3	4	2		38
Civil Rights - Civil Rights Violation (TSA Employee)							1						1
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin				1				1			1		3
Civil Rights - Perceived Religion					1		2	1					4
Civil Rights - Race	1	2	2		2		4	6	2	3	1		23
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1	1	1	1			5
Civil Rights - Sexual Orientation - Not Transgender						1							1
Claims							1		1				2
Claims - General							1		1				2
Customer Service	33	24	25	21	20	24	33	31	34	27	31		303
Customer Service - Others	2												2
Customer Service - TCC										1			1
Customer Service - TSO	31	24	25	21	20	24	33	31	34	26	31		300
Expedited Passenger Screening Program	168	138	147	130	161	170	135	135	167	110	110		1,571
Expedited Passenger Screening Program - Active Duty Military								2		1			3
Expedited Passenger Screening Program - DoD			3			1	4				1		9
Expedited Passenger Screening Program	10	7	5	8		7	1	2	2	1	3		46
Expedited Passenger Screening Program	158	130	139	121	161	162	130	131	165	108	106		1,511
Expedited Passenger Screening Program - TSA/DHS		1		1									2
Hazardous Materials Safety									1				1
Hazardous Materials Safety - General									1				1
Locks		1			1	3		1		2	2		10
Locks - General											1		1
Locks - Missing or Damaged Lock		1			1	3		1		2	1		9
Lost and Found			3					1	1		2		7
Lost and Found - Airport/TSA			3					1	1		2		7
Mishandling of Passenger Property	9	14	7	19	8	11	7	7	3	11	8		104
Mishandling of Passenger Property - Dam	3	6	2	15	4	6	4	5	2	6	4		57
Mishandling of Passenger Property - Dam	5	7	3	4	4	4	3	2	1	5	4		42
Mishandling of Passenger Property - Disa	1	1	2			1							5
No Jurisdiction	1		1		1					1	1		5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction - No Referral										1			1
No Jurisdiction - Refer to CBP											1		1
No Jurisdiction - Refer to Other	1		1		1								3
Ombudsman									1				1
Ombudsman - General									1				1
Patdown	4	3	7	2	1	2	3	1	2	6	2		33
Patdown - Children										1			1
Patdown - Flyer	4	3	7	2	1	2	3	1	2	5	2		32
Persons w/ Disabilities (PWD)	2	2	3		3	5	2	7	6	1	6		37
Persons w/ Disabilities (PWD) - Autism Spectrum											2		2
Persons w/ Disabilities (PWD) - Diabetes	1				1	2			3				7
Persons w/ Disabilities (PWD) - General							1	1					2
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medical Equipment	1		1		1				1				4
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1					3			2		6
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1			1	2				4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1				1					1		3
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1				1		2		1	1		6
Property - Special Handling	12	8	6	14	4	13	13	13	6	8	4		101
Property - Special Handling - Damaged Item	4	4	3	9	4	4	4	6	2	2	3		45
Property - Special Handling - Damaged Item	1	2	1			4	3	2	2	1	1		17
Property - Special Handling - Missing Item	3		2	3		2	4	4	2	2			22
Property - Special Handling - Missing Item	4	2		2		3	2	1		3			17
Request for Assistance						1				1			2
Request for Assistance - Other						1				1			2
Screening	23	16	13	21	19	39	24	27	31	23	26		262
Screening - Crew Member or Airline Employee	2					1			3				6
Screening - Inconsistency	4	2	3	4	4	7	5	1	8	5	5		48
Screening - International Screening				1					1				2
Screening - Lengthy Lines	4	2	2	4		1	2	5	2	1			23
Screening - Procedures/Process	12	11	7	11	13	28	16	20	17	17	20		172
Screening - Retrieving Abandoned/Confiscated	1	1	1	1	2	2	1				1		10
Screening - Security Breach								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
LAW	1		2			1	4	2	1	3	1	2	17
2021												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	1		1			1		2		2	1	1	9
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program			1			1				2	1		5
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA PreCheck			1			1				1	1		4
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Screening								1					1
Screening - Procedures/Process								1					1
2023			1				4		1	1			7
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program			1				3		1				5
Expedited Passenger Screening Program - TSA PreCheck			1				3		1				5
Screening							1						1
Screening - Crew Member or Airline Employee							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
LAX	625	665	717	511	523	748	822	827	832	828	741	584	8,423
2021												182	182
Civil Rights												6	6
Civil Rights - Constitutional Rights												1	1
Civil Rights - Racial Profiling or Discrimination												3	3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Civil Rights - Transgender Screening												1	1
Claims												1	1
Claims - Status												1	1
Customer Service												21	21
Customer Service - TSO												21	21
Expedited Passenger Screening Program												104	104
Expedited Passenger Screening Program - TSA Application Program												7	7
Expedited Passenger Screening Program - TSA PreCheck												97	97
Identification (ID) Requirements												5	5
Identification (ID) Requirements - Domestic												3	3
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues												1	1
Identification (ID) Requirements - International Travel												1	1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property												5	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												4	4
No Jurisdiction												1	1
No Jurisdiction - No Referral												1	1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)												3	3
Persons w/ Disabilities (PWD) - Service Animals												2	2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Prohibited & Permitted Items												2	2
Prohibited & Permitted Items - Liquids/Gels/Aerosols												1	1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items												1	1
Property - Special Handling												22	22
Property - Special Handling - Damaged Items - Carry-On												3	3
Property - Special Handling - Damaged Items - Checked												8	8
Property - Special Handling - Missing Items - Carry-On												8	8
Property - Special Handling - Missing Items - Checked												3	3
Screening												10	10
Screening - Inconsistency												3	3
Screening - Lengthy Lines												1	1
Screening - Procedures/Process												6	6
2022	206	266	276	187	224	355	424	395	418	412	372	402	3,937
Airline	1		3	1	1		1	1	4	1		1	14
Airline - Lost Baggage					1				2				3
Airline - Policy/Regulations/Service	1		3	1			1	1	2	1		1	11
Cargo											1		1
Cargo - Indirect Air Carrier (IAC)											1		1
Civil Rights	3	5	5		4	4	6	9	6	4	1	5	52
Civil Rights - Age							1		1				2
Civil Rights - Headwear	1						1	1					3
Civil Rights - Perceived Religion												1	1
Civil Rights - Profiling								1		1			2
Civil Rights - Race					1	3	3	4	1	2	1	2	17
Civil Rights - Racial Profiling or Discrimination	1	4	2		1								8
Civil Rights - Sex/Gender/Gender Identity	1	1	1		1	1			1	1		1	8
Civil Rights - Sexual Orientation - Not Transgender			2		1			1	1				5
Civil Rights - Transgender Screening							1	2	2			1	6
Claims								1					1
Claims - Status								1					1
Customer Service	25	26	20	12	12	17	16	24	24	30	22	22	250
Customer Service - Others										1			1
Customer Service - TSO	25	26	20	12	12	17	16	24	24	29	22	22	249
DHS TRIP		1								1			2
DHS TRIP - General		1								1			2
Duplicate E-mail	10												10
Duplicate E-mail - General	10												10
Expedited Passenger Screening Program	122	191	197	129	168	289	347	301	339	327	291	334	3,035
Expedited Passenger Screening Program - Active Duty Military						2			1				3
Expedited Passenger Screening Program	2	4	1	1	1	4		2	2	1			18
Expedited Passenger Screening Program	5	31	10	12	10	9	10	9	16	14	6	7	139
Expedited Passenger Screening Program	115	156	184	116	157	274	337	289	318	311	285	327	2,869
Expedited Passenger Screening Program - TSA/DHS Employees			2					1	2	1			6
Hazardous Materials Safety		1						1			1		3
Hazardous Materials Safety - General		1						1			1		3
Identification (ID) Requirements	2			3									5
Identification (ID) Requirements - Domestic	2			3									5
Locks	2			1	2	3	1	2	1	1	1		14
Locks - Missing or Damaged Lock	2			1	2	3	1	2	1	1	1		14
Lost and Found	2	4		2	1	2		3	2	1	1	2	20
Lost and Found - Airport/TSA	2	4		2	1	2		3	2	1	1	2	20
Mishandling of Passenger Property	2	3	5	3	2	3	9	9	5	7	7	12	67
Mishandling of Passenger Property - Damaged/Missing Items	1	2	3		1	1	3	3		4		4	22
Mishandling of Passenger Property - Damaged/Missing Items		1	2	3		1	6	5	5	3	6	7	39
Mishandling of Passenger Property - Disposition	1				1	1		1			1	1	6
No Jurisdiction		1	2		2		6	4	3	3	6	3	30

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction - No Referral							1	1		1			3
No Jurisdiction - Refer to CBP			1		1		3	3	3	1	2	3	17
No Jurisdiction - Refer to FAA			1										1
No Jurisdiction - Refer to Other		1			1		2			1	4		9
Patdown	3	5	4	8	2	5	9	6	7	3	4	4	60
Patdown - Children				1			1						2
Patdown - Flyer	3	3	4	5	2	5	8	5	5	3	4	4	51
Patdown - Flyer as Observer		2		2									4
Patdown - General									1				1
Patdown - Non-Flyer								1	1				2
Persons w/ Disabilities (PWD)	8	8	4	4	4	8	3	9	3	13	5	1	70
Persons w/ Disabilities (PWD) - Autism Spectrum		1								1	1		3
Persons w/ Disabilities (PWD) - Cancer (genetic)	1									1			2
Persons w/ Disabilities (PWD) - Cognitive Development		1			1	1							3
Persons w/ Disabilities (PWD) - Diabetes					1		1		1		1		4
Persons w/ Disabilities (PWD) - General	1	1			1	1			1				5
Persons w/ Disabilities (PWD) - Hearing Impaired	1					1				2			4
Persons w/ Disabilities (PWD) - Internal Medical Devices	1	1		1		1							4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically Necessary	1	1	1	1	1	3	1	4			1	1	18
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1					1		1			3
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)		1	1					1		3			6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		2					1						3
Persons w/ Disabilities (PWD) - Prostheses	1			1						1			3
Persons w/ Disabilities (PWD) - Service Animals			1	1		1		1					4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Visual Impairment	1									1			2
Persons w/ Disabilities (PWD) - Wheelchair	1							1	1		1		4
Prohibited & Permitted Items	1	2	1										4
Prohibited & Permitted Items - Breast Milk/Baby Formula		1											1
Prohibited & Permitted Items - Electronic	1	1	1										3
Property - Special Handling	17	7	20	18	18	13	10	11	14	5	9	7	149
Property - Special Handling - Damaged Items - Carry-On			6	7	6	4	2	2	3			3	33
Property - Special Handling - Damaged Items - Checked	2		3	1	1	2	1	1	3	1	2	1	18
Property - Special Handling - Missing Items	10	7	9	5	7	5	5	1	5	2	5		61
Property - Special Handling - Missing Items - Checked	5		2	5	4	2	2	7	3	2	2	3	37
Screening	8	12	15	6	8	10	16	14	10	16	23	11	149
Screening - Children	1												1
Screening - Inconsistency	1	2	5	1		2	2	2	3	3	6		27
Screening - International Screening			1										1
Screening - Lengthy Lines	1				1			2		1		3	8
Screening - Procedures/Process	5	8	9	5	7	8	13	8	7	11	16	8	105
Screening - Retrieving Abandoned/Confiscated Items							1	2		1	1		5
Screening - Shoe Screening		2											2
TWIC						1							1
TWIC - General						1							1
2023	419	399	441	324	299	393	398	432	414	416	369		4,304
Additional Information Required/Insufficient Information		1	1										2
Additional Information Required/Insufficient Information - Checked		1	1										2
Airline		2					1		2	1	1		7
Airline - Lost Baggage							1		1				2
Airline - Policy/Regulations/Service		2							1	1	1		5
Civil Rights	3	8	4	4	5	8	6	10	8	7	6		69
Civil Rights - Age						1			1				2
Civil Rights - Headwear									1				1
Civil Rights - National Origin		1					2			1			4
Civil Rights - Not Specified						1	1	2		1			5
Civil Rights - Perceived Religion				1					1		1		3
Civil Rights - Profiling								2					2
Civil Rights - Race	3	4	3	2	2	4		2	3	3	4		30
Civil Rights - Screening of Religious Cultural and Ceremonial Items								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1	1	1	1	2	3	2	1	1			13
Civil Rights - Transgender Screening		2			2			1	1	1	1		8
Claims	2		1						1		1		5
Claims - General	1								1				2
Claims - Status	1		1								1		3
Customer Service	29	16	14	15	15	22	22	19	26	26	19		223
Customer Service - CSM	1												1
Customer Service - Others			1										1
Customer Service - TSO	28	16	13	15	15	22	22	19	26	26	19		221
DHS TRIP										2			2
DHS TRIP - General										2			2
Expedited Passenger Screening Program	344	326	368	259	231	310	319	329	308	308	274		3,376
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program - Checked	3					1	3	2	1				10
Expedited Passenger Screening Program - General	12	13	7	6	4	1	9	7	5	7	9		80
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	329	313	361	253	226	307	307	319	301	301	265		3,282
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1	1		1					3
Freedom of Information Act (FOIA)								1					1
Freedom of Information Act (FOIA) - General								1					1
Hazardous Materials Safety		1							2				3
Hazardous Materials Safety - General		1							2				3
Locks			1	3	3	3	3	3	3	1	2		22
Locks - General									1				1
Locks - Missing or Damaged Lock			1	3	3	3	3	3	2	1	2		21
Lost and Found	1	2	1	1			3	3	1	5	7		24

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found - Airport/TSA	1	2	1	1			3	3	1	5	7		24
Mishandling of Passenger Property	5	8	6	3	11	16	7	16	8	16	13		109
Mishandling of Passenger Property - Damaged	2	5	3	2	7	7	2	11	6	8	5		58
Mishandling of Passenger Property - Damaged	2	1	3	1	2	8	5	5	2	7	7		43
Mishandling of Passenger Property - Disposition	1	2			2	1				1	1		8
No Jurisdiction	1	1	4	3	1	1	2	1	6	3	2		25
No Jurisdiction - No Referral					1				1		1		3
No Jurisdiction - Refer to CBP	1	1	3	1			1	1	3	3			14
No Jurisdiction - Refer to Other			1	2		1	1		2		1		8
Patdown	6	7	6	2	6	3	6	7	8	4	5		60
Patdown - Children						1	2						3
Patdown - Flyer	6	7	6	2	4	2	3	7	8	4	5		54
Patdown - Flyer as Observer					2		1						3
Persons w/ Disabilities (PWD)	3	4	7	3	2	2	1	4	4	5	5		40
Persons w/ Disabilities (PWD) - Autism Spectrum	1	1							1				3
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Diabetes										1	2		3
Persons w/ Disabilities (PWD) - General		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		1	1		1			2	1	2	1		9
Persons w/ Disabilities (PWD) - Metal Implants (Joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			2		1	1		1					5
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/ Segway			3	2		1	1	1	1	1			10
Property - Special Handling	8	10	12	10	7	11	14	24	18	16	17		147
Property - Special Handling - Damaged Items	1	2	2	1	2	4	1	5	5	3	6		32
Property - Special Handling - Damaged Items - Checked		2	1	1	1	2	5	2	3	4	2		23
Property - Special Handling - Missing Items	4	2	5	4		2	3	15	9	5	6		55
Property - Special Handling - Missing Items	3	4	4	4	4	3	5	2	1	4	3		37
Screening	17	13	16	20	18	17	14	15	19	22	16		187
Screening - Crew Member or Airline Employee	2		1					1		2			6
Screening - Gate Pass										1			1
Screening - Inconsistency	3	3		7	4	1	2	2	1	1	2		26
Screening - International Screening			1	1									2
Screening - Lengthy Lines		1		2		3			1	1			8
Screening - Military									1				1
Screening - Procedures/Process	12	9	12	9	11	12	12	10	15	16	13		131
Screening - Retrieving Abandoned/Confiscated Items			2	1	3	1		2	1	1	1		12
TWIC				1							1		2
TWIC - General				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
LBB	12	14	15	10	8	10	15	19	14	13	7	12	149
2021												3	3
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Screening												2	2
Screening - Procedures/Process												2	2
2022	5	5	6	7	4	5	3	5	3	4	4	9	60
Civil Rights						1							1
Civil Rights - Race						1							1
Customer Service	2	1		1	1	1	1	1	1			1	10
Customer Service - Others									1				1
Customer Service - TSO	2	1		1	1	1	1	1				1	9
Expedited Passenger Screening Program	2	3	4	5	2	3	2	3	1	3	4	7	39
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	2	2	4	5	2	3	2	3	1	3	4	7	38
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
No Jurisdiction												1	1
No Jurisdiction - No Referral												1	1
Patdown	1		1										2
Patdown - Flyer	1		1										2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Property - Special Handling		1		1									2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checke		1											1
Screening								1	1	1			3
Screening - Procedures/Process								1	1	1			3
2023	7	9	9	3	4	5	12	14	11	9	3		86
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1
Civil Rights						1	1			1			3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1			1			2
Civil Rights - Transgender Screening						1							1
Customer Service		1			1		1	2	1	2			8
Customer Service - TSO		1			1		1	2	1	2			8
Expedited Passenger Screening Program	6	5	5	3	2	4	9	6	9	6	2		57
Expedited Passenger Screening Program	6	5	5	3	1	4	9	6	9	6	2		56
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1								1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)		1									1		2
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Screening	1	1	3		1		1	6	1				14
Screening - Inconsistency			3				1						4
Screening - Lengthy Lines								1					1
Screening - Procedures/Process					1			5	1				7
Screening - Retrieving Abandoned/Confis	1	1											2

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LBE	2	2	2		2	1	1	6	2		1	2	21
2022		2	2		2	1	1	4	1		1	2	16
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program			2	2		2	1		4			2	13
Expedited Passenger Screening Program - TSA PreC			2	2		2	1		4			2	13
Patdown								1					1
Patdown - Children							1						1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
2023	2							2	1				5
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program		2						1					3
Expedited Passenger Screening Program		2						1					3
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LBF		1			1				2	2	2	1	9
2021												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
2022		1							1		2		4
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Screening		1									2		3
Screening - Inconsistency											1		1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process		1											1
2023					1				1	2			4
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program					1					1			2
Expedited Passenger Screening Program - TSA PreCheck					1					1			2
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
LCH	2	1		2	3	3	2	3	5	2	4	5	32
2021												1	1
Customer Service												1	1
Customer Service - TSO												1	1
2022	1			1	1	1		2			2	4	12
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1				1	1		1			1	2	7
Expedited Passenger Screening Program	1				1	1		1			1	2	7
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening									1		1		2
Screening - Procedures/Process									1		1		2
2023	1	1		1	2	2	2	1	5	2	2		19
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program	1	1		1	2	2		1	2	2	1		13
Expedited Passenger Screening Program	1	1		1	2	2		1	2	2	1		13
No Jurisdiction									1				1
No Jurisdiction - No Referral									1				1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Carry-On											1		1
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
LCK	2	1	1	2	4	4	6	5	5	7	2	39	
2021											1	1	
Patdown												1	1
Patdown - Flyer												1	1
2022				1	3	3	3	4	3	2	1	20	
Civil Rights							2						2
Civil Rights - Transgender Screening							2						2
Customer Service									1		1		2
Customer Service - TSO									1		1		2
Expedited Passenger Screening Program				1	2	1	3	1	2	1			11
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreCheck					2	1	3	1		1			10
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) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling									2				2
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked									1				1
2023	2	1		2	1	1	3	1		5		18	
Airline										1			1
Airline - Lost Baggage										1			1
Expedited Passenger Screening Program	2	1		1			2		1	2			9
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program - TSA PreC	2	1					2		1	2			8
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown					1						2		3
Patdown - Children											1		1
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 - 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
LEB			1			2		2			2		7
2022			1			1		1			1		4
Customer Service						1		1					2
Customer Service - TSO						1		1					2
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Beauty & Grooming Items				1									1
Screening											1		1
Screening - Procedures/Process											1		1
2023						1		1			1		3
Expedited Passenger Screening Program						1		1			1		3
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreCheck								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
LEX	7	12	9	12	12	13	14	17	10	13	21	16	156
2021												6	6
Expedited Passenger Screening Program												5	5
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												4	4
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
2022	1	4	4	3	5	6	8	4	6	8	13	10	72
Civil Rights											1		1
Civil Rights - Race											1		1
Claims					1								1
Claims - General					1								1
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program		3	4	2	4	5	6	4	5	8	11	7	59
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA Application Program											2		2
Expedited Passenger Screening Program - TSA PreC		3	4	2	4	5	6	4	5	7	9	7	56
Patdown							1				1		2
Patdown - Flyer							1				1		2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling	1												1
Property - Special Handling - Damaged Items	1												1
Screening		1				1	1		1			2	6
Screening - Inconsistency						1						1	2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process		1							1			1	3
2023	6	8	5	9	7	7	6	13	4	5	8		78
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service						1		1					2
Customer Service - TSO						1		1					2
Expedited Passenger Screening Program	6	8	5	9	7	6	6	10	4	5	8		74
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program	6	8	5	9	7	6	6	9	4	4	8		72
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										1			1
Patdown								1					1
Patdown - Flyer								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LFT	10	8	8	7	8	15	14	12	14	14	9	6	125
2021												2	2
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												2	2
2022	4	3	2	1	4	6	6	3	6	5	6	4	50
Airline						1							1
Airline - Lost Baggage						1							1
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program	3	3	2	1	4	4	5	3	6	5	4	3	43
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	2	3	1	1	4	4	5	3	6	5	4	3	41
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening											2	1	3
Screening - Inconsistency											1		1
Screening - Procedures/Process											1	1	2
2023	6	5	6	6	4	9	8	9	8	9	3		73
Customer Service		2						1	1				4
Customer Service - TSO		2						1	1				4
Expedited Passenger Screening Program	5	3	5	6	4	7	8	8	7	8	3		64
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program	5	3	5	6	4	7	8	7	7	8	3		63
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					2							3
Screening - Lengthy Lines	1												1
Screening - Procedures/Process						2							2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LGA	279	344	327	260	267	421	450	392	390	346	426	247	4,149
2021												72	72
Civil Rights												2	2
Civil Rights - Racial Profiling or Discrimination												2	2
Customer Service												7	7
Customer Service - TSO												7	7
Expedited Passenger Screening Program												44	44
Expedited Passenger Screening Program - TSA Application Program												6	6
Expedited Passenger Screening Program - TSA PreCheck												38	38
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Mishandling of Passenger Property												2	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												2	2
Patdown - Children												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)												4	4
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												2	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Prohibited & Permitted Items												2	2
Prohibited & Permitted Items - Food/Beverages												1	1
Prohibited & Permitted Items - General												1	1
Property - Special Handling												4	4
Property - Special Handling - Missing Items - Carry-On												3	3
Property - Special Handling - Missing Items - Checked												1	1
Screening												4	4
Screening - Procedures/Process												4	4
2022	93	136	131	104	98	215	224	200	225	178	248	175	2,027
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	4		2	6	7	1	3	1	1	1	29
Civil Rights - Age						1							1
Civil Rights - Hair Patdowns						1							1
Civil Rights - Perceived Religion	1						2	1					4
Civil Rights - Profiling						1							1
Civil Rights - Race					1	2	1		1		1	1	7
Civil Rights - Racial Profiling or Discrimination		2	2										4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2		1	2	1		2	1			9
Civil Rights - Sexual Orientation - Not Transgender							1						1
Civil Rights - Transgender Screening							1						1
Claims				1									1
Claims - Status				1									1
CSM/Stakeholder Follow-up						1							1
CSM/Stakeholder Follow-up - General						1							1
Customer Service	15	17	19	11	6	22	12	11	19	17	11	11	171
Customer Service - Others			1				1						2
Customer Service - TSO	15	17	18	11	6	22	11	11	19	17	11	11	169
Expedited Passenger Screening Program	61	91	90	71	73	151	173	158	168	135	210	132	1,513
Expedited Passenger Screening Program	1								1			1	3
Expedited Passenger Screening Program	1					1			1		1		4
Expedited Passenger Screening Program	3	8	5	2	3	4	4	8	8	1	4	8	58
Expedited Passenger Screening Program	56	83	85	68	70	146	168	149	158	133	204	123	1,443
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1			1	1		1	1		5
Locks			1		1					1			3
Locks - Missing or Damaged Lock			1		1					1			3
Lost and Found			1		1	2	1	1	4		2	3	15
Lost and Found - Airport/TSA			1		1	2	1	1	4		2	3	15
Mishandling of Passenger Property	1	2	1		1	3	3	4	5	5	8	8	41
Mishandling of Passenger Property - Damaged/Missin		2	1				1	1	2	4	6	3	20
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2	2	2	3		2	3	14
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1		1		1		2	6
No Jurisdiction		1		1	1	1			2				6
No Jurisdiction - No Referral				1					2				3
No Jurisdiction - Refer to CBP					1	1							2
No Jurisdiction - Refer to Other		1											1
Notice of Violation/Civil Penalties				1						1			2
Notice of Violation/Civil Penalties - General				1						1			2
Patdown	1	2			1	6		6	3	1	2	2	24
Patdown - Children						1		1		1			3
Patdown - Flyer	1	2			1	4		5	3		2	2	20
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)	2	6	1	5	4	4	10	2	2	3		2	41
Persons w/ Disabilities (PWD) - Cognitive	1			1									2
Persons w/ Disabilities (PWD) - Diabetes		1			2		1						4
Persons w/ Disabilities (PWD) - General							2						2
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Internal Medical Dev		3							1				4
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1	1		1						3
Persons w/ Disabilities (PWD) - Metal Im	1	1								1		1	4
Persons w/ Disabilities (PWD) - Mobility Disability (N		1	1				1	2		1			6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						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
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1			1		1				3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						2							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	1	4						7
Prohibited & Permitted Items	2		1										3
Prohibited & Permitted Items - Food/Beve	1												1
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Knives/Toc	1												1
Property - Special Handling	3	4	4	3	5	12	6	6	4	5	7	7	66
Property - Special Handling - Damaged It	1	2	1	2	1	3	3	1	2		2	2	20
Property - Special Handling - Damaged Items - Check		1			1	3	1	1					7
Property - Special Handling - Missing Item	2	1	1	1	2	2		3	1	4	3	3	23
Property - Special Handling - Missing Items - Checked			2		1	4	2	1	1	1	2	2	16
Screening	7	11	9	9	3	7	11	11	15	9	6	8	106
Screening - Classified Materials	1												1
Screening - Inconsistency	1	4	1	1	1	1	3	1	1		2	1	17
Screening - Lengthy Lines	1	1	2	1	2	1	3	3	4	2			20
Screening - Procedures/Process	4	6	6	6		5	4	6	8	6	3	7	61
Screening - Retrieving Abandoned/Confiscated Items							1	1	2		1		5
Screening - Security Breach										1			1
Screening - Traveling with Cash				1									1
2023	186	208	196	156	169	206	226	192	165	168	178		2,050
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Airline	1			1			1			1			4
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service				1			1						2
Airline - Wheelchair Assistance	1												1
Civil Rights	2	1	3	3	2	1	5	5	7	3	3		35
Civil Rights - Age				1									1
Civil Rights - National Origin					1				1				2
Civil Rights - Perceived Religion		1						1	1				3
Civil Rights - Profiling									1				1
Civil Rights - Race	1		3	2	1	1	2	2	4	1			17
Civil Rights - Screening of Religious or Cultural Garments											2		2
Civil Rights - Sex/Gender/Gender Identity	1						2	1		2	1		7
Civil Rights - Sexual Orientation - Not Transgender							1						1
Civil Rights - Transgender Screening								1					1
Customer Service	18	9	20	13	14	14	21	12	20	13	14		168
Customer Service - Others	1												1
Customer Service - TCC			1										1
Customer Service - TSO	17	9	19	13	14	14	21	12	20	13	14		166
Expedited Passenger Screening Program	146	180	162	115	133	160	168	143	110	125	124		1,566
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - DoD		1		1			1		1				4
Expedited Passenger Screening Program	6	5	4	5	2		1	3	3	1	2		32
Expedited Passenger Screening Program	139	174	158	108	131	160	166	140	106	124	122		1,528
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				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	2		1	1	1			3		9
Lost and Found - Airport/TSA			1	2		1	1	1			3		9
Mishandling of Passenger Property	2	3	2	1	2	4	5	5	5	4	2		35
Mishandling of Passenger Property - Dam	2	2	1	1	1	4	5	2	3	2	1		24
Mishandling of Passenger Property - Damaged/Missin		1	1		1			3	1		1		8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1	2			3
No Jurisdiction			1	1	1	2	1	1	1	1			9
No Jurisdiction - No Referral			1	1		2	1	1					6
No Jurisdiction - Refer to CBP					1								1
No Jurisdiction - Refer to Other									1	1			2
Patdown	3			2	3	3		2	1	2			16
Patdown - Children						1							1
Patdown - Flyer	3			2	3	2		2	1	2			15
Persons w/ Disabilities (PWD)	1	2			3	3	5	3	2	5	6		30
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									1		3
Persons w/ Disabilities (PWD) - General							1	1			1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1	1				4		6
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) - Prosthesis/Amputees		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) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					2	2	1	1					6
Property - Special Handling	5	4	4	9	3	6	6	6	6	3	9		61
Property - Special Handling - Damaged Items - Carry		1	1	2	1	3	4	2	1	2	3		20
Property - Special Handling - Damaged It	1			1					1				3
Property - Special Handling - Missing Item	3	3	2	3	1	2	2	4	3	1	5		29
Property - Special Handling - Missing Item	1		1	3	1	1		1	1		1		9
Screening	7	8	3	7	7	12	13	12	13	11	17		110

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Children											2		2
Screening - Crew Member or Airline Employee					1			1	1				3
Screening - Inconsistency	1	1	1	2	2	3	3	3	3	1			20
Screening - International Screening							1						1
Screening - Lengthy Lines	1	2			1	1	1	5	1	1	3		16
Screening - Procedures/Process	5	5	1	5	3	7	7	3	7	8	11		62
Screening - Retrieving Abandoned/Confiscated Items			1			1	1			1	1		5
Screening - Traveling with Cash									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
LGB	30	36	23	40	46	26	47	29	46	40	34	33	430
2021												4	4
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Expedited Passenger Screening Program												3	3
Expedited Passenger Screening Program - TSA PreCheck												3	3
2022	10	16	10	16	12	11	19	15	19	18	14	29	189
Civil Rights				1	1						1	3	6
Civil Rights - Race											1	2	3
Civil Rights - Racial Profiling or Discrimination					1								1
Civil Rights - Screening of Religious or Cultural Garments				1									1
Civil Rights - Sexual Orientation - Not Transgender												1	1
Customer Service	2	2		3	1		3	4	1	2	2	4	24
Customer Service - TSO	2	2		3	1		3	4	1	2	2	4	24
Expedited Passenger Screening Program	8	11	8	8	7	8	11	4	15	15	10	17	122
Expedited Passenger Screening Program	1	3	1						2	3	2	2	14
Expedited Passenger Screening Program	7	8	7	8	7	8	11	4	13	12	8	15	108
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found				1				1					2
Lost and Found - Airport/TSA				1				1					2
Mishandling of Passenger Property					1							1	2
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			1		1	4
Patdown - Flyer				1			1			1		1	4
Persons w/ Disabilities (PWD)						1	2	4	1				8
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 Medical Supplies						1	1	1					3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								3					3
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Firearm/Ammunition		1											1
Property - Special Handling		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			2	2	1	1	2	1	2		1	2	14
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency				1								2	3
Screening - Procedures/Process			2		1	1	2	1	2		1		10
2023	20	20	13	24	34	15	28	14	27	22	20		237
Civil Rights				1	1				1		1		4
Civil Rights - Race					1				1				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1							1		2
Customer Service	2	4	3	2	4	1	2		1	1	2		22
Customer Service - TSO	2	4	3	2	4	1	2		1	1	2		22
Expedited Passenger Screening Program	13	15	8	13	25	12	19	12	20	18	13		168
Expedited Passenger Screening Program - TSA Application Program				1							1		2
Expedited Passenger Screening Program	13	15	8	12	25	12	19	12	20	18	12		166
Locks					1				1				2
Locks - Missing or Damaged Lock					1				1				2
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	3			1	1	1	1	1	1	1	1		11
Mishandling of Passenger Property - Dam	1				1	1			1	1			5
Mishandling of Passenger Property - Dam	1			1			1	1					4
Mishandling of Passenger Property - Disa	1										1		2
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1
Patdown				1				1			2		4
Patdown - Flyer				1				1			2		4
Persons w/ Disabilities (PWD)	1			1	1		2		2		1		8
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Medically	1				1		1		2		1		6
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	1		1	2	1								5
Property - Special Handling - Damaged Items - Carry-On			1	1	1								3
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Checked				1									1
Screening		1	1	2		1	4			2			11
Screening - Inconsistency				1									1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process		1	1	1		1	3			2			9

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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
LIH	28	33	33	26	35	51	36	60	47	47	39	32	467
2021												11	11
Customer Service													2
Customer Service - TSO													2
Expedited Passenger Screening Program													7
Expedited Passenger Screening Program - TSA PreCheck													7
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies													1
Prohibited & Permitted Items													1
Prohibited & Permitted Items - Sporting Goods													1
2022	12	19	12	15	13	27	23	26	27	26	21	21	242
Airline					2								2
Airline - Policy/Regulations/Service					2								2
Civil Rights					1		1	1	1		1		5
Civil Rights - National Origin											1		1
Civil Rights - Race							1						1
Civil Rights - Racial Profiling or Discrimination					1								1
Civil Rights - Screening of Religious Cultural and Ceremonial Items									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service	3	2	2	1	2	6		4	5		4	2	33
Customer Service - TSO	3	2	2	1	2	6		4	5	2	4	2	33
Expedited Passenger Screening Program	8	11	9	12	6	18	17	16	17	20	14	16	164
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Appl		1							1		1	1	4
Expedited Passenger Screening Program	8	10	9	12	6	17	17	16	16	20	13	15	159
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1
Patdown								1	1	1		1	4
Patdown - Flyer								1	1	1		1	4
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Property - Special Handling	1		1	1		2		1	1	2			9
Property - Special Handling - Damaged Items - Carry-On			1			1		1					3
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Item	1			1					1				3
Property - Special Handling - Missing Items - Checked						1				1			2
Screening		5		1	2	1	4	3	2	1	2	1	22
Screening - Inconsistency		2						1					3
Screening - Lengthy Lines		1			1	1	2	1	1	1		1	9
Screening - Procedures/Process		2		1			2	1	1		2		9
Screening - Retrieving Abandoned/Confiscated Items					1								1
2023	16	14	21	11	22	24	13	34	20	21	18		214
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Animals					1								1
Animals - Carry-On					1								1
Civil Rights								1		1	2		4
Civil Rights - Screening of Religious Cultural and Ceremonial Items										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											2		2
Civil Rights - Transgender Screening								1					1
Customer Service	3	1	2		4	3		2	1				16
Customer Service - CSM						1							1
Customer Service - TSO	3	1	2		4	2		2	1				15
Expedited Passenger Screening Program	10	12	18	10	13	15	9	27	15	16	11		156
Expedited Passenger Screening Program - TSA Application Program								1	1	1			3
Expedited Passenger Screening Program	10	12	18	10	13	15	9	26	14	15	11		153
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	2				2	3			2		1		10
Mishandling of Passenger Property - Dam	1					3							4
Mishandling of Passenger Property - Dam	1				2				2		1		6
Patdown			1			2				1	1		5
Patdown - Flyer			1			1				1	1		4
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)						1			2	2			5
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1			1	1			3
Persons w/ Disabilities (PWD) - Service Animals										1			1
Property - Special Handling							2			1			3
Property - Special Handling - Damaged Items - Carry-On							1			1			2
Property - Special Handling - Damaged Items - Checked							1						1
Screening	1	1		1	1		2	4			2		12
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency					1								1
Screening - Lengthy Lines	1			1				1					3
Screening - Procedures/Process		1					2	1			2		6
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
LIT	33	39	32	33	17	31	26	36	38	32	34	42	393
2021												11	11
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												5	5
Expedited Passenger Screening Program - DoD												2	2
Expedited Passenger Screening Program - TSA PreCheck												3	3
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening												2	2
Screening - Procedures/Process												2	2
2022	10	10	17	16	11	9	12	21	25	21	19	31	202
Civil Rights						1					1		2
Civil Rights - Civil Rights Violation (TSA Employee)						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	1	2	2		2		1	3	2	1	2	2	18
Customer Service - Others									1				1
Customer Service - TSO	1	2	2		2		1	3	1	1	2	2	17
Expedited Passenger Screening Program	9	6	15	14	9	6	4	13	14	14	12	24	140
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - DoD					2								2
Expedited Passenger Screening Program	2	1					1				1	1	6
Expedited Passenger Screening Program	7	5	15	14	7	6	3	12	14	12	11	23	129
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										2			2
Locks							1					1	2
Locks - General												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	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									2				2
Patdown - Flyer									2				2
Persons w/ Disabilities (PWD)							2	1		1		1	5
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1				1	2
Property - Special Handling		1							4	2	2		9
Property - Special Handling - Damaged Items - Check		1							3	1	1		6
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked									1		1		2
Screening		1		2		2	3	4	3	2	1	2	20
Screening - Inconsistency						1			2		1		4
Screening - Lengthy Lines							1	3					4
Screening - Procedures/Process		1		2		1	2	1	1	2		2	12
2023	23	29	15	17	6	22	14	15	13	11	15		180
Civil Rights						1	2						3
Civil Rights - Race						1	2						3
Customer Service	1	3			1	1	1	3			1		11
Customer Service - Others								1					1
Customer Service - TSO	1	3			1	1	1	2			1		10
Expedited Passenger Screening Program	13	22	12	12	4	14	10	10	10	8	13		128
Expedited Passenger Screening Program - DoD		2											2
Expedited Passenger Screening Program - TSA Application Pro			2						1		1		4
Expedited Passenger Screening Program	13	20	10	12	4	14	10	10	9	8	12		122
Mishandling of Passenger Property			1			2			1	1			5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						2			1	1			4
Mishandling of Passenger Property - Damaged/Missing Items--C			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		1			3
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Property - Special Handling	1	1		2		1			1		1		7
Property - Special Handling - Damaged Items - Carry-On				1		1					1		3
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checke		1							1				2
Screening	8	1	2	2	1	3	1	1	1	1			21
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency	1					1		1					3
Screening - Lengthy Lines	1			1									2
Screening - Procedures/Process	6	1	2		1	2	1		1	1			15

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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
LNK	6	5	7	4	1	3	5	8	1	2	6	8	56
2021												2	2
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
2022	3	1	1	2			2	3			4	6	22
Civil Rights													1
Civil Rights - Race													1
Customer Service	1	1					1						3
Customer Service - TSO	1	1					1						3
Expedited Passenger Screening Program				1			1	2			3	1	8
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck				1			1	2			2	1	7
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) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Screening	1										1	1	3
Screening - Procedures/Process	1										1	1	3
2023	3	4	6	2	1	3	3	5	1	2	2		32
Customer Service			1	1				1					3
Customer Service - TSO			1	1				1					3
Expedited Passenger Screening Program	2	3	4	1	1	3	3	1	1	1			20
Expedited Passenger Screening Program - TSA Application Pro			1										1
Expedited Passenger Screening Program	2	3	3	1	1	3	3	1	1	1			19
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
Mishandling of Passenger Property - Disa	1												1
Patdown			1										1
Patdown - Flyer			1										1
Screening								3		1	1		5
Screening - Inconsistency								1			1		2
Screening - Lengthy Lines										1			1
Screening - Procedures/Process								2					2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LNY					1				1				2
2022					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
LRD	2	4	5		1	1	1	1	1	2	3	1	22
2022		3	1			1	1		1	2	2	1	12
Expedited Passenger Screening Program		2	1			1				2	2	1	9
Expedited Passenger Screening Program - TSA PreC			2	1		1				2	2	1	9
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1
Screening									1				1
Screening - Inconsistency									1				1
2023	2	1	4		1			1			1		10
Expedited Passenger Screening Program	2	1	4		1			1			1		10
Expedited Passenger Screening Program	2	1	4		1			1			1		10

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LSE	2	3	1	1	1	3	6	2		1	1	3	24
2021												1	1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - General												1	1
2022	2	3			1	2	4	1		1	1	2	17
Civil Rights											1		1
Civil Rights - Race											1		1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	2	1			1	1	4	1		1		1	12
Expedited Passenger Screening Program	2	1			1	1	4	1		1		1	12
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Screening		1											1
Screening - Procedures/Process		1											1
2023			1	1		1	2	1					6
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program			1			1	2	1					5
Expedited Passenger Screening Program - TSA PreCheck			1			1	2	1					5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LWB					1	1	1					1	4
2022					1	1	1					1	4
Expedited Passenger Screening Program							1					1	2
Expedited Passenger Screening Program - TSA PreCheck							1					1	2
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
LWS		1			3	2	3				1		10
2022					1								1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck					1								1
2023		1			2	2	3				1		9
Customer Service					1		1				1		3
Customer Service - TSO					1		1				1		3
Expedited Passenger Screening Program					1	1							2
Expedited Passenger Screening Program - TSA PreCheck					1	1							2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							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 - 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
LYH	1		3	1		3		3	3	3	4	5	26
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA Application Program												1	1
2022	1		2			1			1	3	2	4	14
Customer Service											1		1
Customer Service - TSO											1		1
Duplicate E-mail			1										1
Duplicate E-mail - General			1										1
Expedited Passenger Screening Program	1		1						1	3		4	10
Expedited Passenger Screening Program	1		1						1	3		4	10
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Screening							1						1
Screening - Procedures/Process							1						1
2023			1	1		2		3	2		2		11
Customer Service								2	1		1		4
Customer Service - TSO								2	1		1		4
Expedited Passenger Screening Program			1	1		2			1				5
Expedited Passenger Screening Program - TSA PreCheck			1	1		2			1				5
Patdown												1	1
Patdown - Flyer											1		1
Screening								1					1
Screening - Crew Member or Airline Employee								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
MAF	5	15	6	13	7	11	21	18	8	11	15	15	145
2021												5	5
Customer Service												3	3
Customer Service - TSO												3	3
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	3	3	5	5	3	5	9	8	5	3	5	10	64
Civil Rights					1		1						2
Civil Rights - Hair Patdowns					1								1
Civil Rights - Transgender Screening							1						1
Customer Service			1	1	1	1					2		6
Customer Service - TSO			1	1	1	1					2		6
Expedited Passenger Screening Program	1	2	2	2		3	6	4	3	2	2	10	37
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Appl		1							1				2
Expedited Passenger Screening Program	1	1	2	2		2	6	4	2	2	2	10	34
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property								2					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		1							3
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				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 - Damaged Items - Checked				1									1
Screening	1	1	2		1			2	1	1			9
Screening - Inconsistency	1								1				2
Screening - Lengthy Lines			1		1			1					3
Screening - Procedures/Process		1	1					1		1			4
2023	2	12	1	8	4	6	12	10	3	8	10		76
Customer Service		1		1		1		1					4
Customer Service - TSO		1		1		1		1					4
Expedited Passenger Screening Program	2	9	1	7	3	4	9	4	3	7	9		58
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	2	7	1	7	3	4	9	4	3	7	9		56
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
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
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Carry-On								1					1
Screening		2			1		1	3		1			8
Screening - Inconsistency							1						1
Screening - Lengthy Lines		2											2
Screening - Procedures/Process					1			3		1			5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MBS	2	2	1	4	1	3	2	5	1		5	4	30
2021												3	3
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												2	2
2022	1			2		1		1			2	1	8
Civil Rights	1			1									2
Civil Rights - Racial Profiling or Discrimination	1			1									2
Expedited Passenger Screening Program				1		1					2	1	5
Expedited Passenger Screening Program - TSA PreCheck				1		1					2	1	5
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
2023	1	2	1	2	1	2	2	4	1		3		19
Expedited Passenger Screening Program	1	1	1	2	1	1	2	3	1		3		16
Expedited Passenger Screening Program	1	1	1	2	1	1	2	3	1		3		16
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
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
MCE	1										1		2
2022	1										1		2
Expedited Passenger Screening Program	1										1		2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA PreCheck											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
MCI	89	109	103	82	97	127	112	155	127	108	107	87	1,303
2021												26	26
Civil Rights													2
Civil Rights - Racial Profiling or Discrimination													2
Customer Service													4
Customer Service - TSO													4
Expedited Passenger Screening Program													15
Expedited Passenger Screening Program - TSA PreCheck													15
Patdown													1
Patdown - Flyer as Observer													1
Prohibited & Permitted Items													1
Prohibited & Permitted Items - General													1
Screening													3
Screening - Procedures/Process													3
2022	26	44	43	27	30	56	48	74	68	50	51	61	578
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Civil Rights							1		1	1		3	6
Civil Rights - National Origin												2	2
Civil Rights - Race							1			1		1	3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service		3	4	3		3	1	4	4	7	10	6	45
Customer Service - TSO		3	4	3		3	1	4	4	7	10	6	45
Expedited Passenger Screening Program	20	36	34	22	27	48	40	44	50	32	34	42	429
Expedited Passenger Screening Program - DoD					1	1							2
Expedited Passenger Screening Program	1	5	5	2	2	1	1		3	2	1	1	24
Expedited Passenger Screening Program	19	30	29	20	24	45	38	43	47	30	32	40	397
Expedited Passenger Screening Program - TSA/DHS		1				1	1	1			1	1	6
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Mishandling of Passenger Property	1	1						2				2	6
Mishandling of Passenger Property - Damaged/Missing		1						1				2	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1												1
No Jurisdiction					1					1			2
No Jurisdiction - Refer to Other					1					1			2
Notice of Violation/Civil Penalties								1					1
Notice of Violation/Civil Penalties - General								1					1
Patdown	2	1	1	1			1	1	1	3	1	1	13
Patdown - Flyer	2		1	1			1	1	1	3	1	1	12
Patdown - General		1											1
Persons w/ Disabilities (PWD)	1		1				1	1	1			1	6
Persons w/ Disabilities (PWD) - Internal Medical Devices									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					2
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling		1	3			3	2			1		2	12
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						2
Property - Special Handling - Missing Items - Checked			1			2				1		1	5
Screening	2	2		1	2	1	2	20	10	5	6	4	55
Screening - Inconsistency							1	1	1	1	2	1	7
Screening - Lengthy Lines	1							14	3				18
Screening - Procedures/Process	1	2		1	2	1	1	5	6	2	4	3	28
Screening - Retrieving Abandoned/Confiscated Items										2			2
TWIC									1				1
TWIC - General									1				1
2023	63	65	60	55	67	71	64	81	59	58	56		699
Additional Information Required/Insufficient Information				1		1							2
Additional Information Required/Insufficient Information - EMAIL ONLY				1		1							2
Civil Rights			1		1	1					1		4
Civil Rights - National Origin			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1	1				1			3
Current Topic								1					1
Current Topic - Current Topic								1					1
Customer Service	1	5	4	5	8	6	3	3	1	3	2		41
Customer Service - Others							1						1
Customer Service - TSO	1	5	4	5	8	6	2	3	1	3	2		40
Expedited Passenger Screening Program	49	52	52	45	52	57	52	67	49	45	43		563
Expedited Passenger Screening Program	4	1	4	3	1	1		1	1		1		17
Expedited Passenger Screening Program	45	51	48	42	51	56	52	66	48	45	42		546
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		1	2	1	1	2	1			10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	1		1	2	1			6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		1			1	1						4
No Jurisdiction								1	1				2
No Jurisdiction - No Referral								1	1				2
Patdown		1		1		1	3	1		2			9
Patdown - Children							1						1
Patdown - Flyer		1		1		1	2	1		1			7
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	6	2							1	1	2		12

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes	1									1			2
Persons w/ Disabilities (PWD) - Medically	2	1											3
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Wheelcha	1										2		3
Property - Special Handling		1		1				2			3		7
Property - Special Handling - Damaged Items - Carry		1		1									2
Property - Special Handling - Damaged Items - Checked								2					2
Property - Special Handling - Missing Items - Carry-On											2		2
Property - Special Handling - Missing Items - Checked											1		1
Screening	5	4	2	2	4	3	5	5	4	6	5		45
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	3		2		1				2	1			9
Screening - Lengthy Lines	1	2						1		2	2		8
Screening - Procedures/Process	1	1		2	3	3	5	4	2	2	3		26
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
MCK		1	2	1						1			5
2022		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			1										1
2023			1	1						1			3
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program				1						1			2
Expedited Passenger Screening Program - TSA PreCheck				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
MCN	2	2	3	1		2	3	1	1		2		17
2022	1	2	2	1		1	3	1	1		2		13
Expedited Passenger Screening Program			2										2
Expedited Passenger Screening Program - TSA PreCheck			2										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
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Persons w/ Disabilities (PWD)	1	1					1						3
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Metal Imp	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						1
Screening - Procedures/Process							1						1
2023	1		1			1			1				4
Expedited Passenger Screening Program	1						1						2
Expedited Passenger Screening Program	1						1						2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Patdown			1										1
Patdown - Flyer			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
MCO	593	652	700	643	642	868	802	812	676	665	605	430	8,088
2021												124	124
Civil Rights												4	4
Civil Rights - Constitutional Rights												1	1
Civil Rights - Racial Profiling or Discrimination												2	2
Civil Rights - Transgender Screening												1	1
Claims												1	1
Claims - General												1	1
Customer Service												19	19
Customer Service - TSO												19	19
Expedited Passenger Screening Program												61	61
Expedited Passenger Screening Program - DoD												2	2
Expedited Passenger Screening Program - Known Crew Member												1	1
Expedited Passenger Screening Program - TSA Application Program												4	4
Expedited Passenger Screening Program - TSA PreCheck												54	54
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Mishandling of Passenger Property												2	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												5	5
Patdown - Flyer												5	5
Persons w/ Disabilities (PWD)												7	7
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) - 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
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Prohibited & Permitted Items												5	5
Prohibited & Permitted Items - Beauty & Grooming Items												1	1
Prohibited & Permitted Items - Electronic Devices												1	1
Prohibited & Permitted Items - Liquids/Gels/Aerosols												1	1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items												1	1
Prohibited & Permitted Items - Remains												1	1
Property - Special Handling												9	9
Property - Special Handling - Damaged Items - Carry-On												2	2
Property - Special Handling - Damaged Items - Checked												3	3
Property - Special Handling - Missing Items - Carry-On												4	4
Screening												10	10
Screening - Inconsistency												3	3
Screening - Procedures/Process												7	7
2022	214	254	301	240	236	386	395	402	346	316	313	306	3,709
Additional Information Required/Insufficient Information				1								2	3
Additional Information Required/Insufficient Information - EMAIL ONLY				1								2	3
Airline		1	1				1	1	1	1		2	8
Airline - Lost Baggage								1	1			1	3
Airline - Policy/Regulations/Service		1	1				1			1		1	5
Business, Suggestions, and Ideas					1								1
Business, Suggestions, and Ideas - General					1								1
Civil Rights	2	5	7	5	2	5	9	4	5	5	10	5	64
Civil Rights - Age		1										1	2
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Constitutional Rights				2			1		1		1		5
Civil Rights - National Origin			1							1	1		3
Civil Rights - Profiling							1						1
Civil Rights - Race					1	4	6	3	2	2	5	3	26
Civil Rights - Racial Profiling or Discrimination	1	2	5	3									11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1	1		1			1	1	5
Civil Rights - Sexual Orientation - Not Transgender									2	1			3
Civil Rights - Transgender Screening	1	2					1			1	2		7
Claims		1			1	1		1					4
Claims - General		1			1			1					3
Claims - Status						1							1
Customer Service	46	49	34	36	32	49	42	55	53	44	40	27	507
Customer Service - CSM	1												1
Customer Service - Others	1			1	1	1		1					5
Customer Service - TCC						1							1
Customer Service - TSO	44	49	34	35	31	47	42	54	53	44	40	27	500
Expedited Passenger Screening Program	99	112	156	121	130	236	253	244	207	195	200	202	2,155
Expedited Passenger Screening Program - Known Crew Member	1	1		1	1	3	3	1	1	1	2		15
Expedited Passenger Screening Program - Known Crew Member								1	1				2
Expedited Passenger Screening Program	3	15	11	5	8	5	8	9	10	6	4	7	91
Expedited Passenger Screening Program	93	95	145	115	121	228	241	232	195	188	193	194	2,040
Expedited Passenger Screening Program	2	1					1	1			1	1	7
Hazardous Materials Safety									1		1	1	3
Hazardous Materials Safety - General									1		1	1	3
Identification (ID) Requirements	2	1	1										4
Identification (ID) Requirements - Domestic	2	1	1										4
Intranet/Internet Inquiries					1								1
Intranet/Internet Inquiries - General					1								1
Locks	3	1	1	2		2	1			1	2		13
Locks - Missing or Damaged Lock	3	1	1	2		2	1			1	2		13
Lost and Found	1	3	2	1	3	2		1	2	3	4	1	23
Lost and Found - Airport/TSA	1	3	2	1	3	2		1	2	3	4	1	23

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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	4	5	6	2	4	6	4	9	11	11	14	11	87
Mishandling of Passenger Property - Damaged/Missing	3	3	2	1		3		3	2	5	4	4	30
Mishandling of Passenger Property - Damaged/Missing		2	4		4	2	3	6	7	4	10	6	48
Mishandling of Passenger Property - Disposition	1			1		1	1		2	2		1	9
No Jurisdiction		1		3	2	1		4	2	3		1	17
No Jurisdiction - No Referral								3	1	1			5
No Jurisdiction - Refer to CBP		1		1	1	1		1	1	2		1	9
No Jurisdiction - Refer to Other				2	1								3
Patdown	1	8	4	3	1	4	3	7	3	5	6	7	52
Patdown - Children		1		1		2					3	1	8
Patdown - Flyer	1	7	3	2	1	2	3	6	3	5	3	6	42
Patdown - Flyer as Observer			1					1					2
Persons w/ Disabilities (PWD)	11	12	10	8	9	10	12	15	6	9	7	10	119
Persons w/ Disabilities (PWD) - Autism Spectrum				1							1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				2	1	1	1					2	7
Persons w/ Disabilities (PWD) - Diabetes	1		1		1		3	1	3	1	1		12
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1						1		1	3
Persons w/ Disabilities (PWD) - General	2	1	1	1	3	1	1		1		1		12
Persons w/ Disabilities (PWD) - Hearing Impairment		1			1								2
Persons w/ Disabilities (PWD) - Internal Medical Device		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1			1	1						3
Persons w/ Disabilities (PWD) - Medically Necessary	3	6	1		1	2	2	10		4	3	1	33
Persons w/ Disabilities (PWD) - Metal Implants	1			1			1						3
Persons w/ Disabilities (PWD) - Mobility Devices	1		3		1					1	1	2	9
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			2			1		1					4
Persons w/ Disabilities (PWD) - Touch Aids	1	2					1		1				5
Persons w/ Disabilities (PWD) - Visual Impairment									1			1	2
Persons w/ Disabilities (PWD) - Wheelchairs	2	1	1	2	1	4	2	3		2		3	21
Prohibited & Permitted Items	4	3	2										9
Prohibited & Permitted Items - Alcohol and Tobacco		1											1
Prohibited & Permitted Items - Electronic Devices		1											1
Prohibited & Permitted Items - Food/Beverages	2												2
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Liquids/Gels	2		1										3
Prohibited & Permitted Items - Marijuana		1											1
Property - Special Handling	20	12	25	16	16	22	18	15	13	12	10	10	189
Property - Special Handling - Damaged Items	8	5	6	4	4	3	8	5	2	3	6	1	55
Property - Special Handling - Damaged Items	4	4	5	4	4	3	1		2	2		2	31
Property - Special Handling - Missing Items	7	2	9	4	6	12	6	6	4	5	1	3	65
Property - Special Handling - Missing Items	1	1	5	4	2	4	3	4	5	2	3	4	38
Request for Assistance		1	1		2	1	1				1		7
Request for Assistance - Non-Persons w/ Disabilities		1											1
Request for Assistance - Other			1		2	1	1				1		6
Screening	21	39	51	42	32	47	51	46	42	27	18	26	442
Screening - Children		2						1					3
Screening - Crew Member or Airline Employee									1	1			2
Screening - Gate Pass										1			1
Screening - Inconsistency	2	2	10	7	4	1	7	6	7	2	1	6	55
Screening - Lengthy Lines	3	11	26	7	14	22	20	16	10	2	2	3	136
Screening - Opposite Gender			1										1
Screening - Procedures/Process	15	24	13	27	13	21	24	20	24	21	13	15	230
Screening - Retrieving Abandoned/Confiscated	1		1	1	1	3		3			2	2	14
TWIC												1	1
TWIC - General												1	1
2023	379	398	399	403	406	482	407	410	330	349	292		4,255
Additional Information Required/Insufficient Information			2	2				1					5
Additional Information Required/Insufficient Information - EMAIL			2	2				1					5
Advanced Imaging Technology (AIT)			1			1							2
Advanced Imaging Technology (AIT) - Flyer						1							1
Advanced Imaging Technology (AIT) - General			1										1
Airline			1	1		2		2		1	2		9
Airline - Lost Baggage								1					1
Airline - Policy/Regulations/Service			1	1		2		1		1	2		8
Civil Rights	2	3	6	8	3	6	5	7	14	7	4		65
Civil Rights - Age	1		2					1	1				5
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Constitutional Rights								1					1
Civil Rights - National Origin			1										1
Civil Rights - Not Specified				1						1	1		3
Civil Rights - Perceived Religion				1									1
Civil Rights - Profiling									1	1			2
Civil Rights - Race	1	1	2	2	2	2	3	3	10	1	1		28
Civil Rights - Screening of Religious Cultural and Ceremonial Items									1		1		2
Civil Rights - Screening of Religious or Cultural Garments								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		2		2		4	2	1	1	4	1		17
Civil Rights - Sexual Orientation - Not Transgender					1								1
Civil Rights - Transgender Screening				2									2
Claims	1			1				1		1			4
Claims - General				1				1		1			3
Claims - Status	1												1
Customer Service	35	35	36	46	48	53	54	41	35	40	22		445
Customer Service - CSM								1					1
Customer Service - Others			2										2
Customer Service - TSO	35	35	34	46	48	53	54	40	35	40	22		442
DHS TRIP											1		1
DHS TRIP - General											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
Expedited Passenger Screening Program	254	270	267	237	263	283	258	254	204	220	192		2,702
Expedited Passenger Screening Program - Active Duty Military				1	1								2
Expedited Passenger Screening Program	1	3	2	4		1	2			2			15
Expedited Passenger Screening Program	9	11	15	4	4	3	6	7	5	4	5		73
Expedited Passenger Screening Program	244	255	249	225	257	279	249	247	199	214	187		2,605
Expedited Passenger Screening Program - TSA/DHS		1	1	3	1		1						7
Hazardous Materials Safety		1		1					1		2		5
Hazardous Materials Safety - General		1		1					1		2		5
Locks	1	2	2	1	2	1	1	2	1	1			14
Locks - General					1								1
Locks - Missing or Damaged Lock	1	2	2	1	1	1	1	2	1	1			13
Lost and Found						2		2		1			5
Lost and Found - Airport/TSA						2		2		1			5
Mishandling of Passenger Property	12	12	7	12	8	13	13	17	11	10	8		123
Mishandling of Passenger Property - Damaged	3	7	6	8	3	8	7	10	6	5	4		67
Mishandling of Passenger Property - Damaged	6	4	1	3	3	4	5	5	5	5	2		43
Mishandling of Passenger Property - Disposition	3	1		1	2	1	1	2			2		13
No Jurisdiction				1	2	2		1	1	1	1		9
No Jurisdiction - No Referral								1					1
No Jurisdiction - Refer to CBP					2	2							4
No Jurisdiction - Refer to Other				1					1	1	1		4
Notice of Violation/Civil Penalties											1		1
Notice of Violation/Civil Penalties - General											1		1
Patdown	6	3	7	8	8	9	7	11	10	6	5		80
Patdown - Children			1	2	1					1			5
Patdown - Flyer	6	3	5	5	7	9	6	11	10	5	5		72
Patdown - Flyer as Observer			1	1			1						3
Persons w/ Disabilities (PWD)	10	13	8	13	5	19	18	19	17	19	12		153
Persons w/ Disabilities (PWD) - Autism Spectrum	2	2	1			2	3	2		6	2		20
Persons w/ Disabilities (PWD) - Breast Cancer			2										2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cognitive/Developmental		1	2			1		1		1	1		7
Persons w/ Disabilities (PWD) - Diabetes		1	1			1	1	3	1	3	1		12
Persons w/ Disabilities (PWD) - Diapers/Continence	1												1
Persons w/ Disabilities (PWD) - General		2			1		2	1	1				7
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 Conditions	1	1		1		1		1			1		6
Persons w/ Disabilities (PWD) - Medically Fragile	1	1	1			3	7		7	3	4		27
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1	1	1			3
Persons w/ Disabilities (PWD) - Mobility Devices	1	2		2	1	3	3	3	1	1			17
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						2	1	1	1	1			6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1	1	1				1	2		1		7
Persons w/ Disabilities (PWD) - Respiratory	1									1			2
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchairs	3	2		7	2	3		3	3	2	2		27
Property - Special Handling	14	6	6	19	7	17	5	15	5	9	13		116
Property - Special Handling - Damaged Items	5	2	1	5	2	3		3	2	2	2		27
Property - Special Handling - Damaged Items	3	2		1	2	3	2	3		3	2		21
Property - Special Handling - Missing Items	1	2	2	6	2	6	1	5	1	2	1		29
Property - Special Handling - Missing Items	5		3	7	1	5	2	4	2	2	8		39
Request for Assistance	1										1		2
Request for Assistance - Other	1										1		2
Screening	43	53	56	52	60	74	46	37	31	33	28		513
Screening - Children											1		1
Screening - Crew Member or Airline Employee	4		2	6		1			1	1			15
Screening - Inconsistency	1	1	15	6	5	6	4	4	5	1	4		52
Screening - International Screening				1									1
Screening - Lengthy Lines	18	21	21	12	23	18	22	9	12	6	6		168
Screening - Procedures/Process	17	28	13	27	31	45	17	23	12	23	16		252
Screening - Retrieving Abandoned/Confiscated	3	3	4		1	4	3	1	1	2	1		23
Screening - Security Breach			1										1
TWIC				1									1
TWIC - General				1									1

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCW				1				1					2
2022				1				1					2
Expedited Passenger Screening Program				1				1					2
Expedited Passenger Screening Program - TSA PreCheck				1				1					2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MDT	21	28	15	21	18	30	20	22	20	18	24	25	262
2021												15	15
Civil Rights												1	1
Civil Rights - National Origin												1	1
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												8	8
Expedited Passenger Screening Program - DoD												1	1
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												6	6
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Screening												3	3
Screening - Lengthy Lines												1	1
Screening - Procedures/Process												2	2
2022	8	8	7	9	8	14	12	8	10	6	13	10	113
Civil Rights												1	1
Civil Rights - Race												1	1
Customer Service	2	1	1		1	2	2		1	1		4	15
Customer Service - TSO	2	1	1		1	2	2		1	1		4	15
Expedited Passenger Screening Program	3	5	3	9	5	10	5	8	8	3	12	5	76
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Application Program			1	1			1		1				4
Expedited Passenger Screening Program	3	5	2	8	5	9	4	8	7	3	12	5	71
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown		1	1				1						3
Patdown - Flyer			1				1						2
Patdown - General		1											1
Persons w/ Disabilities (PWD)			1						1	1			3
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1										1
Property - Special Handling	2				1	1	2			1			7
Property - Special Handling - Damaged Items	1					1							2
Property - Special Handling - Damaged Items	1						1			1			3
Property - Special Handling - Missing Items - Checked					1		1						2
Screening	1				1		2				1		5
Screening - Procedures/Process	1				1		2				1		5
2023	13	20	8	12	10	16	8	14	10	12	11		134
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Customer Service		3	1	2	1	2	1		1				11
Customer Service - TSO		3	1	2	1	2	1		1				11
Expedited Passenger Screening Program	12	14	6	8	7	11	6	14	8	12	9		107
Expedited Passenger Screening Program - Active Duty Military						1							1
Expedited Passenger Screening Program - DoD		1	1										2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	11	13	5	8	7	10	6	14	8	12	9		103
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
Patdown - Flyer		1	1										2
Persons w/ Disabilities (PWD)											2		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											2		2
Property - Special Handling		1			2								3
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Items - Checked					2								2
Screening	1			1		2	1		1				6
Screening - Inconsistency	1					1							2
Screening - Procedures/Process						1	1		1				3
Screening - Retrieving Abandoned/Confiscated Items				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MDW	116	119	138	126	109	139	140	151	151	173	149	100	1,611
2021												35	35
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service												3	3
Customer Service - TSO												3	3
Expedited Passenger Screening Program												22	22
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												21	21
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Food/Beverages												1	1
Property - Special Handling												4	4
Property - Special Handling - Damaged Items - Carry-On												2	2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening												3	3
Screening - Inconsistency												3	3
2022	44	35	46	41	41	48	64	71	69	71	85	65	680
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			1	1	4		1	1	12
Civil Rights - Constitutional Rights									1				1
Civil Rights - Hair Patdowns									1				1
Civil Rights - Perceived Religion				1			1						2
Civil Rights - Race								1	2			1	4
Civil Rights - Racial Profiling or Discrimination	1		1	1									3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Claims											1		1
Claims - General											1		1
Customer Service	8	4	5	2	5	4	6	7	12	10	10	7	80
Customer Service - TSO	8	4	5	2	5	4	6	7	12	10	10	7	80
Expedited Passenger Screening Program	27	28	30	27	27	36	46	53	37	46	53	42	452
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program	1	3		3	1	2		6	3	2	1		22
Expedited Passenger Screening Program	26	25	30	24	26	33	45	47	34	44	52	42	428
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1						1
Locks											1	1	2
Locks - Missing or Damaged Lock											1	1	2
Lost and Found				1			1		1	1	1	1	6
Lost and Found - Airport/TSA				1			1		1	1	1	1	6
Mishandling of Passenger Property		1	2	1			1	2	3	3	4	2	19
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1				1	1	2	1	2	9
Mishandling of Passenger Property - Damaged/Missii		1	1				1	1	2	1	3		10
No Jurisdiction						1		1	1	1			4
No Jurisdiction - No Referral									1				1
No Jurisdiction - Refer to CBP								1					1
No Jurisdiction - Refer to Other						1				1			2
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown	1		1			1	1				1	4	9
Patdown - Children			1			1							2
Patdown - Flyer	1						1				1	3	6
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)	2			3	2	4	2	1	1	2	2	1	20
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes						1		1					2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1	1				2	2		6
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1							1	3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Visual Impairment				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1							2
Property - Special Handling	1		4	1	5		1		2		5	2	24
Property - Special Handling - Damaged Items - Carry-On			2	1	1		1			1	3	1	10
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Carry-On			1		2				1	1	1	1	7
Property - Special Handling - Missing Item	1				2				1	1	1		6
Screening	4	2	2	3	2	2	5	6	8	5	5	3	47
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency				1		1		2			1		5
Screening - Lengthy Lines									1				1
Screening - Procedures/Process	4	2	2	1	2	1	4	4	7	4	4	3	38
Screening - Retrieving Abandoned/Confiscated Items				1			1						2
2023	72	84	92	85	68	91	76	80	82	102	64		896
Additional Information Required/Insufficient Inf	1				1			1					3
Additional Information Required/Insufficient	1				1			1					3
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights	1	3	3	2			1	1	3	3	2		19

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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
Civil Rights - National Origin							1						1
Civil Rights - Profiling									1				1
Civil Rights - Race		1	1	1					2	1	2		8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2					1		2			5
Civil Rights - Sexual Orientation - Not Tra	1												1
Civil Rights - Transgender Screening		2		1									3
Customer Service	11	6	12	13	7	7	12	16	8	16	11		119
Customer Service - TSO	11	6	12	13	7	7	12	16	8	16	11		119
Expedited Passenger Screening Program	46	54	60	50	39	63	44	44	47	58	32		537
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program	2	1	2	1	1	4	1						12
Expedited Passenger Screening Program	44	53	58	49	38	59	42	44	47	58	32		524
Locks				1		2							3
Locks - Missing or Damaged Lock				1		2							3
Mishandling of Passenger Property	2	6	3	1	3	2	4	2	4	5	7		39
Mishandling of Passenger Property - Dam	2	2	3		1	2	2	2	2	3	5		24
Mishandling of Passenger Property - Damaged/Missii		4		1	2		1		1	2	2		13
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1				2
No Jurisdiction		1							1				2
No Jurisdiction - No Referral									1				1
No Jurisdiction - Refer to Other		1											1
Patdown	3		1		2		1		3	2	2		14
Patdown - Flyer	3		1		2		1		2	2	2		13
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)	3	1	4	3	4	3	1	3	4	4	3		33
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - Diabetes	1										2		3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - General						1			1	1			3
Persons w/ Disabilities (PWD) - Medically	1		1	1	2	1	1	1	1	1			10
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1							1			2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1			1					2
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelcha	1	1		1	1	1		1	1	1	1		9
Property - Special Handling	2	2	2	2	8	3	1	4	4	5	3		36
Property - Special Handling - Damaged Items - Carry-On			2	1	3	1		3	3	3	1		17
Property - Special Handling - Missing Item	1	2		1	3	1		1	1		1		11
Property - Special Handling - Missing Item	1				2	1	1			2	1		8
Screening	3	10	7	13	4	11	12	9	8	9	4		90
Screening - Crew Member or Airline Empl	1	2		1	1								5
Screening - Inconsistency		1	2	1			1	1	3	1			10
Screening - Lengthy Lines		1		1	1	1	4	1			1		10
Screening - Procedures/Process	2	6	4	7	2	10	6	7	5	8	3		60
Screening - Retrieving Abandoned/Confiscated Items				3			1						4
Screening - Shoe Screening			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
MEI	1		1	1	1		2	1					7
2022				1	1		2	1					5
Civil Rights								1					1
Civil Rights - Not Specified								1					1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked					1								1
Screening				1									1
Screening - Procedures/Process				1									1
2023	1		1										2
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	1		1										2

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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
MEM	74	68	60	51	44	61	64	74	86	58	68	64	772
2021												22	22
Customer Service												5	5
Customer Service - TSO												5	5
Expedited Passenger Screening Program												11	11
Expedited Passenger Screening Program - TSA Application Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												9	9
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
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Property - Special Handling												3	3
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On												2	2
2022	23	21	29	17	16	44	26	46	41	36	36	42	377
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights	2		1			1	1						5
Civil Rights - Headwear							1						1
Civil Rights - National Origin	1												1
Civil Rights - Race						1							1
Civil Rights - Racial Profiling or Discrimination	1		1										2
Claims				1									1
Claims - General				1									1
Customer Service	6	3	4	2	2	4	5	8	5	2	4	4	49
Customer Service - TSO	6	3	4	2	2	4	5	8	5	2	4	4	49
Duplicate E-mail			1										1
Duplicate E-mail - General			1										1
Expedited Passenger Screening Program	13	17	16	14	9	36	18	28	31	26	28	34	270
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program	1	2		3	1	1	1	1	2		2		14
Expedited Passenger Screening Program	12	15	14	10	8	35	17	27	28	26	25	34	251
Expedited Passenger Screening Program - TSA/DHS Employee			2								1		3
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property			1					2	1	1	1		6
Mishandling of Passenger Property - Damaged/Missing Items--C			1							1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								2	1		1		4
Patdown	1		3		3				1	3	2		13
Patdown - Children			1		1								2
Patdown - Flyer	1		2		2				1	3	2		11
Persons w/ Disabilities (PWD)							1	3		1			5
Persons w/ Disabilities (PWD) - General								1					1
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
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling		1				2		1	1	2		2	9
Property - Special Handling - Damaged Items - Carry-On								1		1		1	3
Property - Special Handling - Damaged Items - Checked						1			1	1			3
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Items - Checked						1						1	2
Screening	1		3		2	1	1	3	1	1	1	2	16
Screening - Inconsistency					1								1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process	1		3		1	1	1	3	1	1	1	1	14
2023	51	47	31	34	28	17	38	28	45	22	32		373
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information	1												1
Civil Rights		2				1		1	1		1		6
Civil Rights - Race		1							1				2
Civil Rights - Sex/Gender/Gender Identity- Not Transf		1				1		1			1		4
Claims											1		1
Claims - Status											1		1
Customer Service	5	3	2	1	3	1	5	2	6	1	2		31
Customer Service - TSO	5	3	2	1	3	1	5	2	6	1	2		31
Expedited Passenger Screening Program	37	38	24	28	25	13	27	20	29	20	23		284
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program	1	1	2	1	1			1	2				9
Expedited Passenger Screening Program	36	37	22	26	24	13	27	19	27	20	23		274
Mishandling of Passenger Property		1	1				1	2	2				7
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1	2	1				5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1							1				2
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									1				1
Patdown	2		1	1					1		1		6
Patdown - Flyer	2		1	1					1		1		6
Persons w/ Disabilities (PWD)		1		1				1	1	1	1		6
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) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1											1
Property - Special Handling	1		1	2		1	4	1			1		11

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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 - Damaged Items	1			2			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							3				1		4
Screening	5	2	2	1		1	1	1	4		2		19
Screening - Lengthy Lines	2	1					1	1	2				7
Screening - Procedures/Process	3	1	2	1		1			2		2		12

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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
MFE	10	11	9	12	9	6	3	18	9	12	6	4	109
2021												3	3
Expedited Passenger Screening Program												3	3
Expedited Passenger Screening Program - TSA PreCheck												3	3
2022	4	6	3	5	5	1	2	15	5	9	4	1	60
Civil Rights				2									2
Civil Rights - Racial Profiling or Discrimination				2									2
Customer Service	1	1			1								3
Customer Service - TSO	1	1			1								3
Expedited Passenger Screening Program	3	4	2	2	3	1	2	13	5	7	2	1	45
Expedited Passenger Screening Program - Active Du		1											1
Expedited Passenger Screening Program - TSA Application Pro			1		1					1			3
Expedited Passenger Screening Program	3	3	1	2	2	1	2	13	5	6	2	1	41
Mishandling of Passenger Property										2			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
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Medication/Prescriptio		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								2			1		3
Screening - Crew Member or Airline Employee								1					1
Screening - Procedures/Process								1			1		2
TWIC					1								1
TWIC - General					1								1
2023	6	5	6	7	4	5	1	3	4	3	2		46
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program	6	3	6	6	3	4		1	3	2	2		36
Expedited Passenger Screening Program	6	3	6	6	3	4		1	3	2	2		36
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		1											1
Patdown					1				1				2
Patdown - Non-Flyer					1				1				2
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				1		1		1			4
Screening - Inconsistency								1		1			2
Screening - Lengthy Lines		1											1
Screening - Procedures/Process						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MFR	8	14	13	15	13	13	17	14	19	11	16	12	165
2021												3	3
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	3	4	3	6	4	4	12	5	13	5	9	9	77
Civil Rights												1	1
Civil Rights - Race												1	1
Customer Service	1	2							1			2	6
Customer Service - TSO	1	2							1			2	6
Expedited Passenger Screening Program	2	1	2	3	3	3	10	4	11	5	7	4	55
Expedited Passenger Screening Program - TSA Appl		1					3		1	1			6
Expedited Passenger Screening Program	2		2	3	3	3	7	4	10	4	7	4	49
Mishandling of Passenger Property							1				1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1				1		2
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling		1	1	2			1		1			2	8
Property - Special Handling - Damaged Items - Carry-On			1	2									3
Property - Special Handling - Damaged Items - Checkl		1											1
Property - Special Handling - Missing Items - Carry-On							1		1				2
Property - Special Handling - Missing Items - Checked												2	2
Screening				1	1			1			1		4
Screening - Procedures/Process				1	1			1			1		4
2023	5	10	10	9	9	9	5	9	6	6	7		85
Civil Rights	1							1					2
Civil Rights - Race	1							1					2
Customer Service		2		1			1						4
Customer Service - TSO		2		1			1						4
Expedited Passenger Screening Program	4	5	9	6	8	8	3	6	5	6	6		66
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program	4	5	9	6	8	8	3	6	4	6	6		65
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Persons w/ Disabilities (PWD)		1						1					2
Persons w/ Disabilities (PWD) - Medically Necessary		1						1					2
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening		2	1	2	1	1	1	1					9
Screening - Inconsistency		2		2				1					5
Screening - Procedures/Process			1		1	1	1						4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MGM	6	4	4	3	3	3	4	6	4	10	7	4	58
2022	2	2			2	2	2	4	2	6	5	4	31
Customer Service					1					1		1	3
Customer Service - TSO					1					1		1	3
Expedited Passenger Screening Program	2	2			1	2	1	2	2	4	4	3	23
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA Application Program										1		1	2
Expedited Passenger Screening Program	1	2			1	2	1	2	2	3	4	2	20
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Screening								2			1		3
Screening - Lengthy Lines								1					1
Screening - Procedures/Process								1			1		2
2023	4	2	4	3	1	1	2	2	2	4	2		27
Civil Rights			1			1							2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1			1							2
Customer Service	1	1					1			1			4
Customer Service - TSO	1	1					1			1			4
Expedited Passenger Screening Program	3	1	3	3	1			2	2	2	2		19
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Application Pro			1										1
Expedited Passenger Screening Program	3		2	3	1			2	2	2	2		17
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 (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MGW				1							1		2
2023				1							1		2
Civil Rights				1									1
Civil Rights - Race				1									1
Customer Service											1		1
Customer Service - TSO											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MHK		2	2	1	4			3	1				13
2022		1	2					2	1				6
Expedited Passenger Screening Program		1	1					2	1				5
Expedited Passenger Screening Program - TSA PreC			1	1				2	1				5
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
2023		1		1	4			1					7
Expedited Passenger Screening Program				1	4								5
Expedited Passenger Screening Program - TSA PreCheck				1	4								5
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Screening			1										1
Screening - Retrieving Abandoned/Confiscated Items			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MHT	12	15	15	12	13	21	11	13	9	13	18	11	163
2021												6	6
Expedited Passenger Screening Program												4	4
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												3	3
Property - Special Handling												2	2
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked												1	1
2022	4	5	9	4	2	10	4	7	7	7	11	5	75
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights				1						1			2
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service								1			1	1	3
Customer Service - TSO								1			1	1	3
Expedited Passenger Screening Program	2	4	9	3	1	8	4	5	6	5	8	3	58
Expedited Passenger Screening Program - TSA Application Program				2				1					3
Expedited Passenger Screening Program	2	4	9	1	1	8	4	4	6	5	8	3	55
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											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) - Touch Aversion (pain/trauma)									1			1	2
Property - Special Handling	1	1								1	1		4
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
Screening	1					2							3
Screening - Procedures/Process	1					2							3
2023	8	10	6	8	11	11	7	6	2	6	7		82
Customer Service				1	1					1	1		4
Customer Service - TSO				1	1					1	1		4
Expedited Passenger Screening Program	8	9	5	6	8	11	4	5	2	3	5		66
Expedited Passenger Screening Program - TSA Application Program	8	7	5	6	8	11	4	5	2	3	5		64
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) - Medically Necessary Medication and Medical Supplies				1									1
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		2		2			1	1		7
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency					1					1			2
Screening - Procedures/Process			1		1		1				1		4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MIA	280	343	422	453	413	492	420	407	378	383	360	258	4,609
2021												87	87
Civil Rights												6	6
Civil Rights - Racial Profiling or Discrimination												4	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												2	2
Customer Service												10	10
Customer Service - TSO												10	10
Expedited Passenger Screening Program												41	41
Expedited Passenger Screening Program - TSA PreCheck												41	41
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)												3	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
Property - Special Handling												14	14
Property - Special Handling - Damaged Items - Carry-On												8	8
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On												3	3
Property - Special Handling - Missing Items - Checked												2	2
Screening												8	8
Screening - Lengthy Lines												1	1
Screening - Opposite Gender												1	1
Screening - Procedures/Process												5	5
Screening - Shoe Screening												1	1
2022	102	132	181	205	186	248	203	189	203	188	171	171	2,179
Additional Information Required/Insufficient Information											1		1
Additional Information Required/Insufficient Information - EMAIL ONLY											1		1
Airline						1	1	1	2	1	2	2	11
Airline - Policy/Regulations/Service						1	1	1	2	1	2	1	10
Airline - Wheelchair Assistance											1		1
Animals	1												1
Animals - Carry-On	1												1
Civil Rights	5	3	2	4	5	5	10	4	2	3	3	4	50
Civil Rights - Age				1			1						2
Civil Rights - Constitutional Rights	1												1
Civil Rights - Hair Patdowns	1												1
Civil Rights - National Origin							1			1		1	3
Civil Rights - Perceived Religion				1									1
Civil Rights - Profiling						1	1						2
Civil Rights - Race						4	4	4		2	2	1	17
Civil Rights - Racial Profiling or Discrimination	2	3	1	2	3								11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1				3		1		1	2	8
Civil Rights - Sexual Orientation - Not Transgender	1				1								2
Civil Rights - Transgender Screening					1				1				2
Claims	1							2					3
Claims - General	1							2					3
Customer Service	16	22	32	37	25	32	27	22	33	35	31	23	335
Customer Service - TSO	16	22	32	37	25	32	27	22	33	35	31	23	335
DHS TRIP								1	1	1			3
DHS TRIP - General								1	1	1			3
Expedited Passenger Screening Program	48	77	100	108	104	126	111	111	122	99	88	106	1,200
Expedited Passenger Screening Program - DoD			1			1	2	1			1	2	8
Expedited Passenger Screening Program - TSA/DoD	2	4	6	2	2	7	3	4	7	3	3	4	47
Expedited Passenger Screening Program - TSA/DoD	46	72	93	106	102	118	106	106	114	96	84	100	1,143
Expedited Passenger Screening Program - TSA/DHS		1							1				2
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												1
Identification (ID) Requirements		1		1									2
Identification (ID) Requirements - Domestic		1		1									2
Locks	1		1	2	1	2	1	1	1	2			12
Locks - General										1			1
Locks - Missing or Damaged Lock	1		1	2	1	2	1	1	1	1			11
Lost and Found	1	1		1		1		1		1			6
Lost and Found - Airport/TSA	1	1		1		1		1		1			6
Mishandling of Passenger Property	3	1	4	4	2	4	8	4	7	4	9	3	53
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			2	1		1	3	1	6	2	3	1	20
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3		2	3	1	3	5	3		2	5	2	29
Mishandling of Passenger Property - Disarrayed Item		1			1				1		1		4
No Jurisdiction		3	3	2	3	4	1	4	3	2	7	2	34
No Jurisdiction - No Referral		1				1		2			1		5
No Jurisdiction - Refer to CBP		1		2	3			2	3	1	6	2	20
No Jurisdiction - Refer to Other		1	3			3	1			1			9
Patdown		1	2	3	4	3	6		1	1	1	3	25
Patdown - Children					1		1						2
Patdown - Flyer		1	2	3	3	2	4		1	1	1	3	21
Patdown - Flyer as Observer						1	1						2
Persons w/ Disabilities (PWD)		1	2	3	4	9	9	5	2	7	2	5	49

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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) - Autism Spectrum				1	1			1	1				4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes						2	1			1			4
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) - Hearing Impairment							2						2
Persons w/ Disabilities (PWD) - Internal Medical Devices										2			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1		1	2				1	3	8
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1	1	2	1		1		1	7
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1				1	2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment			1										1
Persons w/ Disabilities (PWD) - Service Animals			1						1				2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1			1						2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						2		1		1	1		5
Prohibited & Permitted Items			2										2
Prohibited & Permitted Items - Alcohol and Tobacco			2										2
Property - Special Handling	14	9	6	18	13	19	8	15	12	17	8	10	149
Property - Special Handling - Damaged Items	3	1	1	6	1	5	1	4	7	6	2	3	40
Property - Special Handling - Damaged Items - Missing Item	3	2	2	3	2	1	3	2	2	1	2	3	26
Property - Special Handling - Missing Item	3	3	2	4	5	7	2	6	2	2	1	1	38
Property - Special Handling - Missing Item - Damaged Item	5	3	1	5	5	6	2	3	1	8	3	3	45
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening	10	13	25	22	24	42	21	17	18	14	19	14	239
Screening - Children										1			1
Screening - Crew Member or Airline Employee											1		1
Screening - Cruise Ships							1						1
Screening - Inconsistency	2	3	4	2	4	3	1	2	3	1	2	1	28
Screening - Lengthy Lines	3	1	2	4	10	22	5	6	3		4	2	62
Screening - Procedures/Process	5	9	19	15	10	14	12	7	11	11	11	10	134
Screening - Retrieving Abandoned/Confiscated Items				1		3	2	2	1	1		1	11
Screening - Shoe Screening											1		1
Transfer to Security Specialist			1										1
Transfer to Security Specialist - Reportable Communication			1										1
TWIC	1												1
TWIC - General	1												1
2023	178	211	241	248	227	244	217	218	175	195	189		2,343
Additional Information Required/Insufficient Information				1							1		2
Additional Information Required/Insufficient Information - EMAIL ONLY				1							1		2
Airline	1	1	2	3		1		1	2	2			13
Airline - Baggage Requirements				1									1
Airline - Lost Baggage	1		1	2									4
Airline - Policy/Regulations/Service		1	1			1		1	2	2			8
Cargo					1								1
Cargo - Known Shipper					1								1
Civil Rights	2	5	1	5	2	5	3	2	7	9	2		43
Civil Rights - Age									1	1			2
Civil Rights - Constitutional Rights		1				1				1			3
Civil Rights - National Origin				1						2			3
Civil Rights - Not Specified						1							1
Civil Rights - Perceived Religion						1	2			1			4
Civil Rights - Profiling									1				1
Civil Rights - Race	1	3	1	2	2	1	1	1	1	3	1		17
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1		2		1		1	3	1	1		10
Civil Rights - Transgender Screening	1								1				2
Claims									1				1
Claims - General									1				1
Customer Service	31	31	19	32	32	40	32	28	26	27	47		345
Customer Service - CSM									1				1
Customer Service - Others				1				1					2
Customer Service - TCC									1				1
Customer Service - TSO	31	31	19	31	32	40	32	27	24	27	47		341
DHS TRIP							1		1				2
DHS TRIP - General							1		1				2
Expedited Passenger Screening Program	102	129	156	141	131	134	139	129	94	106	88		1,349
Expedited Passenger Screening Program - Damaged Item	1	1					1						3
Expedited Passenger Screening Program - Missing Item	6	5	6	4	5	2	3	5		3	1		40
Expedited Passenger Screening Program - Missing Item - Damaged Item	94	123	150	137	126	132	135	124	94	103	87		1,305
Expedited Passenger Screening Program - Missing Item - Damaged Item - Missing Item	1												1
Flying Armed						1							1
Flying Armed - General						1							1
Hazardous Materials Safety							1			1			2
Hazardous Materials Safety - General							1			1			2
Locks		1	2	2				1	2				8
Locks - General			1										1
Locks - Missing or Damaged Lock		1	1	2				1	2				7
Lost and Found	1		1			1		3	1		1		8
Lost and Found - Airport/TSA	1		1			1		3	1		1		8
Mishandling of Passenger Property	7	10	8	5	3	5	1	4	8	7	7		65
Mishandling of Passenger Property - Damaged Item	2	4	1	4	1	4	1	2	2	3	6		30
Mishandling of Passenger Property - Damaged Item - Missing Item	5	3	6	1	2	1		2	3	3	1		27
Mishandling of Passenger Property - Damaged Item - Missing Item - Damaged Item		2							2				4
Mishandling of Passenger Property - Disarrayed Item		1	1						1	1			4
No Jurisdiction	3	1	6	4	4	5	2	3		2	5		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
No Jurisdiction - No Referral				2			1				2		5
No Jurisdiction - Refer to CBP	3	1	3	2	3	4	1	3		1	3		24
No Jurisdiction - Refer to Other			3		1	1				1			6
Patdown	1	1	4	5	2	6	2	2	1	2	3		29
Patdown - Flyer		1	4	5	2	6		2	1	2	3		26
Patdown - Flyer as Observer	1						2						3
Persons w/ Disabilities (PWD)	3	3	5	5	2	4	8	3	5	7	2		47
Persons w/ Disabilities (PWD) - Autism Spectrum	1						2		1	2			6
Persons w/ Disabilities (PWD) - Diabetes			1				3	1	1	2			8
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1	1									2
Persons w/ Disabilities (PWD) - Medical Devices - At		1		1					1		1		4
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1	1	1		2	1		2			8
Persons w/ Disabilities (PWD) - Mobility Devices	1	1		1			1		1				5
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheelchairs	1		1	1	1	4		1	1		1		11
Property - Special Handling	7	8	10	15	7	2	8	10	4	5	6		82
Property - Special Handling - Damaged Items - Carry		2	3	3			1	3	1	2	2		17
Property - Special Handling - Damaged Items - Mail	3			4	1	1		2					11
Property - Special Handling - Missing Items	1	5	2	3	3		2	2	2	2	2		24
Property - Special Handling - Missing Items - Mail	3	1	5	5	3	1	5	3	1	1	2		30
Screening	20	21	27	30	43	40	20	32	23	27	27		310
Screening - Children				1					1				2
Screening - Crew Member or Airline Employee	2	2	8	6		1		1		1			21
Screening - Inconsistency	4	5	3	4	5	3	4	5	6	2	4		45
Screening - International Screening						1							1
Screening - Lengthy Lines	4	4	2	4	14	6	3	5	2	6	4		54
Screening - Procedures/Process	10	10	14	13	22	29	13	21	13	17	19		181
Screening - Retrieving Abandoned/Confiscated Items				2	2				1	1			6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MKE	59	51	58	44	55	84	79	59	71	62	75	69	766
2021												21	21
Civil Rights													2
Civil Rights - Racial Profiling or Discrimination													1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1
Customer Service													2
Customer Service - TSO													2
Expedited Passenger Screening Program													14
Expedited Passenger Screening Program - TSA Application Program													3
Expedited Passenger Screening Program - TSA PreCheck													11
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Patdown													1
Patdown - Flyer													1
Property - Special Handling													1
Property - Special Handling - Missing Items - Carry-On													1
2022	20	22	29	13	14	35	46	26	42	28	44	48	367
Airline								1					1
Airline - Lost Baggage								1					1
Civil Rights	1					1		1		2	1		6
Civil Rights - Race						1				2			3
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Transgender Screening								1			1		2
Customer Service			3	1			1	1	2	3	2	1	14
Customer Service - TSO			3	1			1	1	2	3	2	1	14
Expedited Passenger Screening Program	15	20	22	10	10	30	39	20	36	19	35	40	296
Expedited Passenger Screening Program - DoD						1		1					2
Expedited Passenger Screening Program - TSA Appl		5	2	1	3	1	1		1	1		1	16
Expedited Passenger Screening Program	15	15	20	8	7	28	38	18	35	18	35	39	276
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1				1					2
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Lost and Found		1									1		2
Lost and Found - Airport/TSA		1									1		2
Mishandling of Passenger Property			2			1	1		1			1	6
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1						2
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1			1				3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown							3			1	1	3	8
Patdown - Children							1						1
Patdown - Flyer							2			1	1	3	7
Persons w/ Disabilities (PWD)		1			1			2			1		5
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1											1
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								2					2
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objec			1										1
Property - Special Handling	2			1	2	1	1		2		1	1	11
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				2								3
Property - Special Handling - Missing Items - Checked						1			1		1		3
Screening	2		1	1	1	2	1	1	1	3	1	2	16
Screening - Inconsistency						1	1						2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2		1	1		1		1	1	3	1	2	13
2023	39	29	29	31	41	49	33	33	29	34	31		378
Civil Rights	1			1	1				1		1		5
Civil Rights - National Origin									1				1
Civil Rights - Race	1			1	1								3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	3	2		2	3	1	2	1	1	1	6		22
Customer Service - TSO	3	2		2	3	1	2	1	1	1	6		22
Expedited Passenger Screening Program	30	26	23	24	31	38	30	31	23	28	23		307
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program	1	2		1	2			2			1		9
Expedited Passenger Screening Program	29	24	23	22	29	38	30	29	23	28	22		297
Locks			1		1								2
Locks - Missing or Damaged Lock			1		1								2
Mishandling of Passenger Property	2		1	1	1	3				1			9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		1		1								3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1			1		2				1			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown						2	1				1		4
Patdown - Flyer						2					1		3
Patdown - Flyer as Observer							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) - Service Animals			1										1
Property - Special Handling	1		1	2	1	2		1		3			11
Property - Special Handling - Damaged Items - Carry-On	1									1			2
Property - Special Handling - Damaged Items - Checked			1	1	1	1				2			6
Property - Special Handling - Missing Items - Carry-On				1				1					2
Property - Special Handling - Missing Items - Checked						1							1
Screening	1	1	2	1	3	3			4	1			16

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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
Screening - Inconsistency				1					3				4
Screening - Procedures/Process	1	1	2		3	3				1			11
Screening - Retrieving Abandoned/Confiscated Items									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MKG			1							1			2
2022			1							1			2
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreCheck			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
MKL								1					1
2023								1					1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								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
MLB	6	7	8	4	2	4	11	7	7	11		3	70
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022	1		2	2	1	3	6	4	1	3		2	25
Customer Service				1								1	2
Customer Service - TSO				1								1	2
Expedited Passenger Screening Program	1		2	1		2	6	2		3		1	18
Expedited Passenger Screening Program	1		2	1		2	6	2		3		1	18
Mishandling of Passenger Property								1	1				2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1	1				2
Patdown								1					1
Patdown - Flyer								1					1
Screening					1	1							2
Screening - Procedures/Process					1	1							2
2023	5	7	6	2	1	1	5	3	6	8			44
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
Customer Service	3	1	1							2			7
Customer Service - Others			1										1
Customer Service - TSO	3	1								2			6
Expedited Passenger Screening Program	1	4	5	2	1	1	5	3	3	3			28
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program	1	4	5	2	1	1	5	3	3	2			27
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 Baggage									1				1
Persons w/ Disabilities (PWD)		1								1			2
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening										2			2
Screening - Procedures/Process										2			2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MLI	3	4	4	6	11	8	12	12	8	10	14	1	93
2021												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	1	1	2	4	1	6	10	6	5	3	12		51
Customer Service									1		1		2
Customer Service - TSO									1		1		2
Expedited Passenger Screening Program	1	1	2	4	1	6	9	4	4	3	11		46
Expedited Passenger Screening Program - TSA Application Program							1		1	1			3
Expedited Passenger Screening Program	1	1	2	4	1	6	8	4	3	2	11		43
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Screening							1	1					2
Screening - Procedures/Process							1	1					2
2023	2	3	2	2	10	2	2	6	3	7	2		41
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service	1	1											3
Customer Service - TSO	1	1											3
Expedited Passenger Screening Program	1	2	1	2	10	1	2	5	3	5	1		33
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	1	2	1	2	9	1	2	5	3	5	1		32
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
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

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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
MLU	3		5	3	1	5	2	6	2	2	3	6	38
2021												3	3
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Screening												2	2
Screening - Inconsistency												1	1
Screening - Procedures/Process												1	1
2022			3			2	2	1	2			3	13
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Expedited Passenger Screening Program			1				1	1	2			2	7
Expedited Passenger Screening Program - TSA Application Pro			1										1
Expedited Passenger Screening Program - TSA PreCheck							1	1	2			2	6
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - General			1										1
Patdown						1						1	2
Patdown - Flyer						1						1	2
Screening							1						1
Screening - Inconsistency							1						1
2023	3		2	3	1	3		5		2	3		22
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Expedited Passenger Screening Program	1		1	1	1	2		3		1	2		12
Expedited Passenger Screening Program	1		1	1	1	2		3		1	2		12
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						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			2				1			1		5
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency				1									1
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
MOB	3	3	9	1	8	13	10	7	6	8	11	7	86
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022	1	1	4		4	7	8	1	2	5	7	6	46
Additional Information Required/Insufficient Information												1	1
Additional Information Required/Insufficient Information - EMAIL ONLY												1	1
Civil Rights					1						1		2
Civil Rights - Race											1		1
Civil Rights - Transgender Screening					1								1
Customer Service							3		1				4
Customer Service - TSO							3		1				4
Expedited Passenger Screening Program	1		3		2	7	3			5	5	3	29
Expedited Passenger Screening Program - TSA Application Program											2		2
Expedited Passenger Screening Program	1		3		2	7	3			5	3	3	27
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
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		3
Screening - Inconsistency					1								1
Screening - Procedures/Process		1									1		2
2023	2	2	5	1	4	6	2	6	4	3	4		39
Civil Rights							1						1
Civil Rights - Perceived Religion							1						1
Customer Service	1										1		2
Customer Service - TSO	1										1		2
Expedited Passenger Screening Program		2	5	1	4	5	1	5	4	2	1		30
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreC		2	5	1	4	4	1	5	4	2	1		29
Mishandling of Passenger Property	1										1		2
Mishandling of Passenger Property - Dam	1										1		2
Patdown								1					1
Patdown - Flyer								1					1
Screening						1				1	1		3
Screening - Procedures/Process						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
MOT	2	3	6	2	5	4	4	3	4	5	8		46
2022			2		4	1	2	1	4	3	1		18
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program			1		4	1	2	1	2		1		12
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA PreCheck			1		4	1	1	1	2		1		11
Property - Special Handling			1								1		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked			1										1
Screening									2	1			3
Screening - Procedures/Process									2	1			3
2023	2	3	4	2	1	3	2	2		2	7		28
Customer Service		1									1		2
Customer Service - CSM											1		1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	1	2	4	2	1	3	2	2		2	2		21
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program	1	2	4	2	1	3	2	1		2	2		20
Screening	1										4		5
Screening - Procedures/Process	1										4		5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MRY	7	5	6	4	5	7	3	6	5	7	9	8	72
2021												4	4
Expedited Passenger Screening Program													3
Expedited Passenger Screening Program - Known Crew Member													1
Expedited Passenger Screening Program - TSA PreCheck													2
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies													1
2022	5	3		1	4	5	1	3	3	4	5	4	38
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information - Known Crew Member	1												1
Civil Rights					1								1
Civil Rights - Transgender Screening					1								1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program	4	3		1	3	5	1	3	2	3	5	3	33
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	4	2		1	3	5	1	3	2	3	5	2	31
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In													1
Patdown													1
Patdown - Flyer													1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Carry-On										1			1
2023	2	2	6	3	1	2	2	3	2	3	4		30
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program	2	1	4	3		1	2		1	1	4		19
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Application Process			1										1
Expedited Passenger Screening Program	2		3	3		1	2		1	1	4		17
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
Patdown			1						1				2
Patdown - Flyer			1						1				2
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Screening		1	1		1					1			4
Screening - Inconsistency					1								1
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
MSL						1		1		1	2		5
2022						1		1			2		4
Expedited Passenger Screening Program						1		1			1		3
Expedited Passenger Screening Program - TSA PreCheck						1		1			1		3
Screening											1		1
Screening - Children											1		1
2023										1			1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										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
MSN	22	26	22	23	28	58	29	28	27	22	24	21	330
2021												4	4
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												2	2
Patdown												1	1
Patdown - Flyer												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	8	12	13	8	8	30	16	11	15	7	10	17	155
Civil Rights			1					1	2				4
Civil Rights - Race								1	2				3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	2		4							1		1	8
Customer Service - TSO	2		4							1		1	8
Expedited Passenger Screening Program	4	12	6	8	8	28	14	8	12	5	7	14	126
Expedited Passenger Screening Program	2	3	1							1			7
Expedited Passenger Screening Program	2	9	5	8	8	28	14	8	12	4	7	14	119
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1										2	1	4
Mishandling of Passenger Property - Damaged	1										1	1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown	1					1	1						3
Patdown - Flyer	1					1	1						3
Property - Special Handling			1							1			2
Property - Special Handling - Missing Items - Carry-On			1							1			2
Screening						1	1	2		1	1	1	7
Screening - Children												1	1
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency								1					1
Screening - Procedures/Process						1		1			1		3
Screening - Retrieving Abandoned/Confiscated Items							1						1
2023	14	14	9	15	20	28	13	17	12	15	14		171
Civil Rights						2		1					3
Civil Rights - Profiling						1							1
Civil Rights - Race						1		1					2
Customer Service	1			1		2	1	1	3	3	2		14
Customer Service - TSO	1			1		2	1	1	3	3	2		14
Expedited Passenger Screening Program	11	11	9	14	18	23	11	13	5	8	11		134
Expedited Passenger Screening Program - TSA Application Process			1		2			1	1				5
Expedited Passenger Screening Program	11	11	8	14	16	23	11	12	4	8	11		129
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	1	1			1				1				4
Patdown - Flyer	1	1			1				1				4
Persons w/ Disabilities (PWD)									2	2			4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1	1			2
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Screening	1	2			1	1	1		1	3			10
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency			1										1
Screening - Procedures/Process			1		1	1	1		1	2			7
Screening - Retrieving Abandoned/Confiscated Items										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSO	13	6	1	14	11	6	9	12	15	12	16	18	133
2021												4	4
Expedited Passenger Screening Program													4
Expedited Passenger Screening Program - TSA PreCheck													4
2022	3	3		7	6	5	3	6	7	5	8	14	67
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program	3	3		7	6	5	3	4	6	4	8	11	60
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	3	3		7	5	5	3	4	6	4	8	11	59
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Screening								2				1	3
Screening - Inconsistency								1					1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process								1					1
2023	10	3	1	7	5	1	6	6	8	7	8		62
Civil Rights										1	1		2
Civil Rights - Race										1	1		2
Customer Service	1									1	1		3
Customer Service - TSO	1									1	1		3
Expedited Passenger Screening Program	9	3	1	6	4	1	6	6	8	4	4		52
Expedited Passenger Screening Program	1				1		1	1					4
Expedited Passenger Screening Program	8	3	1	6	3	1	5	5	8	4	4		48
Patdown				1									1
Patdown - Flyer				1									1
Screening					1					1	2		4
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency											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
MSP	285	314	303	345	320	370	367	322	329	310	338	249	3,852
2021												89	89
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service												8	8
Customer Service - Others												1	1
Customer Service - TSO												7	7
Expedited Passenger Screening Program												59	59
Expedited Passenger Screening Program - TSA Application Program												8	8
Expedited Passenger Screening Program - TSA PreCheck												51	51
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Patdown												2	2
Patdown - Children												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
Prohibited & Permitted Items												2	2
Prohibited & Permitted Items - Liquids/Gels/Aerosols												2	2
Property - Special Handling												3	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
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening												10	10
Screening - Lengthy Lines												2	2
Screening - Procedures/Process												8	8
2022	102	143	123	134	139	184	163	158	165	151	201	160	1,823
Additional Information Required/Insufficient Information		1										1	2
Additional Information Required/Insufficient Informatic		1										1	2
Airline			1								1		2
Airline - Policy/Regulations/Service			1										1
Airline - Wheelchair Assistance										1			1
Civil Rights	2	2	2		2	2	3		3	2	2	3	23
Civil Rights - Age	1						1						2
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns		1										1	2
Civil Rights - Perceived Religion							1						1
Civil Rights - Race						2			2	1	1	2	8
Civil Rights - Racial Profiling or Discrimination	1	1			1								3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1		1						2
Civil Rights - Sexual Orientation - Not Transgender									1				1
Civil Rights - Transgender Screening			1								1		2
Claims			1				1						2
Claims - Status			1				1						2
CSM/Stakeholder Follow-up						1							1
CSM/Stakeholder Follow-up - General						1							1
Customer Service	10	11	4	11	4	12	7	9	14	6	8	14	110
Customer Service - CSM				1									1
Customer Service - Others				2		1							3
Customer Service - TSO	10	11	4	8	4	11	7	9	14	6	8	14	106
Expedited Passenger Screening Program	72	107	92	100	118	159	127	130	130	120	163	119	1,437
Expedited Passenger Screening Program - DoD		1			1		1	4			1		8
Expedited Passenger Screening Program	2	13	6	7	5		6	9	6	3	5	1	63
Expedited Passenger Screening Program	70	93	86	93	112	159	120	116	123	117	157	118	1,364
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1	1				2
Hazardous Materials Safety		1		1					1	1			4
Hazardous Materials Safety - General		1		1					1	1			4
Locks						2		1	1		1	1	6
Locks - General								1					1
Locks - Missing or Damaged Lock						2			1		1	1	5
Lost and Found					2							1	3
Lost and Found - Airport/TSA					2							1	3
Mishandling of Passenger Property		2	2	2	4		2	4	2	2	3	2	25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1	1		1		1	1		1	6
Mishandling of Passenger Property - Damaged/Missing Items		1	2	1	2		1	3	1	1	1		13
Mishandling of Passenger Property - Disarrayed Item		1			1			1			2	1	6
No Jurisdiction		1		1		1	2				1		6
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to CBP		1				1	2						4
No Jurisdiction - Refer to Other											1		1
Patdown	3	6	2	4	2		4	1	3	2	7	7	41
Patdown - Children									1				1
Patdown - Flyer	1	4	2	4	2		4	1	2	2	6	7	35
Patdown - Flyer as Observer	2	2									1		5
Persons w/ Disabilities (PWD)	4	4	3	3	1	1	3	1		2	4	2	28
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cognitive /Developmental		1	1										2
Persons w/ Disabilities (PWD) - Diabetes				2						1			3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											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
Persons w/ Disabilities (PWD) - Medically Necessary			1					1	1		1	1	5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)				1	1		2						4
Persons w/ Disabilities (PWD) - Prostheses	1	1									2		4
Persons w/ Disabilities (PWD) - Respiratory	1												1
Persons w/ Disabilities (PWD) - Wheelchair	2		1								1		4
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Breast Milk/Baby Food			1										1
Property - Special Handling	5	1	7	4	2	3	2	3		4	4	3	38
Property - Special Handling - Damaged Items	1		3		1			3					8
Property - Special Handling - Damaged Items - Checked	1		1	1	1	1				2			7
Property - Special Handling - Missing Items	3		1	2		1	1				3	2	13
Property - Special Handling - Missing Items - Checked		1	2	1		1	1			2	1	1	10
Screening	6	6	9	8	4	3	12	9	11	12	7	7	94
Screening - Inconsistency	2	1		1	1	1	2	1		2		1	12
Screening - International Screening						1							1
Screening - Lengthy Lines	1	1	2	3		1	1	1	3	1	3		17
Screening - Procedures/Process	3	4	5	3	3		9	7	7	8	4	6	59
Screening - Retrieving Abandoned/Confiscated Items			2	1					1	1			5
2023	183	171	180	211	181	186	204	164	164	159	137		1,940
Additional Information Required/Insufficient Information											1		1
Additional Information Required/Insufficient Information - EMAIL ONLY											1		1
Airline				1									1
Airline - Wheelchair Assistance				1									1
Civil Rights	3	3	3	2	1	3	6	3	2	4	4		34
Civil Rights - Age											1		1
Civil Rights - Constitutional Rights		1							1	1			3
Civil Rights - National Origin	1									1			2
Civil Rights - Not Specified		1											1
Civil Rights - Profiling											1		1
Civil Rights - Race	1	1	3	1	1	1	4	2	1	1	2		18
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						2	2	1		1			6
Civil Rights - Transgender Screening	1												1
Customer Service	14	8	11	10	6	10	13	20	10	8	6		116
Customer Service - TSO	14	8	11	10	6	10	13	20	10	8	6		116
Expedited Passenger Screening Program	148	144	152	180	157	149	173	123	123	116	103		1,568
Expedited Passenger Screening Program - Checked	3	5	6	3	2	5	3	1	2	1	3		34
Expedited Passenger Screening Program - Damaged	145	138	146	177	154	144	170	122	121	115	100		1,532
Expedited Passenger Screening Program - TSA/DHS		1			1								2
Locks		2								1	1		4
Locks - General		1											1
Locks - Missing or Damaged Lock		1								1	1		3
Mishandling of Passenger Property	2	1	3		3	3		1	4	3	1		21
Mishandling of Passenger Property - Damaged	1				3	3			2	2			11
Mishandling of Passenger Property - Damaged/Missing		1						1	2	1	1		6
Mishandling of Passenger Property - Disposition	1		3										4
No Jurisdiction	1	1	1	2		1			2	1	2		11
No Jurisdiction - No Referral				1					1	1			3
No Jurisdiction - Refer to CBP	1	1		1		1			1		1		6
No Jurisdiction - Refer to Other			1								1		2
Patdown	2	3		3	1	2		3	3	2	3		22
Patdown - Children								1			1		2
Patdown - Flyer	2	2		2	1	1		2	2	2	2		16
Patdown - Flyer as Observer				1		1			1				3
Patdown - General		1											1
Persons w/ Disabilities (PWD)	3		2	1		6	3	3	4	2	3		27
Persons w/ Disabilities (PWD) - Autism Spectrum	1					3				1			5
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						2			1		1		4
Persons w/ Disabilities (PWD) - Diabetes			1				1						2
Persons w/ Disabilities (PWD) - General									2				2
Persons w/ Disabilities (PWD) - Medically Necessary	2		1	1			1	2		1			8
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) - Touch Aversion (pain/trauma)											2		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling	2	2	3	2	3	1	2	4	3	5	3		30
Property - Special Handling - Damaged Items	2	1	1				1	2	1	1	2		11
Property - Special Handling - Damaged Items - Checked										3			3
Property - Special Handling - Missing Items - Carry-On		1	1		2		1	1		1			7
Property - Special Handling - Missing Items - Checked			1	2	1	1		1	2		1		9
Screening	8	7	5	10	10	11	7	7	13	17	10		105
Screening - Crew Member or Airline Employee	1							1					2
Screening - Inconsistency	1	2		1	3	3		1	4	4	3		22
Screening - Lengthy Lines	1		1	2	1		1	1		3	2		12
Screening - Procedures/Process	4	3	3	7	5	8	6	4	9	10	4		63
Screening - Retrieving Abandoned/Confiscated	1	2	1		1						1		6

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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
MSS		1				2		1					4
2022		1				2							3
Expedited Passenger Screening Program		1				2							3
Expedited Passenger Screening Program - TSA PreC		1				2							3
2023								1					1
Screening								1					1
Screening - Inconsistency								1					1

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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
MSY	162	150	142	143	149	191	218	211	188	161	162	119	1,996
2021												22	22
Customer Service												3	3
Customer Service - TSO												3	3
Expedited Passenger Screening Program												13	13
Expedited Passenger Screening Program - TSA PreCheck												12	12
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Patdown												2	2
Patdown - Flyer												2	2
Property - Special Handling												2	2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening												1	1
Screening - Lengthy Lines												1	1
2022	39	50	55	44	48	97	106	109	88	83	74	97	890
Airline			1								1		2
Airline - Policy/Regulations/Service			1										1
Airline - Wheelchair Assistance											1		1
Civil Rights	2	1					1		1	1		3	9
Civil Rights - Race							1		1			1	3
Civil Rights - Racial Profiling or Discrimination	2												2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1		2	3
Civil Rights - Transgender Screening		1											1
Customer Service	2	3	3	2	4	5	10	10	9	7	2	7	64
Customer Service - TSO	2	3	3	2	4	5	10	10	9	7	2	7	64
Expedited Passenger Screening Program	28	36	44	36	40	79	76	86	68	64	59	74	690
Expedited Passenger Screening Program - Active Duty Military												1	1
Expedited Passenger Screening Program - DoD		1		1			4						6
Expedited Passenger Screening Program	3	1	2		1		4	8	3	2	1	2	27
Expedited Passenger Screening Program	24	34	41	35	39	79	68	78	65	62	58	71	654
Expedited Passenger Screening Program	1		1										2
Locks			2				1						3
Locks - Missing or Damaged Lock			2				1						3
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property		1		1		1	3	3	1	2		1	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items - Checked		1		1		1	2	2	1	2		1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction												2	2
No Jurisdiction - Refer to Other												2	2
Patdown		1	1		1	1	2	1	1		5	6	19
Patdown - Flyer		1			1	1	2	1	1		5	6	18
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	1	2			1	3	5	1	3	3	1		20
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1	1			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
Persons w/ Disabilities (PWD) - Medically Necessary		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				2
Persons w/ Disabilities (PWD) - Prostheses	1							1					2
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		2
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Food/Beverage	1												1
Property - Special Handling	4	3		3		2	1	1		3	1		20
Property - Special Handling - Damaged Items - Checked	1		1	2						3	1		8
Property - Special Handling - Damaged Items - Not Checked	1					1							2
Property - Special Handling - Missing Items - Carry-on		2		1									3
Property - Special Handling - Missing Items - Checked	2	1	1			1	1	1					7
Screening	1	3	2	2	1	6	7	7	5	3	5	4	46
Screening - Cruise Ships											1		1
Screening - Inconsistency			1				2	1	1				5
Screening - Lengthy Lines					1	5	2	1	1		1	1	12
Screening - Procedures/Process	1	3	1	2		1	3	5	3	2	3	3	27
Screening - Retrieving Abandoned/Confiscated Items										1			1
2023	123	100	87	99	101	94	112	102	100	78	88		1,084
Additional Information Required/Insufficient Information							1		1		1		3
Additional Information Required/Insufficient Information - EMAIL ONLY							1		1		1		3
Airline			1	1			1						3
Airline - Lost Baggage			1	1			1						3
Civil Rights	4	3	1	1	1	1	2		5	2	4		24
Civil Rights - Age										1			1
Civil Rights - Civil Rights Violation (TSA Employee)		1							1				2
Civil Rights - Perceived Religion						1							1
Civil Rights - Race	2	1	1	1			2		2		2		11
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Screening of Religious or Cultural Garments									1				1
Civil Rights - Sex/Gender/Gender Identity	2	1			1				1	1			6

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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
Civil Rights - Sexual Orientation - Not Transgender											1		1
Customer Service	5	8	8	8	9	8	5	4	8	10	11		84
Customer Service - Others			1										1
Customer Service - TSO	5	8	7	8	9	8	5	4	8	10	11		83
Expedited Passenger Screening Program	100	74	67	79	81	68	77	69	79	47	61		802
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	3	2	3	1	1	1		1	1	1			14
Expedited Passenger Screening Program	96	72	63	78	80	67	77	67	78	46	61		785
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
Locks					1	1	2	1	1		1		7
Locks - Missing or Damaged Lock					1	1	2	1	1		1		7
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	2	3	1	1		4	4	4	1	3	2		25
Mishandling of Passenger Property - Dam	1	1				2	3	1	1		2		11
Mishandling of Passenger Property - Dam	1	2	1	1		1		3		2			11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1			1			3
No Jurisdiction			1				3						4
No Jurisdiction - No Referral							1						1
No Jurisdiction - Refer to Other			1				2						3
Notice of Violation/Civil Penalties					1								1
Notice of Violation/Civil Penalties - General					1								1
Patdown	4	2	3	2		3	2	2	1	4	3		26
Patdown - Children										1			1
Patdown - Flyer	4	1	3	2		3	2	2	1	3	2		23
Patdown - Flyer as Observer											1		1
Patdown - General		1											1
Persons w/ Disabilities (PWD)		2			2	2	4	5		2	1		18
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
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1	1					1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1			1			2
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								3					3
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1					1			1			3
Property - Special Handling	2	2	1	2	1	3	2	3	1	2	1		20
Property - Special Handling - Damaged It	2	1		1				1			1		6
Property - Special Handling - Damaged Items - Checked				1	1	3	1						6
Property - Special Handling - Missing Items - Carry-On								1	1				2
Property - Special Handling - Missing Items - Checke		1	1				1	1		2			6
Screening	6	6	4	4	4	4	9	14	3	7	3		64
Screening - Inconsistency		3				1	5	2		3			14
Screening - International Screening						1							1
Screening - Lengthy Lines	2		1			1	1	1			1		7
Screening - Procedures/Process	4	3	2	3	4	1	3	11	3	4	2		40
Screening - Retrieving Abandoned/Confiscated Items			1	1									2
TWIC				1	1								2
TWIC - General				1	1								2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MTJ	1	5	17	23	14	15	5		8	6	12	10	116
2021												3	3
Expedited Passenger Screening Program													3
Expedited Passenger Screening Program - TSA PreCheck													3
2022	1	1	8	20	6	9	3		2	2		7	59
Customer Service		1	2	3	2				1	1		1	11
Customer Service - TSO		1	2	3	2				1	1		1	11
Expedited Passenger Screening Program			5	11	3	7	3		1			6	36
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA Application Proç			2										2
Expedited Passenger Screening Program - TSA PreCheck			2	11	3	7	3		1			6	33
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown				1									1
Patdown - Children				1									1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening	1			3	1	2				1			8
Screening - Inconsistency				2		1				1			4
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1			1		1							3
2023		4	9	3	8	6	2		6	4	12		54
Customer Service					2				2	1	2		7
Customer Service - TSO					2				2	1	2		7
Expedited Passenger Screening Program		4	5	3	4	3	2		3	2	5		31
Expedited Passenger Screening Program - TSA PreC		4	5	3	4	3	2		3	2	5		31
Mishandling of Passenger Property						2							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2							2
Patdown			1						1		4		6
Patdown - Flyer			1						1		3		5
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Property - Special Handling					2								2
Property - Special Handling - Damaged Items - Carry-On					2								2
Screening			2			1				1	1		5
Screening - Lengthy Lines			2							1	1		4
Screening - Procedures/Process						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MVY										6	7	4	17
2022											4	4	8
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program											2	4	6
Expedited Passenger Screening Program - TSA PreCheck											2	4	6
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
2023										6	3		9
Civil Rights											1		1
Civil Rights - Race											1		1
Customer Service										3			3
Customer Service - TSO										3			3
Expedited Passenger Screening Program										2	1		3
Expedited Passenger Screening Program - TSA PreCheck										2	1		3
Patdown											1		1
Patdown - Flyer											1		1
Screening										1			1
Screening - Procedures/Process										1			1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MYR	54	33	22	24	22	31	41	54	55	43	55	45	479
2021												16	16
Civil Rights													3
Civil Rights - Racial Profiling or Discrimination													2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1
Customer Service													3
Customer Service - TSO													3
Expedited Passenger Screening Program													8
Expedited Passenger Screening Program - TSA PreCheck													8
Patdown													1
Patdown - Non-Flyer													1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
2022	17	12	14	12	10	13	9	27	34	18	28	29	223
Civil Rights	1		1					1		2		1	6
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Race								1		1			2
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Civil Rights - Sexual Orientation - Not Transgender												1	1
Claims						1							1
Claims - General						1							1
Customer Service	2					1			3			1	7
Customer Service - TSO	2					1			3			1	7
Expedited Passenger Screening Program	13	9	12	8	6	10	7	24	24	15	19	19	166
Expedited Passenger Screening Program	2	1							2	2	1	2	10
Expedited Passenger Screening Program	11	8	12	8	6	10	7	24	22	13	18	17	156
Human Capital						1							1
Human Capital - Prospective Employment with TSA						1							1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property											2	1	3
Mishandling of Passenger Property - 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 - Refer to Other		1											1
Patdown	1		1			1			1		4		8
Patdown - Flyer	1		1			1			1		3		7
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)		1		1			1			1		2	6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes		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) - Prosthesis/Amputees and Casts												1	1
Property - Special Handling								1				3	4
Property - Special Handling - Damaged Items - Carry-On												3	3
Property - Special Handling - Damaged Items - Checked								1					1
Screening		1		3		2	1	1	5	1	2	2	18
Screening - Inconsistency									1			1	2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process		1		3		1	1	1	4	1	2	1	15
2023	37	21	8	12	12	18	32	27	21	25	27		240
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Civil Rights	1	1	1				4			1	1		9
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns							1						1
Civil Rights - Not Specified		1											1
Civil Rights - Race	1						3				1		5
Civil Rights - Transgender Screening			1										1
Customer Service	1	1		1			1		2	3	1		10
Customer Service - TSO	1	1		1			1		2	3	1		10
Expedited Passenger Screening Program	29	15	6	9	10	16	25	22	13	19	18		182
Expedited Passenger Screening Program - TSA Application Program								1		1			2
Expedited Passenger Screening Program	29	15	6	9	10	16	25	21	13	18	18		180
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property			1						2		2		5
Mishandling of Passenger Property - Damaged/Missing Items--C			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
No Jurisdiction - Refer to Other											1		1
Patdown							2		1				3
Patdown - Children							1		1				2
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)		1				1			1	2			5
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
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) - Prosthesis/Amputees		1											1
Property - Special Handling	1			1	1	1		2	1				7

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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 - 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
Property - Special Handling - Missing Items - Checked								1					1
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening		5	2		1			2	1		4		15
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency		1	1					1			1		4
Screening - Lengthy Lines											1		1
Screening - Procedures/Process		3	1		1			1	1		2		9

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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
NYL	3			1	2		2	3	3	3	2	3	22
2021												3	3
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												2	2
2022	3			1	1		1		1	1	1		9
Expedited Passenger Screening Program	1						1				1		3
Expedited Passenger Screening Program - TSA PreC	1						1				1		3
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Service Animals										1			1
Screening		2		1					1				4
Screening - Procedures/Process		2							1				3
Screening - Shoe Screening				1									1
2023					1		1	3	2	2	1		10
Expedited Passenger Screening Program								2	2	1	1		6
Expedited Passenger Screening Program - TSA PreCheck								2	2	1	1		6
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Carry-On								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
OAJ	4	5	5	1	3	6	4	10	2	9	7	1	57
2022	2	3	3	1	1	5	3	5		2		1	26
Civil Rights				1				2				1	4
Civil Rights - Profiling								1					1
Civil Rights - Race								1					1
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service	1	1	1					1					4
Customer Service - TSO	1	1	1					1					4
Expedited Passenger Screening Program		1				1	2	1					5
Expedited Passenger Screening Program - TSA PreC		1				1	2	1					5
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		1											1
Persons w/ Disabilities (PWD)					1	2							3
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
Property - Special Handling - Damaged It	1												1
Screening			2			2	1	1		2			8
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency			1										1
Screening - Procedures/Process						2	1	1		2			6
2023	2	2	2		2	1	1	5	2	7	7		31
Civil Rights								1		1			2
Civil Rights - Age								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service								1	1		1		3
Customer Service - TSO								1	1		1		3
Expedited Passenger Screening Program	1		1		1		1	3		2	4		13
Expedited Passenger Screening Program - DoD											1		1
Expedited Passenger Screening Program	1		1		1		1	3		2	3		12
Patdown										2	1		3
Patdown - Flyer										2	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) - Prosthesi	1	1											2
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Carry-On										1			1
Screening		1	1		1	1			1	1			6
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency		1											1
Screening - Procedures/Process			1			1			1	1			4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OAK	82	95	93	70	66	80	98	101	89	90	88	83	1,035
2021												30	30
Customer Service													2
Customer Service - TSO													2
Expedited Passenger Screening Program													20
Expedited Passenger Screening Program - TSA Application Program													4
Expedited Passenger Screening Program - TSA PreCheck													16
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway													1
Prohibited & Permitted Items													1
Prohibited & Permitted Items - Electronic Devices													1
Property - Special Handling													3
Property - Special Handling - Damaged Items - Checked													1
Property - Special Handling - Missing Items - Checked													2
Screening													2
Screening - Procedures/Process													2
2022	26	36	40	23	25	28	46	47	43	46	48	53	461
Airline					1			1		1			3
Airline - Policy/Regulations/Service					1			1		1			3
Civil Rights	2	1		1	1	1			2	2			10
Civil Rights - Age	1												1
Civil Rights - Perceived Religion									1				1
Civil Rights - Race						1			1	1			3
Civil Rights - Racial Profiling or Discrimination	1	1		1									3
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1
Civil Rights - Sexual Orientation - Not Transgender										1			1
Claims										1			1
Claims - Status										1			1
Customer Service	4	2	1		1	2	2	4	5	1	3	1	26
Customer Service - TSO	4	2	1		1	2	2	4	5	1	3	1	26
Expedited Passenger Screening Program	10	31	35	17	19	20	38	32	31	38	41	44	356
Expedited Passenger Screening Program - TSA Appl		2	2		1		5		3	2	4	3	22
Expedited Passenger Screening Program	10	29	33	17	18	20	33	32	28	36	36	41	333
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
Mishandling of Passenger Property		2	1	3		1	1	2	1				11
Mishandling of Passenger Property - Damaged/Missin		2		2		1	1	2	1				9
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	1									2
Notice of Violation/Civil Penalties					1								1
Notice of Violation/Civil Penalties - General					1								1
Patdown	1						1		3			2	7
Patdown - Flyer	1						1		3			1	6
Patdown - General												1	1
Persons w/ Disabilities (PWD)			1				1	1	1	1	1	1	7
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1					1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1		1	1			3
Persons w/ Disabilities (PWD) - Service Animals											1	1	2
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Knives/Toc	1												1
Property - Special Handling	1		1	2		1	1	1			1	1	9
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked						1	1	1			1		4
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked				2								1	3
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening	7		1		2	3	2	6		2	2	3	28
Screening - Inconsistency					1		1	2					4
Screening - Lengthy Lines						1					1		2
Screening - Procedures/Process	7		1		1	2	1	4		2	1	3	22
2023	56	59	53	47	41	52	52	54	46	44	40		544
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights	2	2		1	1	2	1	2	2	3			16
Civil Rights - Age		1											1
Civil Rights - Not Specified									2				2
Civil Rights - Race	1			1	1	1							4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1	1		3			6
Civil Rights - Transgender Screening	1	1						1					3
Customer Service	3	4	1	5	1	2	1	4	4		1		26
Customer Service - TSO	3	4	1	5	1	2	1	4	4		1		26
DHS TRIP		1											1
DHS TRIP - General		1											1
Expedited Passenger Screening Program	42	43	46	35	32	36	35	39	32	35	29		404
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	1	3		1		1				1	1		8
Expedited Passenger Screening Program	41	40	45	34	31	35	35	39	32	34	28		394
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1								1
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	2	1		2	2	2	3	2	1		2		17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1		2	1			1		6
Mishandling of Passenger Property - Dam	1	1		1	1	2	1	1	1		1		10
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction							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
No Jurisdiction - Refer to FAA							1						1
No Jurisdiction - Refer to Other										1			1
Patdown	1	1	3	1	1			2		1			10
Patdown - Flyer	1	1	2	1	1			2		1			9
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	1				1	3	1		1		1		8
Persons w/ Disabilities (PWD) - Autism Spectrum						1							1
Persons w/ Disabilities (PWD) - General	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)						2							2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling	3	3	2		1		1	1	2		1		14
Property - Special Handling - Damaged Items	1								1				2
Property - Special Handling - Damaged Items - Checked		2			1		1				1		5
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items	2	1	1					1	1				6
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	2	4	1	3	2	6	9	4	4	3	5		43
Screening - Crew Member or Airline Employee	1										1		2
Screening - Inconsistency										1	1		2
Screening - Lengthy Lines						1	2	1	1				5
Screening - Opposite Gender						1							1
Screening - Procedures/Process	1	4	1	3	2	4	6	3	3	2	3		32
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
OGD							1	1					2
2022							1	1					2
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1
Screening								1					1
Screening - Procedures/Process								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OGG	106	85	88	117	68	104	103	111	99	103	85	94	1,163
2021												15	15
Civil Rights												1	1
Civil Rights - Constitutional Rights												1	1
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												9	9
Expedited Passenger Screening Program - TSA PreCheck												9	9
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening												3	3
Screening - Children												1	1
Screening - Procedures/Process												2	2
2022	35	33	29	53	30	47	50	58	55	64	65	79	598
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights	2	1			2	1	1		1	3	1		12
Civil Rights - Hair Patdowns	1												1
Civil Rights - Race						1	1			1			3
Civil Rights - Racial Profiling or Discrimination		1			1								2
Civil Rights - Screening of Religious or Cultural Garments										1	1		2
Civil Rights - Sex/Gender/Gender Identity	1				1				1	1			4
Customer Service	2	4	7	10	2	5	6	6	2	6	4	3	57
Customer Service - TSO	2	4	7	10	2	5	6	6	2	6	4	3	57
Expedited Passenger Screening Program	24	26	18	36	21	33	34	44	49	49	54	40	428
Expedited Passenger Screening Program - Active Duty Military											1		1
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - Known Crew Member								1					1
Expedited Passenger Screening Program	2	5	1	5		1	2	1	1	3	1		22
Expedited Passenger Screening Program	22	21	17	31	21	32	32	42	48	45	52	40	403
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	1		1	1			1			2		1	7
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1			1					1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										2			2
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction				1				1					2
No Jurisdiction - Refer to CBP								1					1
No Jurisdiction - Refer to Other				1									1
Patdown		1				2	2	2		1			8
Patdown - Children										1			1
Patdown - Flyer		1				2	2	2					7
Persons w/ Disabilities (PWD)	2			1		2		1	1		2	28	37
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Diabetes						1					1		2
Persons w/ Disabilities (PWD) - General	1											3	4
Persons w/ Disabilities (PWD) - Internal Medical Devices								1				1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)												23	23
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1		1			1				3
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling	1		1	2	3		1	2	1		1		12
Property - Special Handling - Damaged It	1			2			1	1					5
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				3
Screening	3	1	2	2	1	4	5	2	1	2	3	7	33
Screening - Inconsistency	1			1		1	1					1	5
Screening - Lengthy Lines					1		2		1		2	1	7
Screening - Procedures/Process	2	1	2	1		3	2	2		2	1	5	21
2023	71	52	59	64	38	57	53	53	44	39	20		550
Civil Rights		2	1										3
Civil Rights - Race		1	1										2
Civil Rights - Transgender Screening		1											1
Customer Service	2	2	4	8	3	3	8	5	2	6	3		46
Customer Service - TCC							1						1
Customer Service - TSO	2	2	4	8	3	3	7	5	2	6	3		45
Expedited Passenger Screening Program	50	33	42	42	25	41	36	39	35	29	15		387
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA Appl		3	1	3		2			1				10
Expedited Passenger Screening Program	49	30	41	39	25	38	36	39	34	29	15		375
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1							1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1		1	1	1	1	2	1		1	1		10
Mishandling of Passenger Property - Damaged/Missing Items--C			1		1		1	1		1			5
Mishandling of Passenger Property - Dam	1			1		1	1				1		5
No Jurisdiction									2				2
No Jurisdiction - No Referral									1				1
No Jurisdiction - Refer to Other									1				1
Patdown		1	5	1	1	1		1	1		1		12
Patdown - Flyer		1	5	1	1	1		1	1		1		12
Persons w/ Disabilities (PWD)	16	6	1	1	1	1	3	4	3	1			37
Persons w/ Disabilities (PWD) - Autism Spectrum						1							1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								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
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1				1					2
Persons w/ Disabilities (PWD) - Metal Implants	14	5	1			1	1		1	1			24
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	2						1	1	1				5
Property - Special Handling		1	1	1	2	2							7
Property - Special Handling - Damaged Items - Carry-On					1	1							2
Property - Special Handling - Missing Items - Carry-On		1		1									2
Property - Special Handling - Missing Items - Checked			1		1	1							3
Screening	2	7	4	10	5	8	3	3	1	2			45
Screening - Children							1			1			2
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency		1	2	2	1	2		1					9
Screening - Lengthy Lines				1		1							2
Screening - Procedures/Process	2	6	2	7	4	5	2	2		1			31

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OGS					2								2
2022					2								2
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck					1								1
Patdown					1								1
Patdown - Flyer					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
OKC	32	57	57	48	48	48	48	47	61	69	60	38	613
2021												13	13
Customer Service													2
Customer Service - TSO													2
Expedited Passenger Screening Program													9
Expedited Passenger Screening Program - DoD													2
Expedited Passenger Screening Program - TSA PreCheck													7
Lost and Found													1
Lost and Found - Airport/TSA													1
Screening													1
Screening - Procedures/Process													1
2022	14	29	20	11	19	26	21	20	29	31	23	25	268
Airline											1		1
Airline - Baggage Requirements											1		1
Civil Rights				1			3				1	1	6
Civil Rights - Constitutional Rights											1		1
Civil Rights - Hair Patdowns							1						1
Civil Rights - Race							2						2
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service	1	6			3	3	1	1			1		16
Customer Service - TSO	1	6			3	3	1	1			1		16
Expedited Passenger Screening Program	5	19	15	8	15	17	15	15	21	28	17	22	197
Expedited Passenger Screening Program - DoD					1						1		2
Expedited Passenger Screening Program	1	2			2	3			1	3	1	1	14
Expedited Passenger Screening Program	4	17	15	8	12	14	15	14	20	25	15	21	180
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								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
No Jurisdiction - Refer to Other					1					1			2
Patdown				1		1	1		1				4
Patdown - Flyer				1		1	1						3
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)	1					1			1		1	1	5
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Metal Im	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						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	7	4	4	1		4	1	4	6			1	32
Screening - Inconsistency									1				1
Screening - Lengthy Lines	1	1	1			1		4					8
Screening - Procedures/Process	5	3	3	1		3			5			1	21
Screening - Retrieving Abandoned/Confis	1						1						2
2023	18	28	37	37	29	22	27	27	32	38	37		332
Civil Rights					1			1		1			3
Civil Rights - Race					1								1
Civil Rights - Transgender Screening								1		1			2
Customer Service	1	2	1	1	1	3				1			10
Customer Service - Others		1											1
Customer Service - TSO	1	1	1	1	1	3				1			9
Expedited Passenger Screening Program	16	26	29	32	17	16	24	24	22	25	27		258
Expedited Passenger Screening Program - DoD				1			1				1		3
Expedited Passenger Screening Program - TSA Appl		2		1			1		2	1			7
Expedited Passenger Screening Program	16	24	29	30	17	16	22	24	20	24	26		248
Mishandling of Passenger Property					2						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		2
No Jurisdiction											2		2
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to Other											1		1
Patdown			1			1				3	2		7
Patdown - Flyer			1			1				3	2		7
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Property - Special Handling			1		1				3	1	1		7
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									1				1
Property - Special Handling - Missing Items - Checked											1		1
Screening	1		5	4	7	2	3	2	6	7	4		41
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency			1	1	3	1			1	1			8
Screening - Lengthy Lines			1	1	1				3	1	2		9
Screening - Procedures/Process	1		2	2	3	1	3	2	2	5	2		23

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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
OLF			1										1
2022			1										1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreCheck			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
OMA	60	56	63	61	86	87	63	85	61	93	70	50	835
2021												14	14
Customer Service													3
Customer Service - TSO													3
Expedited Passenger Screening Program													5
Expedited Passenger Screening Program - TSA Application Program													2
Expedited Passenger Screening Program - TSA PreCheck													3
Patdown													2
Patdown - Flyer													2
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - General													1
Prohibited & Permitted Items													1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects													1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Carry-On													1
Screening													1
Screening - Procedures/Process													1
2022	20	21	24	17	33	32	28	31	29	35	36	36	342
Airline				2									2
Airline - Policy/Regulations/Service				2									2
Civil Rights		1	3	1	1			1					7
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination		1	3	1	1								6
Customer Service	3	2	2	1	4	3	4	4	3	6	4	9	45
Customer Service - TSO	3	2	2	1	4	3	4	4	3	6	4	9	45
Expedited Passenger Screening Program	8	15	14	8	21	27	19	23	23	23	26	23	230
Expedited Passenger Screening Program - Active Duty Military											1		1
Expedited Passenger Screening Program	1	1	1				1						4
Expedited Passenger Screening Program - TSA Appl	3					1		2		1	1	2	10
Expedited Passenger Screening Program	7	11	13	8	21	26	18	21	23	22	24	21	215
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1	1		2	1	1		2	1	2	1		12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1			1				2
Mishandling of Passenger Property - Damaged/Missin		1		1				1		1			4
Mishandling of Passenger Property - Disa	1			1	1			1		1	1		6
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Patdown	1	1			1		1	1			4		9
Patdown - Children		1			1		1						3
Patdown - Flyer	1							1			4		6
Persons w/ Disabilities (PWD)	2	1	1	1	2								7
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) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Service A	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1	1											2
Prohibited & Permitted Items	1		1										2
Prohibited & Permitted Items - Breast Milk	1												1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1										1
Property - Special Handling			2	1	1	1			2	1		1	9
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				2
Screening	3		1	1	2		3			3	1	3	17
Screening - Inconsistency							2					2	4
Screening - Procedures/Process	3		1	1	1					3	1	1	11
Screening - Retrieving Abandoned/Confiscated Items					1		1						2
2023	40	35	39	44	53	55	35	54	32	58	34		479
Additional Information Required/Insufficient Information						1							1
Additional Information Required/Insufficient Information - EMAIL ONLY						1							1
Airline							1						1
Airline - Wheelchair Assistance							1						1
Civil Rights		1	1		1	1	1		4	4	1		14
Civil Rights - Age										1			1
Civil Rights - National Origin									1				1
Civil Rights - Race			1		1		1		2	2	1		8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1			1	1			3
Civil Rights - Transgender Screening		1											1
Customer Service	5	1	2	4	5	2	6	10	3	10	5		53
Customer Service - CSM								1					1
Customer Service - TSO	5	1	2	4	5	2	6	9	3	10	5		52
Expedited Passenger Screening Program	31	30	31	32	37	43	22	34	19	32	15		326
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program	1	1	1		1	1			1	1			7
Expedited Passenger Screening Program	30	28	30	32	36	41	22	34	18	31	15		317
Expedited Passenger Screening Program - TSA/DHS		1											1
Locks												2	2
Locks - Missing or Damaged Lock												2	2
Mishandling of Passenger Property		1		2	3			1		1	1		9
Mishandling of Passenger Property - Damaged/Missin		1			2					1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	1						1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction	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
No Jurisdiction - Refer to Other	1												1
Patdown	1					2		2	2	4	3		14
Patdown - Children										1	1		2
Patdown - Flyer	1					1		2	2	3	2		11
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)				2			2		1	2			7
Persons w/ Disabilities (PWD) - Breast Cancer							1			1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				2					1	1			4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling			1	1	2	1				1	3		9
Property - Special Handling - Damaged Items - Carry-On			1		1						2		4
Property - Special Handling - Damaged Items - Checked				1		1				1	1		4
Property - Special Handling - Missing Items - Checked					1								1
Screening	2	2	4	3	5	5	3	7	2	4	4		41
Screening - Inconsistency							1	1	1		2		5
Screening - Lengthy Lines	1	1			1			2		1	1		7
Screening - Procedures/Process	1	1	3	3	4	4	3	4	1	3	1		28
Screening - Retrieving Abandoned/Confiscated Items			1										1
TWIC									1				1
TWIC - General									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
OME			1			1		1	2				5
2022						1		1	2				4
Civil Rights						1							1
Civil Rights - Not Specified						1							1
Expedited Passenger Screening Program								1	2				3
Expedited Passenger Screening Program - TSA PreCheck								1	2				3
2023			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			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
ONT	50	67	68	55	55	78	63	83	74	72	77	64	806
2021												27	27
Customer Service													7
Customer Service - TSO													7
Expedited Passenger Screening Program													9
Expedited Passenger Screening Program - TSA Application Program													2
Expedited Passenger Screening Program - TSA PreCheck													7
Identification (ID) Requirements													1
Identification (ID) Requirements - Minors Domestic													1
Persons w/ Disabilities (PWD)													3
Persons w/ Disabilities (PWD) - Diabetes													1
Persons w/ Disabilities (PWD) - Internal Medical Devices													1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body													1
Property - Special Handling													4
Property - Special Handling - Damaged Items - Checked													1
Property - Special Handling - Missing Items - Carry-On													2
Property - Special Handling - Missing Items - Checked													1
Screening													3
Screening - Inconsistency													1
Screening - Procedures/Process													2
2022	14	28	27	23	23	40	37	41	34	34	43	37	381
Civil Rights		1	1		1		3	1	1	3		1	12
Civil Rights - Hair Patdowns							1						1
Civil Rights - National Origin									1				2
Civil Rights - Not Specified										1			1
Civil Rights - Race							1	1		1			3
Civil Rights - Racial Profiling or Discrimination		1	1		1								3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Civil Rights - Transgender Screening												1	1
Customer Service	3	5	2	2	2	8	4	4	3	6	1	2	42
Customer Service - TSO	3	5	2	2	2	8	4	4	3	6	1	2	42
Expedited Passenger Screening Program	5	14	17	14	16	20	24	26	21	17	31	30	235
Expedited Passenger Screening Program - DoD									1			1	2
Expedited Passenger Screening Program	1	2	2		4			2	1	1	4	5	22
Expedited Passenger Screening Program	4	12	15	14	12	20	24	24	19	16	27	24	211
Locks							1	2					3
Locks - Missing or Damaged Lock							1	2					3
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property		1		2		1	1			3			8
Mishandling of Passenger Property - Damaged/Missin		1		1		1				1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1			2			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
Patdown		2	1			6	2			2	1	2	16
Patdown - Flyer		2	1			6	2			2	1	2	16
Persons w/ Disabilities (PWD)	2	1	1		2	2			3		6		17
Persons w/ Disabilities (PWD) - Autism S	1								1				2
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1						1		2		4
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1				2			3
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	2	2			1	4	2		2	1	16
Property - Special Handling - Damaged Items - Carry-On				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	1		1		5
Property - Special Handling - Missing Items - Checked			1					2	1				4
Screening	3	2	3	3	2	3	1	4	4	3	2	1	31
Screening - Inconsistency						1		1	2				4
Screening - Lengthy Lines										1	1		2
Screening - Procedures/Process	2	2	3	3	2	2	1	2	2	2	1		22
Screening - Retrieving Abandoned/Confiscated	1							1					2
Screening - Shoe Screening												1	1
2023	36	39	41	32	32	38	26	42	40	38	34		398
Airline		1									1		2
Airline - Policy/Regulations/Service		1									1		2
Civil Rights	1	1	1				1	2			1		7
Civil Rights - Race	1	1									1		3
Civil Rights - Screening of Religious Cultural and Ceremonial Items								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1				1	1					3
Customer Service	3	1	1	1	3	5	6	3	4	3	3		32
Customer Service - TSO		3	1	1	3	5	6	3	4	3	3		32
Expedited Passenger Screening Program	28	28	27	27	27	23	13	27	28	19	21		268
Expedited Passenger Screening Program - DoD						2							2
Expedited Passenger Screening Program	2	1			1	1		1		3			9
Expedited Passenger Screening Program	26	25	27	27	26	20	13	26	28	16	21		255
Expedited Passenger Screening Program - TSA/DHS		2											2
Locks			1				1	1	1				4
Locks - Missing or Damaged Lock			1				1	1	1				4
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	2	2	3		1	2	1	1	1	2			15

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missin		1	2			1	1		1	1			7
Mishandling of Passenger Property - Dam	1		1			1		1		1			5
Mishandling of Passenger Property - Disa	1	1			1								3
Patdown	1			1			1	3	1	5	2		14
Patdown - Children									1				1
Patdown - Flyer				1			1	3		5	2		12
Patdown - Non-Flyer	1												1
Persons w/ Disabilities (PWD)	1	1	1					1		2	2		8
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) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1		1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Property - Special Handling	1	1	4		1	1	1		1	1	1		12
Property - Special Handling - Damaged Items - Carry-On			2		1					1			4
Property - Special Handling - Damaged It	1						1						2
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checke		1	2						1		1		5
Screening	2	2	3	3		7	2	4	4	5	3		35
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	2	1		2				1	1	1	1		9
Screening - Lengthy Lines						1							1
Screening - Procedures/Process		1	2	1		5	2	3	3	4	2		23
Screening - Retrieving Abandoned/Confiscated Items						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ORD	572	638	681	531	529	946	885	731	765	667	739	592	8,276
2021												148	148
Civil Rights												4	4
Civil Rights - Racial Profiling or Discrimination												3	3
Civil Rights - Sexual Orientation - Not Transgender												1	1
Customer Service												16	16
Customer Service - Others												1	1
Customer Service - TCC												1	1
Customer Service - TSO												14	14
Expedited Passenger Screening Program												108	108
Expedited Passenger Screening Program - TSA Application Program												12	12
Expedited Passenger Screening Program - TSA PreCheck												96	96
Locks												1	1
Locks - General												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Patdown												5	5
Patdown - Flyer												5	5
Persons w/ Disabilities (PWD)												2	2
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Property - Special Handling												7	7
Property - Special Handling - Damaged Items - Checked												2	2
Property - Special Handling - Missing Items - Carry-On												4	4
Property - Special Handling - Missing Items - Checked												1	1
Screening												4	4
Screening - Procedures/Process												4	4
2022	168	217	238	166	183	471	465	370	382	343	410	444	3,857
Additional Information Required/Insufficient Information				1							1		2
Additional Information Required/Insufficient Information - EMAIL ONLY				1							1		2
Airline	1	1	1		1	1	2	2	3	1	1	1	15
Airline - Lost Baggage						1		1	2	1			5
Airline - Policy/Regulations/Service	1	1	1		1		2	1	1		1	1	10
Civil Rights	3	3	2		1	3	4	3	1	2	2		24
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion	1						1						2
Civil Rights - Profiling							1						1
Civil Rights - Race						3	2	2		2	2		11
Civil Rights - Racial Profiling or Discrimination	1	3	1		1								6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening								1					1
Claims				1			1	1	1				4
Claims - General				1				1	1				3
Claims - Status							1						1
Customer Service	14	20	21	14	8	22	28	24	24	38	29	31	273
Customer Service - Others		1	1			1	1			1			5
Customer Service - TSO	14	19	20	14	8	21	27	24	24	37	29	31	268
Expedited Passenger Screening Program	125	162	163	124	150	421	396	311	329	277	349	389	3,196
Expedited Passenger Screening Program - Active Duty Military							1				1		2
Expedited Passenger Screening Program	3					1			2		2	1	9
Expedited Passenger Screening Program	7	26	10	6	10	10	13	10	11	6	6	14	129
Expedited Passenger Screening Program	114	135	153	118	140	410	383	300	316	270	340	374	3,053
Expedited Passenger Screening Program	1	1								1			3
Hazardous Materials Safety	1			1									2
Hazardous Materials Safety - General	1			1									2
HAZMAT Endorsement	1												1
HAZMAT Endorsement - General	1												1
Identification (ID) Requirements		1	1										2
Identification (ID) Requirements - Domestic		1	1										2
Locks					1		1	1	1	2		1	7
Locks - Missing or Damaged Lock					1		1	1	1	2		1	7
Lost and Found		3		1		1	2	1	3	1	2	4	18
Lost and Found - Airport/TSA		3		1		1	2	1	3	1	2	4	18
Mishandling of Passenger Property	1		7	1	4	3	5	7	2	2	3	2	37
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1			1	1	3	1	1	1	2	11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked Baggage	1	6	1	4	1	3	2	1	1	1	2		22
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage						1	1	2					4
No Jurisdiction	2		4	2	2		4	1	1	3	4	2	25
No Jurisdiction - No Referral					1		1						2
No Jurisdiction - Refer to CBP	1		1				3			2	3	1	11
No Jurisdiction - Refer to FAA					1								1
No Jurisdiction - Refer to Other	1		3	2				1	1	1	1	1	11
Notice of Violation/Civil Penalties					1								1
Notice of Violation/Civil Penalties - General					1								1
Patdown	1	6	5	3		1	1		1	1	3	3	25
Patdown - Flyer	1	5	5	3		1	1		1	1	3	3	24
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	5	6	8	1	4	4	2	5	4	2	4	3	48
Persons w/ Disabilities (PWD) - Cancer (general) Not		1						1		1			3
Persons w/ Disabilities (PWD) - Diabetes						1	1					1	3
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1	1										2
Persons w/ Disabilities (PWD) - General	1		1		1	1							4
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

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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) - Medically Necessary			1	2	1			2	2	1	2		11
	Persons w/ Disabilities (PWD) - Metal Implants (joint)			1			1		1				1	4
	Persons w/ Disabilities (PWD) - Mobility Disability (N		1		1									2
	Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
	Persons w/ Disabilities (PWD) - Prosthesis	1								1		1		3
	Persons w/ Disabilities (PWD) - Respirator	2					1							3
	Persons w/ Disabilities (PWD) - Service Animals		1	1										2
	Persons w/ Disabilities (PWD) - Visual Impairment									1				1
	Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1		1		1				1	1	5
	Prohibited & Permitted Items	1												1
	Prohibited & Permitted Items - Liquids/Gels	1												1
	Property - Special Handling	9	4	13	9	4	6	8	6	3	6	2		70
	Property - Special Handling - Damaged Items	3	1	4	1		1	1						11
	Property - Special Handling - Damaged Items	1		2		1	1	1	1	1	2			10
	Property - Special Handling - Missing Items	2	2	4	2	2	2		3	2	3	1		23
	Property - Special Handling - Missing Items	3	1	3	6	1	2	6	2		1	1		26
	Screening	4	10	13	8	7	9	11	8	9	8	10	8	105
	Screening - Crew Member or Airline Employee			1										1
	Screening - Inconsistency	1	1	1	2			2			2	2	2	13
	Screening - International Screening												1	1
	Screening - Lengthy Lines					1	2		4	3	1			11
	Screening - Procedures/Process	3	9	11	6	6	5	5	2	6	5	7	5	70
	Screening - Retrieving Abandoned/Confiscated Items						2	4	1			1		8
	Screening - Shoe Screening								1					1
	Transfer to Security Specialist		1											1
	Transfer to Security Specialist - Reportable Community		1											1
2023		404	421	443	365	346	475	420	361	383	324	329		4,271
	Additional Information Required/Insufficient Information	1												1
	Additional Information Required/Insufficient Information	1												1
	Airline	1	1	1	2	1	1			1	1	1		10
	Airline - Lost Baggage		1		1					1		1		4
	Airline - Policy/Regulations/Service	1		1	1	1	1				1			6
	Cargo							1						1
	Cargo - Known Shipper							1						1
	Civil Rights	4	3	4	1	1	2	3	2	9	4	7		40
	Civil Rights - Constitutional Rights							1						1
	Civil Rights - National Origin							1						1
	Civil Rights - Not Specified			1										1
	Civil Rights - Perceived Religion				1	1			1			1		4
	Civil Rights - Profiling									1				1
	Civil Rights - Race	3	2	3			1	1	1	3	4	4		22
	Civil Rights - Screening of Religious Cultural and Ceremonial Items									1				1
	Civil Rights - Sex/Gender/Gender Identity	1					1			2		1		5
	Civil Rights - Sexual Orientation - Not Transgender											1		1
	Civil Rights - Transgender Screening		1							2				3
	Claims				1			1						2
	Claims - Status				1			1						2
	Customer Service	16	20	32	15	25	24	29	25	21	21	38		266
	Customer Service - Others			1				1						2
	Customer Service - TCC			1										1
	Customer Service - TSO	16	20	30	15	25	24	28	25	21	21	38		263
	DHS TRIP											2		2
	DHS TRIP - General											2		2
	Expedited Passenger Screening Program	352	366	376	311	299	412	351	295	297	255	242		3,556
	Expedited Passenger Screening Program - Active Duty Military			2						1	1			4
	Expedited Passenger Screening Program - Known Crew Member	1	1			1		1		2	1			7
	Expedited Passenger Screening Program - Known Crew Member								1					1
	Expedited Passenger Screening Program	7	9	5	4	7	4	5	6	6	5	4		62
	Expedited Passenger Screening Program	344	355	369	307	291	407	345	288	288	248	238		3,480
	Expedited Passenger Screening Program - TSA/DHS		1				1							2
	Hazardous Materials Safety				1						1			2
	Hazardous Materials Safety - General				1						1			2
	Intranet/Internet Inquiries									1				1
	Intranet/Internet Inquiries - General									1				1
	Locks		1		3			1	3	2		3		13
	Locks - General								1					1
	Locks - Missing or Damaged Lock		1		3			1	2	2		3		12
	Lost and Found	1		1		1	1			1	1			6
	Lost and Found - Airport/TSA	1		1		1	1			1	1			6
	Mishandling of Passenger Property	7	3	2	6	3	7	6	7	7	5	6		59
	Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1	2	2	1	2	1	4	5	2	3	1		24
	Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	5	1		3	1	5	2	2	5	1	5		30
	Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1							1
	Mishandling of Passenger Property - Disposition	1			2						1			4
	No Jurisdiction		2	4	3	4	1	2	3	2	3	2		26
	No Jurisdiction - No Referral				1	1			1	1				4
	No Jurisdiction - Refer to CBP		1	2	2	2	1	1	2	1		1		13
	No Jurisdiction - Refer to Other		1	2	1	1	1	1			3	1		9
	Patdown	1	3	3	1	3	3	2		2	4	2		24
	Patdown - Children						1							1
	Patdown - Flyer	1	3	2	1	3	2	2		2	4	2		22
	Patdown - Flyer as Observer			1										1
	Persons w/ Disabilities (PWD)	5	3		2	1	1	6	1	10	5	4		38
	Persons w/ Disabilities (PWD) - Autism Spectrum						1					1		2
	Persons w/ Disabilities (PWD) - Cancer (genetic)	1												1
	Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										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
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - General	1		1						1				3
Persons w/ Disabilities (PWD) - Hearing Impairment										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 Fragile	1				1			1			3		8
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1		1				2
Persons w/ Disabilities (PWD) - Mobility Impaired	1			1			2		1				5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1					2		1				4
Persons w/ Disabilities (PWD) - Visual Impairment										2			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									3	1			4
Property - Special Handling	2	7	2	4	1	6	6	8	8	7	4		55
Property - Special Handling - Damaged Items - Carry		1	1	1		1				1			5
Property - Special Handling - Damaged Items - Checked	1	2			1	1	2	1	2		2		12
Property - Special Handling - Missing Items	1	2				2	1	3	2	3			14
Property - Special Handling - Missing Items - Checked		2	1	3		2	3	4	4	3	2		24
Screening	14	12	18	15	7	17	12	17	22	17	18		169
Screening - Children			1										1
Screening - Crew Member or Airline Employee	1	1	2			1			1				6
Screening - Inconsistency		3	4	6	2		2	1	6	1	1		26
Screening - Lengthy Lines	1	1	2	1		2		1		2	6		16
Screening - Procedures/Process	11	5	9	6	5	13	9	15	14	14	10		111
Screening - Retrieving Abandoned/Confiscated	1	1	1	2		1	1		1		1		9

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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
ORF	43	63	73	48	48	55	74	98	71	80	106	46	805
2021												15	15
Customer Service													2
Customer Service - TSO													2
Expedited Passenger Screening Program													9
Expedited Passenger Screening Program - TSA PreCheck													9
Hazardous Materials Safety													1
Hazardous Materials Safety - General													1
Patdown													1
Patdown - Flyer													1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Carry-On													1
Screening													1
Screening - Inconsistency													1
2022	12	23	35	12	22	28	36	57	39	45	52	31	392
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights				1		1					1		3
Civil Rights - Race											1		1
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service	1	1	5	4	1	3	2	4	3	4	2	1	31
Customer Service - TSO	1	1	5	4	1	3	2	4	3	4	2	1	31
Expedited Passenger Screening Program	9	19	21	6	17	19	30	45	31	35	39	27	298
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program - DoD		1	2		1	2	1	1	1				9
Expedited Passenger Screening Program - TSA Appl			5	1	1				1	1	1	2	13
Expedited Passenger Screening Program	9	12	18	5	15	17	29	44	28	32	38	25	272
Expedited Passenger Screening Program - TSA/DHS		1								2			3
Identification (ID) Requirements			2										2
Identification (ID) Requirements - Domestic			2										2
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property			1		1				2		3	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1		1	1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1		1						2		4
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Patdown			1					2		2	2		7
Patdown - Flyer			1					2		1	2		6
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)		1					1	1	1	1	1	1	7
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1					2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		1							1		1		3
Property - Special Handling			1	1	1	2	1	2			1	1	10
Property - Special Handling - Damaged Items - Carry-On				1				1			1	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			1		1	1	1						4
Screening	1	2	4		2	3	1	3	2	2	3		23
Screening - Inconsistency						1	1						2
Screening - Lengthy Lines			2										2
Screening - Military								1					1
Screening - Opposite Gender			1										1
Screening - Procedures/Process	1	2	1		2	2		2	2	2	3		17
2023	31	40	38	36	26	27	38	41	32	35	54		398
Airline		2								1			3
Airline - Policy/Regulations/Service		2								1			3
Civil Rights		1						1			1		3
Civil Rights - Race		1						1			1		3
Claims		1											1
Claims - General		1											1
Customer Service	5	4	1	3	1	1	1	3	4	3			26
Customer Service - TSO	5	4	1	3	1	1	1	3	4	3			26
Expedited Passenger Screening Program	17	24	31	27	20	21	33	34	22	26	43		298
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program	1		1					2	1	1			8
Expedited Passenger Screening Program - TSA Application Pro			3				2			1	1		7
Expedited Passenger Screening Program	16	24	27	26	20	21	30	31	21	24	42		282
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property		3	3		1	2		1		1	5		16
Mishandling of Passenger Property - Damaged/Missii		2	1			2				1	2		8
Mishandling of Passenger Property - Damaged/Missii		1	2		1			1			3		8
Notice of Violation/Civil Penalties						1	1						2
Notice of Violation/Civil Penalties - General						1	1						2
Patdown	2	2		1	1			1		1	3		11
Patdown - Children											1		1
Patdown - Flyer	2	2		1	1			1		1	2		10
Persons w/ Disabilities (PWD)					1		2		3	1	1		8
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							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
Persons w/ Disabilities (PWD) - Metal Implants (joint)					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	2	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	5	1	2	5	1	2			3	1	1		21
Screening - Children	1												1
Screening - Inconsistency	2	1	1	1	1				1				7
Screening - Procedures/Process	2		1	4		2			2	1	1		13

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ORH	2	4	2		2	5		2		1	1		19
2022	2	1	1		1	2				1	1		9
Civil Rights	1										1		2
Civil Rights - Headwear	1												1
Civil Rights - Race											1		1
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	1	1			1	1							4
Expedited Passenger Screening Program	1	1			1	1							4
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Screening						1							1
Screening - Procedures/Process						1							1
2023		3	1		1	3		2					10
Civil Rights								1					1
Civil Rights - Race								1					1
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program		3			1	2		1					7
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program - TSA PreC		2			1	2		1					6
Screening			1										1
Screening - Procedures/Process			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OTH		1				1	2	1	5	1	1	2	14
2021												2	2
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												2	2
2022		1							4	1	1		7
Customer Service									1		1		2
Customer Service - TSO									1		1		2
Expedited Passenger Screening Program			1						1	1			3
Expedited Passenger Screening Program - TSA PreC			1						1	1			3
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Screening									1				1
Screening - Procedures/Process									1				1
2023						1	2	1	1				5
Expedited Passenger Screening Program						1		1	1				3
Expedited Passenger Screening Program - TSA PreCheck						1		1	1				3
Persons w/ Disabilities (PWD)							2						2
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Visual Impairment							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OTZ			2	1	1	1		2					7
2022			1			1		2					4
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program			1				1		1				3
Expedited Passenger Screening Program - TSA PreCheck			1				1		1				3
2023			1	1	1								3
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreCheck			1										1
Patdown				1	1								2
Patdown - Flyer				1	1								2

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PAE	3	2	6	5	5	10	7	7	5	5	9	4	68
2022	1		4	1	1	1	3	5	3	4	6	4	33
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Expedited Passenger Screening Program	1		2	1	1	1	2	5	1	2	2	3	21
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program	1		2	1	1	1	2	5	1	1	2	3	20
Patdown			2							2	1		5
Patdown - Flyer			2							2	1		5
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
Screening									2		1	1	4
Screening - Inconsistency												1	1
Screening - Procedures/Process									2		1		3
2023	2	2	2	4	4	9	4	2	2	1	3		35
Expedited Passenger Screening Program	1	2	2	4	3	8	3	2	1		2		28
Expedited Passenger Screening Program	1	2	2	4	3	8	3	2	1		2		28
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
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening	1								1				2
Screening - Procedures/Process	1								1				2

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PBG	3	2				4	1						10
2022		1					1						2
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1
Screening			1										1
Screening - Procedures/Process			1										1
2023	3	1				4							8
Expedited Passenger Screening Program	3	1				4							8
Expedited Passenger Screening Program	3	1				4							8

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PBI	66	128	147	104	121	180	140	119	106	88	77	73	1,349
2021												28	28
Customer Service												3	3
Customer Service - TSO												3	3
Expedited Passenger Screening Program												19	19
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												18	18
Persons w/ Disabilities (PWD)												2	2
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Property - Special Handling												2	2
Property - Special Handling - Missing Items - Checked												2	2
Screening												2	2
Screening - Procedures/Process												2	2
2022	30	50	75	31	48	94	75	61	55	39	40	45	643
Civil Rights				1	1	1	1				1	1	6
Civil Rights - Age					1	1							2
Civil Rights - National Origin												1	1
Civil Rights - Race							1				1		2
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	5	8	7	5	3	6	7	4	8			6	59
Customer Service - CSM		1											1
Customer Service - TSO	5	7	7	5	3	6	7	4	8			6	58
Expedited Passenger Screening Program	22	39	58	20	36	75	59	53	36	32	35	33	498
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program - TSA Appl		1		1	1	1	2	3	4	1	1	1	23
Expedited Passenger Screening Program	22	38	51	19	35	72	57	50	31	31	34	32	472
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1							1
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			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--C			1						1		1	1	4
No Jurisdiction		1				1			1				3
No Jurisdiction - No Referral						1							1
No Jurisdiction - Refer to Other		1											2
Patdown					1	1			2	1			5
Patdown - Flyer					1	1			2	1			5
Persons w/ Disabilities (PWD)		1	3	1		1		1	1			1	9
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Hearing 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 Wheelch			1										1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling	3		4	3	4	4	2	1		3	2	2	28
Property - Special Handling - Damaged It	1		1		2	2	2			2			10
Property - Special Handling - Damaged It	1		2	1	1							2	7
Property - Special Handling - Missing Item	1			1		1				1			4
Property - Special Handling - Missing Items - Checked			1	1	1	1		1		1	1		7
Screening		1		1	3	5	6	2	6	3	1	1	29
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency						3	1		1	1	1		7
Screening - Lengthy Lines				1					1				2
Screening - Procedures/Process		1			2	2	3	2	4	2		1	17
Screening - Retrieving Abandoned/Confiscated Items							2						2
2023	36	78	72	73	73	86	65	58	51	49	37		678
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights		2			1	2	1	2	1				9
Civil Rights - Age						1							1
Civil Rights - Perceived Religion								1					1
Civil Rights - Race			1			1							2
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1			1			1					3
Civil Rights - Transgender Screening							1		1				2
Claims				1									1
Claims - Status				1									1
Customer Service	4	6	6	5	6	7	8	6	6	3	4		61
Customer Service - TSO	4	6	6	5	6	7	8	6	6	3	4		61
Expedited Passenger Screening Program	27	62	55	62	53	67	45	41	40	37	29		518
Expedited Passenger Screening Program - Known Crew Membe			1										1
Expedited Passenger Screening Program - TSA Appl		3	1			2	1	1			2		10
Expedited Passenger Screening Program	27	59	53	62	53	64	44	40	40	37	26		505
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1					1		2
Locks					1	1							2
Locks - Missing or Damaged Lock					1	1							2
Mishandling of Passenger Property		3	3		2	1	1			2	1		13
Mishandling of Passenger Property - Damaged/Missii		1	2			1				1			5
Mishandling of Passenger Property - Damaged/Missii		1	1		2		1			1	1		7
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction				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
No Jurisdiction - Refer to Other				1			1						2
Patdown	1		2	1				1		1			6
Patdown - Flyer	1		2	1				1		1			6
Persons w/ Disabilities (PWD)		2	1		1	4	3	1	2	2	1		17
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Diabetes					1	1			1				3
Persons w/ Disabilities (PWD) - General						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 (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Visual Impairment		1						1					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		1				2							3
Property - Special Handling	2		2	2	1		1	3	1	1	2		15
Property - Special Handling - Damaged Items - Carry-On			1								1		2
Property - Special Handling - Missing Items - Carry-On				2	1			3	1				7
Property - Special Handling - Missing Item	2		1				1			1	1		6
Request for Assistance							1						1
Request for Assistance - Other							1						1
Screening	2	3	2	1	8	4	4	4	1	3			32
Screening - Inconsistency		1					1			1			3
Screening - Lengthy Lines					1		1						2
Screening - Opposite Gender					1				1				2
Screening - Procedures/Process	2	2	2	1	6	3	2	4		2			24
Screening - Retrieving Abandoned/Confiscated Items						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PDX	204	192	195	159	129	194	241	223	232	204	232	176	2,381
2021												49	49
Civil Rights												3	3
Civil Rights - Racial Profiling or Discrimination												2	2
Civil Rights - Transgender Screening												1	1
Customer Service												6	6
Customer Service - TSO												6	6
Expedited Passenger Screening Program												35	35
Expedited Passenger Screening Program - TSA Application Program												3	3
Expedited Passenger Screening Program - TSA PreCheck												32	32
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Property - Special Handling												3	3
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Missing Items - Carry-On												2	2
Screening												1	1
Screening - Lengthy Lines												1	1
2022	57	63	75	57	42	79	102	115	126	102	116	127	1,061
Airline						1						1	2
Airline - Policy/Regulations/Service						1							1
Airline - Wheelchair Assistance												1	1
Civil Rights	4	1	6	2	2		4	2	2	3	1		27
Civil Rights - Hair Patdowns										1			1
Civil Rights - Headwear			2										2
Civil Rights - National Origin								1					1
Civil Rights - Race							2	1	1	1			5
Civil Rights - Racial Profiling or Discrimination	4	1	2	1	1								9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1		2		1	1			5
Civil Rights - Transgender Screening			2	1							1		4
Claims				2									2
Claims - General				2									2
Customer Service	7	8	9	7	5	8	5	2	11	12	7	12	93
Customer Service - TCC						1							1
Customer Service - TSO	7	8	9	7	5	7		2	11	12	7	12	92
DHS TRIP							1						1
DHS TRIP - General							1						1
Expedited Passenger Screening Program	35	42	44	34	32	63	81	99	101	71	92	105	799
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program	1	8	5	3	2			5	4	2	3	7	40
Expedited Passenger Screening Program	34	34	39	31	30	62	81	94	97	69	89	98	758
Human Capital	1												1
Human Capital - Current Employee	1												1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Lost and Found								2					2
Lost and Found - Airport/TSA								2					2
Mishandling of Passenger Property			1	2			3	2	1		4	1	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							2	1					3
Mishandling of Passenger Property - Damaged/Missing Items--C			1	2			1	1	1		3	1	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
No Jurisdiction				2		1			1				4
No Jurisdiction - No Referral									1				1
No Jurisdiction - Refer to Other				2		1							3
Patdown	2	2			1	1	2	1	3	3	3	1	19
Patdown - Children										1			1
Patdown - Flyer	2	2				1	2	1	2	2	3	1	16
Patdown - Flyer as Observer									1				1
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)	2	3	6	2	1	1	4	2		3		2	26
Persons w/ Disabilities (PWD) - Diabetes	1		1				1	1					4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/M			1										1
Persons w/ Disabilities (PWD) - General							1	1					2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1	1							2
Persons w/ Disabilities (PWD) - Medically	1	1	1							1		1	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1				1			1			3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		2											2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1			1			1			4
Persons w/ Disabilities (PWD) - Wounded Warrior			1										1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - General			1										1
Property - Special Handling	3	4	3	2	1	2	1	1	1	3	3		24
Property - Special Handling - Damaged Items - Carry		1	2	2			1		1	3	1		11
Property - Special Handling - Damaged Items - Carry-On	2				1			1					4
Property - Special Handling - Missing Items - Carry-On						1					1		2
Property - Special Handling - Missing Items - Carry-On	1	3	1			1					1		7
Screening	3	3	5	4		2		4	6	7	6	5	45
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency		1						2	1		2		6
Screening - Lengthy Lines			1			1		1	3	1			7
Screening - Procedures/Process	3	2	3	4		1		1	2	6	4	5	31
2023	147	129	120	102	87	115	139	108	106	102	116		1,271
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1
Civil Rights	2		3		1		1	1		2	3		13

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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
Civil Rights - Age			1							1	1		3
Civil Rights - Hair Patdowns	1												1
Civil Rights - National Origin							1						1
Civil Rights - Not Specified					1								1
Civil Rights - Perceived Religion	1												1
Civil Rights - Race			2					1					3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Civil Rights - Transgender Screening										1	1		2
Customer Service	6	14	7	7	4	5	11	12	5	4	13		88
Customer Service - TCC											1		1
Customer Service - TSO	6	14	7	7	4	5	11	12	5	4	12		87
Expedited Passenger Screening Program	120	99	89	87	66	99	107	81	85	79	83		995
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	2	2	4	3	2	1	4	2	3	2			25
Expedited Passenger Screening Program	118	96	85	84	64	98	103	79	82	77	83		969
Human Capital							1						1
Human Capital - Prospective Employment with TSA							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			2
Lost and Found - Airport/TSA									1	1			2
Mishandling of Passenger Property	3	1	2	2	3	1	5	2	2	4			25
Mishandling of Passenger Property - Damaged	1			1	1	1	4		2	4			14
Mishandling of Passenger Property - Damaged	2		2	1	1		1	1					8
Mishandling of Passenger Property - Damaged/Missing		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1			1					2
No Jurisdiction								1		1			2
No Jurisdiction - Refer to Other								1		1			2
Patdown	4	2	1	2	3	1	2	3	3	3	3		27
Patdown - Flyer	4	2	1	2	3	1	1	3	3	2	2		24
Patdown - Flyer as Observer							1				1		2
Patdown - General										1			1
Persons w/ Disabilities (PWD)	2	2	3	1	2	4	4	1	2		2		23
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1	1						2
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Internal Mobility	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1	1					1		3
Persons w/ Disabilities (PWD) - Medically Necessary		1	1			2	1	1	1				7
Persons w/ Disabilities (PWD) - Mobility [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) - Wheelchair/ Scooter/ Segway			2				1						3
Property - Special Handling	2	4	4	1	2	1	2	3	3		2		24
Property - Special Handling - Damaged Items	1	1	1	1				2	1				7
Property - Special Handling - Damaged Items - Checked		3											3
Property - Special Handling - Missing Items	1		2		1		1				2		7
Property - Special Handling - Missing Items - Checked			1		1	1	1	1	2				7
Screening	7	7	9	2	6	4	5	3	5	8	10		66
Screening - Crew Member or Airline Employee	1										1		2
Screening - Inconsistency		1			2	1				1	1		6
Screening - Lengthy Lines			2		1	1	1		1	1	1		8
Screening - Procedures/Process	6	6	6	2	2	2	4	2	4	6	6		46
Screening - Retrieving Abandoned/Confiscated Items			1					1			1		3
Screening - Security Breach					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PGA			1		2						1		4
2022					1						1		2
Expedited Passenger Screening Program					1						1		2
Expedited Passenger Screening Program - TSA PreCheck					1						1		2
2023			1		1								2
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA Application Program					1								1
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PGD	13	14	14	15	19	27	26	22	13	12	12	12	199
2021												6	6
Civil Rights												1	1
Civil Rights - Constitutional Rights												1	1
Expedited Passenger Screening Program												4	4
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												3	3
Screening												1	1
Screening - Inconsistency												1	1
2022	7	7	6	7	8	13	8	13	8	6	6	6	95
Civil Rights	1				2			1					4
Civil Rights - Racial Profiling or Discrimination	1				2								3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service				2				1		1	1		5
Customer Service - TSO				2				1		1	1		5
Expedited Passenger Screening Program	4	5	5	3	6	11	6	11	6	5	5	5	72
Expedited Passenger Screening Program - TSA Application Program	2					1						1	4
Expedited Passenger Screening Program - TSA PreCheck	2	5	5	3	6	10	6	11	6	5	5	4	68
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)	1	1											2
Persons w/ Disabilities (PWD) - Internal Medical Device		1											1
Persons w/ Disabilities (PWD) - Medically Necessary	1												1
Property - Special Handling			1	1		2							4
Property - Special Handling - Damaged Items - Carry-On			1	1									2
Property - Special Handling - Missing Items - Carry-On						2							2
Screening	1	1		1					2			1	6
Screening - Crew Member or Airline Employee				1									1
Screening - Procedures/Process	1	1							2			1	5
2023	6	7	8	8	11	14	18	9	5	6	6		98
Civil Rights		1									1		2
Civil Rights - Race											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1											1
Customer Service			1			1	1	1	1				5
Customer Service - TSO			1			1	1	1	1				5
Expedited Passenger Screening Program	6	6	6	7	10	10	15	6	3	5	5		79
Expedited Passenger Screening Program - TSA Application Program	1				1								2
Expedited Passenger Screening Program - TSA PreCheck	6	5	6	7	9	10	15	6	3	5	5		77
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	1						3
Patdown - Flyer					1	1	1						3
Persons w/ Disabilities (PWD)							1	2		1			4
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PGV	1	3	1	2	1	2		2	3	2	2	3	22
2021												3	3
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Property - Special Handling												2	2
Property - Special Handling - Missing Items - Checked												2	2
2022	1	2	1	1		1		1	3	1			11
Expedited Passenger Screening Program		2				1			2				5
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program - TSA PreC		1				1			2				4
Human Capital									1				1
Human Capital - Prospective Employment with TSA									1				1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										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 - Procedures/Process	1							1					2
2023		1		1	1	1		1		1	2		8
Customer Service		1								1			2
Customer Service - TSO		1								1			2
Expedited Passenger Screening Program				1	1	1							3
Expedited Passenger Screening Program - TSA PreCheck				1	1	1							3
Screening								1			2		3
Screening - Inconsistency											1		1
Screening - Procedures/Process								1			1		2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PHF	1	2	3	5	2	1	4	1	1	2	1		23
2022	1	2	2	2	1	1			1	2			12
Customer Service			1							1			2
Customer Service - TSO			1							1			2
Expedited Passenger Screening Program	1	2		2	1	1			1	1			9
Expedited Passenger Screening Program	1	2		2	1	1			1	1			9
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
2023			1	3	1		4	1			1		11
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program			1	2			4	1					8
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA PreCheck				2			4	1					7
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and 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
PHL	360	337	332	295	358	453	417	401	398	359	380	277	4,367
2021												74	74
Customer Service												8	8
Customer Service - TSO												8	8
Expedited Passenger Screening Program												57	57
Expedited Passenger Screening Program - DoD												1	1
Expedited Passenger Screening Program - TSA Application Program												5	5
Expedited Passenger Screening Program - TSA PreCheck												51	51
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Persons w/ Disabilities (PWD)												2	2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks												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												4	4
Screening - Inconsistency												1	1
Screening - Procedures/Process												3	3
2022	114	128	140	103	145	183	197	185	201	170	208	203	1,977
Airline							2	1		1	2		6
Airline - Baggage Requirements											1		1
Airline - Policy/Regulations/Service							2	1		1	1		5
Civil Rights	2	1	1		4		1	1		2	1	2	15
Civil Rights - Perceived Religion							1						1
Civil Rights - Race								1		1		1	3
Civil Rights - Racial Profiling or Discrimination	2	1			3								6
Civil Rights - Transgender Screening			1		1					1	1	1	5
Customer Service	19	12	6	6	12	9	12	19	18	20	15	13	161
Customer Service - TCC												1	1
Customer Service - TSO	19	12	6	6	12	9	12	19	18	20	15	12	160
Expedited Passenger Screening Program	77	95	124	85	118	154	156	144	161	115	167	163	1,559
Expedited Passenger Screening Program - Active Duty Military				2						1	1	1	5
Expedited Passenger Screening Program - DoD		1	1		1	1		1					5
Expedited Passenger Screening Program	6	12	12	4	6	3	5	6	5	3	8	14	84
Expedited Passenger Screening Program	71	82	111	79	111	148	149	136	156	111	158	148	1,460
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						2	2	1					5
Locks						1	1		2	1	1	1	7
Locks - Missing or Damaged Lock						1	1		2	1	1	1	7
Lost and Found					1	1			1				3
Lost and Found - Airport/TSA					1	1			1				3
Mishandling of Passenger Property		2	1	1			2	3	3	3	5	5	25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked		2	1				1			1	2	3	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1			1	3	3	1	3	2	14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
No Jurisdiction				1			4				1	1	7
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to CBP							2					1	3
No Jurisdiction - Refer to Other				1			2						3
Patdown	3	2	1		2	2	2	1		4	2	2	21
Patdown - Flyer	3	1	1		2	2	1	1		4	2	2	19
Patdown - Flyer as Observer							1						1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	3	1	1	2		3	4	2	4	5	2	2	29
Persons w/ Disabilities (PWD) - Autism Spectrum		1	1				1						3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									2				2
Persons w/ Disabilities (PWD) - Diabetes										2	1		3
Persons w/ Disabilities (PWD) - Internal Medical Devices	1						1			1			3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1			1			1			3
Persons w/ Disabilities (PWD) - Medically Necessary	1					2	1	1	1				6
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) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Wheelchair	1					1						1	3
Prohibited & Permitted Items	3	1											4
Prohibited & Permitted Items - Electronic	1												1
Prohibited & Permitted Items - Firearm/Arms	1	1											2
Prohibited & Permitted Items - Medication	1												1
Property - Special Handling	5	6	2	4	5	4	5	5	3	7	3	1	50
Property - Special Handling - Damaged Items	1	2	1	1		1		2	1	2	3		14
Property - Special Handling - Damaged Items	3			1	2			1					7
Property - Special Handling - Missing Items	1	3	1		1	1	2	1		3		1	14
Property - Special Handling - Missing Items - Checked		1		2	2	2	3	1	2	2			15
Screening	2	8	4	4	3	9	8	9	9	12	9	13	90
Screening - Inconsistency	1	1	2				4	1	1	2	1	4	17
Screening - Lengthy Lines							2	2	2	2		2	10
Screening - Procedures/Process	1	7	2	4	3	8	2	5	6	8	6	7	59
Screening - Retrieving Abandoned/Confiscated Items						1		1			2		4
2023	246	209	192	192	213	270	220	216	197	189	172		2,316
Airline	1						1	1		2	1		6
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service	1						1	1			1		4
Airline - Wheelchair Assistance										1			1
Civil Rights	1	1	5	4	1	1	6	5	3		1		28

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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
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 - Race	1	1	2	2	1	1	4	2			1		15
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							2	3	2				7
Civil Rights - Transgender Screening			2										2
Claims	1												1
Claims - Status	1												1
Customer Service	11	13	11	13	15	17	14	15	21	29	16		175
Customer Service - TCC										1			1
Customer Service - TSO	11	13	11	13	15	17	14	15	21	28	16		174
Expedited Passenger Screening Program	205	175	159	148	175	227	170	172	145	124	125		1,825
Expedited Passenger Screening Program	1	1			3		1	3					9
Expedited Passenger Screening Program	10	9	2	1	6	2	1	2		1	4		38
Expedited Passenger Screening Program	194	165	157	147	166	225	168	166	145	123	121		1,777
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
HAZMAT Endorsement	1												1
HAZMAT Endorsement - General	1												1
Locks	1	2	1	1	1	1				1			8
Locks - Missing or Damaged Lock	1	2	1	1	1	1				1			8
Lost and Found	2				1			1	1				5
Lost and Found - Airport/TSA	2				1			1	1				5
Mishandling of Passenger Property	1	4	3	4	3	5	5	2	1	7	2		37
Mishandling of Passenger Property - Damaged/Missin		1	1	3	1	3	3			2	2		16
Mishandling of Passenger Property - Dam	1	2	2	1	2	1	2	2	1	4			18
Mishandling of Passenger Property - Disarrayed Item		1				1				1			3
No Jurisdiction	1	2	1	2					1	3	2		12
No Jurisdiction - No Referral		1							1		1		3
No Jurisdiction - Refer to CBP	1			2						1	1		5
No Jurisdiction - Refer to Other		1	1							2			4
Ombudsman							1						1
Ombudsman - General							1						1
Patdown	5	3	1	2	10	3	7	3	8	2	6		50
Patdown - Children									1		1		2
Patdown - Flyer	5	3	1	1	9	3	6	3	7	2	4		44
Patdown - Flyer as Observer				1							1		2
Patdown - General					1								1
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)	1		2		1	3	6	2	1	3	2		21
Persons w/ Disabilities (PWD) - Autism Spectrum			1			1					1		3
Persons w/ Disabilities (PWD) - Diabetes							1			2			3
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		2
Persons w/ Disabilities (PWD) - Metal Implants (Joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1	3	1					5
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1		2						3
Property - Special Handling	4	3		6	2	4	4	8	2	6	4		43
Property - Special Handling - Damaged It	3	1					1	3	1		3		12
Property - Special Handling - Damaged Items - Checked					1	1	2	3					7
Property - Special Handling - Missing Item	1	2		3		1	1	2		6	1		17
Property - Special Handling - Missing Items - Checked				3	1	2			1				7
Request for Assistance										1	2		3
Request for Assistance - Other										1	2		3
Screening	11	6	9	12	4	9	6	7	14	11	11		100
Screening - Crew Member or Airline Employee			1	1	1								3
Screening - Inconsistency	1	1	1	2	1	2	1	1	2	2	2		16
Screening - International Screening			1										1
Screening - Lengthy Lines	2		1	2					2	2	1		10
Screening - Procedures/Process	7	5	5	6	2	7	5	6	9	7	7		66
Screening - Retrieving Abandoned/Confis	1			1					1		1		4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PHX	368	406	415	383	363	476	487	485	428	366	357	327	4,861
2021												109	109
Civil Rights												2	2
Civil Rights - National Origin												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Claims												1	1
Claims - Status												1	1
Customer Service												19	19
Customer Service - TSO												19	19
Expedited Passenger Screening Program												63	63
Expedited Passenger Screening Program - TSA Application Program												4	4
Expedited Passenger Screening Program - TSA PreCheck												59	59
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Patdown												2	2
Patdown - Flyer												1	1
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)												2	2
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Firearm/Ammunition												1	1
Property - Special Handling												9	9
Property - Special Handling - Damaged Items - Carry-On												3	3
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On												3	3
Property - Special Handling - Missing Items - Checked												2	2
Screening												5	5
Screening - Procedures/Process												5	5
2022	146	171	174	158	162	246	220	229	206	174	177	218	2,281
Additional Information Required/Insufficient Information	1				1							2	4
Additional Information Required/Insufficient Information - Other	1				1							2	4
Airline	1		1	1	1		3		2		1		10
Airline - Lost Baggage									1				1
Airline - Policy/Regulations/Service	1		1	1	1		3				1		8
Airline - Wheelchair Assistance									1				1
Civil Rights	4	6	1	2	2	1	1	1	4	5	2	3	32
Civil Rights - Age				1		1							2
Civil Rights - Constitutional Rights										2			2
Civil Rights - Headwear		1											1
Civil Rights - Perceived Religion					1					1			2
Civil Rights - Race								1	1	2	1	1	6
Civil Rights - Racial Profiling or Discrimination	3	5		1	1								10
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									3		1	1	5
Civil Rights - Sexual Orientation - Not Transgender							1					1	2
Civil Rights - Transgender Screening	1		1										2
Customer Service	29	21	35	17	13	30	19	24	22	26	11	26	273
Customer Service - CSM												1	1
Customer Service - Others	1											1	2
Customer Service - TCC				2							1		3
Customer Service - TSO	28	21	35	15	13	30	19	24	22	26	10	24	267
DHS TRIP												1	2
DHS TRIP - General											1	1	2
Expedited Passenger Screening Program	86	112	103	102	116	168	155	167	149	111	130	152	1,551
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD		1			1	1	2	1					6
Expedited Passenger Screening Program - Known Crew Member												1	1
Expedited Passenger Screening Program - Known Crew Member - Other	4	16	14	3	6	6	10	6	7	11	8	6	97
Expedited Passenger Screening Program - Known Crew Member - Other	82	95	88	99	109	161	143	158	141	99	122	144	1,441
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								2	1	1		1	5
Hazardous Materials Safety								1					1
Hazardous Materials Safety - General								1					1
Identification (ID) Requirements	1			1		1							3
Identification (ID) Requirements - Domestic	1			1		1							3
Locks	1		1	1	1	1	1						6
Locks - General							1						1
Locks - Missing or Damaged Lock	1		1	1	1	1							5
Lost and Found		2		3	1	2		1		2	1		12
Lost and Found - Airport/TSA		2		3	1	2		1		2	1		12
Mishandling of Passenger Property		2	4	1	1	2	6	6	2	7	6	6	43
Mishandling of Passenger Property - Damaged/Missing		1	1				2	5		2	1	3	15
Mishandling of Passenger Property - Damaged/Missing - Other		1	3	1	1	2	2	1		5	3	1	20
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							2		2		2	2	8
No Jurisdiction				1		1	1					3	6
No Jurisdiction - No Referral							1					1	2
No Jurisdiction - Refer to CBP				1									1
No Jurisdiction - Refer to Other						1						2	3
No Subject		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Subject - General		1											1
Notice of Violation/Civil Penalties	1						1						2
Notice of Violation/Civil Penalties - General	1						1						2
Patdown		3	1	1	1	3	6	3	5	3	4	3	33
Patdown - Flyer		2	1	1	1	3	5	2	5	3	3	3	29
Patdown - Flyer as Observer		1					1				1		3
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	5	8	7	1	4	7	7	5	2	4	3	4	57
Persons w/ Disabilities (PWD) - Autism 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					2		1			1			4
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1						1	1	1			4
Persons w/ Disabilities (PWD) - General					1		1	1					3
Persons w/ Disabilities (PWD) - Hearing Impairment		1	1										2
Persons w/ Disabilities (PWD) - Internal Medical	1												1
Persons w/ Disabilities (PWD) - Medically	3	2	1	1			2	1		1	1	2	14
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1			1	1	1				1	5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Prosthesi	1	1	1		1	1			1	1			7
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/		2	1			2					1		6
Prohibited & Permitted Items		2	1										3
Prohibited & Permitted Items - Alcohol and		1											1
Prohibited & Permitted Items - Firearm/Ar		1											1
Prohibited & Permitted Items - Food/Beverages		1											1
Property - Special Handling	9	7	12	11	9	19	7	10	7	9	4	8	112
Property - Special Handling - Damaged Item	2	1	3	4	1	4	1	2	1	2	2		23
Property - Special Handling - Damaged Item	1	2	4		2	4		3	2	1	2	3	24
Property - Special Handling - Missing Item	3	3	4	7	3	5	1	3	1	3		2	35
Property - Special Handling - Missing Item	3	1	1		3	6	5	2	3	3		3	30
Screening	6	8	8	16	12	11	13	10	13	7	14	10	128
Screening - Children									1		1		2
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency		1		1	2	1	3	1	3	1	1	4	18
Screening - Lengthy Lines			1			1		3	1		1		7
Screening - Procedures/Process	6	7	6	14	10	8	7	5	7	6	10	6	92
Screening - Retrieving Abandoned/Confiscated Items						1	2	1	1		1		6
Screening - Security Breach			1	1									2
Transfer to Security Specialist			1										1
Transfer to Security Specialist - Reportable Communication			1										1
TSA Contact Information								1					1
TSA Contact Information - General								1					1
2023	222	235	241	225	201	230	267	256	222	192	180		2,471
Additional Information Required/Insufficient Information	1										1		2
Additional Information Required/Insufficient Information	1										1		2
Airline			1	1			1				1		4
Airline - Baggage Requirements							1						1
Airline - Policy/Regulations/Service				1							1		2
Airline - Positive Bag Match Program			1										1
Civil Rights	1	1	2	1	2	4	1	2	5	4	3		26
Civil Rights - Age								1	1	1			3
Civil Rights - Constitutional Rights									1				1
Civil Rights - Headwear					1								1
Civil Rights - National Origin		1									1		2
Civil Rights - Perceived Religion										1			1
Civil Rights - Race	1		1		1	3			3	2	1		12
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1		1	1	1					5
Civil Rights - Transgender Screening											1		1
Claims			1								1		2
Claims - General			1										1
Claims - Status											1		1
Customer Service	23	24	27	18	23	27	33	28	18	18	22		261
Customer Service - Others							1	1	1				3
Customer Service - TCC								1					1
Customer Service - TSO	23	24	27	18	23	27	32	26	17	18	22		257
DHS TRIP								1					1
DHS TRIP - General								1					1
Expedited Passenger Screening Program	147	175	160	158	136	153	174	160	151	124	108		1,646
Expedited Passenger Screening Program - Children Under 12							1						1
Expedited Passenger Screening Program - DoD		1								1			2
Expedited Passenger Screening Program	9	7	5	5	5	3	4	5	4	3	3		53
Expedited Passenger Screening Program	137	167	155	152	130	150	169	154	147	119	105		1,585
Expedited Passenger Screening Program	1			1	1			1		1			5
Hazardous Materials Safety						1	1			1			3
Hazardous Materials Safety - General						1	1			1			3
Locks	2		2		2		1	4	1	1	1		14
Locks - General	1		1							1			3
Locks - Missing or Damaged Lock	1		1		2		1	4	1		1		11
Lost and Found	1		1					3	2		3		10
Lost and Found - Airport/TSA	1		1					3	2		3		10
Mishandling of Passenger Property	4	7	8	5	3	6	8	10	7	6	6		70
Mishandling of Passenger Property - Damaged	2	5	4		2	3	4	4	1	5	2		32
Mishandling of Passenger Property - Damaged	2	1	2	3	1	3	3	6	5	1	3		30

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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 Item		1	2	2			1		1		1		8
No Jurisdiction		1	1	1		1	1		1	1			7
No Jurisdiction - No Referral							1		1				2
No Jurisdiction - Refer to CBP			1										1
No Jurisdiction - Refer to Other		1		1		1				1			4
Ombudsman								1					1
Ombudsman - General								1					1
Patdown	3	5	2	6	6	2	5	6	5	5	7		52
Patdown - Children			1			1				2			4
Patdown - Flyer	2	5	1	6	6	1	5	6	3	3	5		43
Patdown - Flyer as Observer	1								2		2		5
Persons w/ Disabilities (PWD)	5	6	8	2	4	4	13	8	7	3	5		65
Persons w/ Disabilities (PWD) - Autism Spectrum			1			2	2				1		6
Persons w/ Disabilities (PWD) - Breast Cancer	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					1	1	1						3
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1					1						2
Persons w/ Disabilities (PWD) - General	1										2		3
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 - At		1						3					4
Persons w/ Disabilities (PWD) - Medically	1	1	2	1	1		3	1	3				13
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			2				1		1	1			5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1	1		1		1						4
Persons w/ Disabilities (PWD) - Touch A		1											1
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1			1	3	2	2	1	1		11
Property - Special Handling	5	6	6	11	7	9	6	13	12	8	5		88
Property - Special Handling - Damaged Items - Carry		2	2	3	2	4	4	2	2	3			24
Property - Special Handling - Damaged It	3	1		2	1	1	1	1	1		4		15
Property - Special Handling - Missing Item	1		3	5	3	3	1	5	3	2	1		27
Property - Special Handling - Missing Item	1	3	1	1	1	1		5	6	3			22
Request for Assistance	1	1							1				3
Request for Assistance - Other	1	1							1				3
Screening	29	9	22	22	18	23	23	20	12	21	17		216
Screening - Children										1			1
Screening - Crew Member or Airline Empl	2		6	4		1		1			1		15
Screening - Inconsistency	6	3	1	6	3	3	4	1	1	2	3		33
Screening - Lengthy Lines	1			1	1	2	1	2	1	1	2		12
Screening - Procedures/Process	18	5	14	11	11	16	18	15	10	17	11		146
Screening - Retrieving Abandoned/Confis	2	1	1		3	1							8
Screening - Traveling with Cash								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
PIA	6	5	3	9	8	3	2	7	6	7	2	5	63
2022	2	1	1	5	4	2		1	2	2		5	25
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	2	1		4	3	2		1	2	1		3	19
Expedited Passenger Screening Program	1								1				2
Expedited Passenger Screening Program	1	1		4	3	2		1	1	1		3	17
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												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
Screening - Retrieving Abandoned/Confiscated Items										1			1
2023	4	4	2	4	4	1	2	6	4	5	2		38
Civil Rights											1		1
Civil Rights - Transgender Screening											1		1
Customer Service								1	2				3
Customer Service - TSO								1	2				3
Expedited Passenger Screening Program	3	4	2	3	4	1	1	4	2	5	1		30
Expedited Passenger Screening Program - TSA Application Program				1				1					2
Expedited Passenger Screening Program	3	4	2	2	4	1	1	3	2	5	1		28
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) - Ostomy/Ostomates							1						1
Property - Special Handling	1			1									2
Property - Special Handling - Damaged Items	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
PIB	2	3		2	2	1	1	1	2			1	15
2022	1	2		1	2		1					1	8
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Expedited Passenger Screening Program	1	2			1							1	5
Expedited Passenger Screening Program	1	2			1							1	5
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening							1						1
Screening - Procedures/Process							1						1
2023	1	1		1		1		1	2				7
Expedited Passenger Screening Program	1	1		1		1							4
Expedited Passenger Screening Program	1	1		1		1							4
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								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
PIE	15	18	16	15	15	19	18	29	28	16	13	15	217
2021												4	4
Expedited Passenger Screening Program													3
Expedited Passenger Screening Program - TSA PreCheck													3
Property - Special Handling													1
Property - Special Handling - Missing Items - Carry-On													1
2022	6	7	6	7	8	8	7	11	17	11	8	11	107
Customer Service	2	1	1	1	1		1	3	2	1	2	2	17
Customer Service - TSO	2	1	1	1	1		1	3	2	1	2	2	17
Expedited Passenger Screening Program	2	5	3	3	3	8	6	4	12	6	4	8	64
Expedited Passenger Screening Program - TSA Application Program				1			1						2
Expedited Passenger Screening Program	2	5	3	2	3	8	5	4	12	6	4	8	62
Human Capital									1				1
Human Capital - Current Employee									1				1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown	1										2		3
Patdown - Flyer											2		2
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)								1		3			4
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling				2	1			1					4
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Missing Items - Carry-On				1	1								2
Property - Special Handling - Missing Items - Checked				1									1
Screening	1	1	2	1	3			1	2			1	12
Screening - Inconsistency									1				1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1	1	2	1	1			1	1			1	9
Screening - Retrieving Abandoned/Confiscated Items					1								1
2023	9	11	10	8	7	11	11	18	11	5	5		106
Civil Rights		1			1	1		2					5
Civil Rights - Race		1			1			1					3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Transgender Screening						1							1
Customer Service		2	2			3	2	1	1	1	1		13
Customer Service - TSO		2	2			3	2	1	1	1	1		13
Expedited Passenger Screening Program	5	7	8	6	4	7	6	14	7	3	3		70
Expedited Passenger Screening Program - TSA Appl		1	1										2
Expedited Passenger Screening Program	5	6	7	6	4	7	6	14	7	3	3		68
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown	3			1	1								5
Patdown - Flyer	3			1									4
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)							1		1		1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							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 - Missing Items - Carry-On									1				1
Screening	1	1		1	1		1	1		1			7
Screening - Inconsistency	1									1			2
Screening - Opposite Gender								1					1
Screening - Procedures/Process		1		1	1		1						4

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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
PIH	112115												
2021	11111												
Expedited Passenger Screening Program	11												
Expedited Passenger Screening Program - TSA Application Program	11												
2022	11244												
Expedited Passenger Screening Program	1124												
Expedited Passenger Screening Program - TSA PreC	1124												

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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
PIR		1	1	1		1			1			1	6
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022		1	1	1									3
Expedited Passenger Screening Program		1		1									2
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program - TSA PreCheck				1									1
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
2023						1			1				2
Expedited Passenger Screening Program						1			1				2
Expedited Passenger Screening Program - TSA PreCheck						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
PIT	118	83	112	88	91	125	135	133	99	128	120	107	1,339
2021												35	35
Civil Rights												2	2
Civil Rights - Racial Profiling or Discrimination												1	1
Civil Rights - Transgender Screening												1	1
Customer Service												5	5
Customer Service - TSO												5	5
Expedited Passenger Screening Program												23	23
Expedited Passenger Screening Program - TSA PreCheck												21	21
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												2	2
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Property - Special Handling												2	2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening												2	2
Screening - Procedures/Process												2	2
2022	28	29	37	25	33	63	69	73	51	58	62	72	600
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights				1		1	1	1		1			5
Civil Rights - Constitutional Rights							1						1
Civil Rights - Race						1		1		1			3
Civil Rights - Transgender Screening				1									1
Customer Service	2	2	5	1	3	3	2	5	1	4	6	4	38
Customer Service - Others			1									1	2
Customer Service - TSO	2	2	4	1	3	3	2	5	1	4	6	3	36
Expedited Passenger Screening Program	19	26	28	18	29	50	62	60	49	40	52	63	496
Expedited Passenger Screening Program - DoD						1		1					2
Expedited Passenger Screening Program - TSA Appl		3	2	1	2		2	3		4	3	1	21
Expedited Passenger Screening Program	18	23	26	17	27	49	60	55	49	35	49	62	470
Expedited Passenger Screening Program	1							1		1			3
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Locks										2			2
Locks - Missing or Damaged Lock										2			2
Mishandling of Passenger Property				2		1	2	2		2	2	1	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1			2	2		1	1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1	1		2
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			2		1		2		2	8
Patdown - Flyer			1			2				2		2	7
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	2					1		2					5
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Hearing Impaired	1												1
Persons w/ Disabilities (PWD) - Medically	1					1		1					3
Property - Special Handling		1		1	1	2	1		1	4			11
Property - Special Handling - Damaged 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		2				1			4
Screening	5		2	2		3		2		2	1	2	19
Screening - Inconsistency	1		1									1	3
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	4		1	2		3				2		1	13
Screening - Retrieving Abandoned/Confiscated Items								2					2
2023	90	54	75	63	58	62	66	60	48	70	58		704
Airline				1									1
Airline - Baggage Requirements				1									1
Civil Rights	1	1				1	1		1	1			6
Civil Rights - Age							1						1
Civil Rights - Race		1				1				1			3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Civil Rights - Transgender Screening	1												1
Customer Service	7	2	6	2	1	2	1	4	3	5	2		35
Customer Service - TSO	7	2	6	2	1	2	1	4	3	5	2		35
Expedited Passenger Screening Program	74	47	63	58	50	56	61	49	41	55	49		603
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	1	2	2	2		1	3	1		1			13
Expedited Passenger Screening Program	72	45	60	56	50	55	58	48	41	54	49		588
Expedited Passenger Screening Program	1												1
Hazardous Materials Safety								1					1
Hazardous Materials Safety - General								1					1
Locks		1			1								2
Locks - Missing or Damaged Lock		1			1								2
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	2	1			2	1	1	1	1		1		10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1		1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	1		1	1						1		6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1	1				2
No Jurisdiction	1							1			1		3
No Jurisdiction - No Referral	1							1					2
No Jurisdiction - Refer to Other											1		1
Patdown		1			2	1	2	1		3	2		12
Patdown - Flyer		1			2		2	1		3	2		11
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)			1							2	1		4
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1								1		2
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling			1	1		1		1		1	1		6
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		1			3
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	4	1	4	1	2			2	1	3	1		19
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency		1			1						1		3
Screening - Lengthy Lines					1					1			2
Screening - Procedures/Process	3		4	1				2	1	2			13

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PKB												1	1
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA Application Program												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PLN	1		1	3	1	1		1		1		1	10
2021												1	1
Customer Service												1	1
Customer Service - TSO												1	1
2022	1			1	1					1			4
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1				1								2
Expedited Passenger Screening Program	1				1								2
Patdown										1			1
Patdown - Flyer										1			1
2023			1	2		1		1					5
Expedited Passenger Screening Program			1	2				1					4
Expedited Passenger Screening Program - TSA PreCheck			1	2				1					4
Screening							1						1
Screening - Procedures/Process							1						1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PNS	29	34	35	29	27	41	45	55	53	39	40	23	450
2021												7	7
Customer Service												3	3
Customer Service - TSO												3	3
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Property - Special Handling												2	2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	14	16	8	9	13	19	15	21	20	23	23	16	197
Civil Rights		1				1				1		1	4
Civil Rights - Race										1			1
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Civil Rights - Transgender Screening												1	1
Customer Service	2	3		1	1	2	3	2	2	3	4	3	26
Customer Service - TSO	2	3		1	1	2	3	2	2	3	4	3	26
Expedited Passenger Screening Program	10	9	7	5	10	12	10	16	13	11	17	10	130
Expedited Passenger Screening Program - Active Duty Military						1							1
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program	1				2	1		3		1			8
Expedited Passenger Screening Program	9	9	7	5	8	10	10	13	12	10	17	10	120
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Mishandling of Passenger Property		2		1				2					5
Mishandling of Passenger Property - Damaged/Missii		1						2					3
Mishandling of Passenger Property - Damaged/Missii		1		1									2
Persons w/ Disabilities (PWD)	1					1	1			1			4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1	1						2
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - General	1												1
Property - Special Handling			1	1		1	1		1	2			7
Property - Special Handling - Damaged Items - Carry-On			1	1		1	1			1			5
Property - Special Handling - Missing Items - Carry-On										1			2
Screening		1		1	2	1		1	4	5	2	2	19
Screening - Children									1				1
Screening - Inconsistency					1					1	1		3
Screening - Procedures/Process		1		1	1	1		1	3	4	1	2	15
2023	15	18	27	20	14	22	30	34	33	16	17		246
Civil Rights			2	2				1	1				6
Civil Rights - Age									1				1
Civil Rights - Race			2	1				1					4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	2	1	1	1	1	2	2	7	7	3	4		31
Customer Service - TSO	2	1	1	1	1	2	2	7	7	3	4		31
Expedited Passenger Screening Program	11	16	20	14	10	15	23	21	11	12	7		160
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA Application Program						1	1	1		1			4
Expedited Passenger Screening Program	11	16	19	14	9	14	22	21	11	11	7		155
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 - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown	1		1		1	2							5
Patdown - Flyer	1		1		1	2							5
Persons w/ Disabilities (PWD)				1			1			1	1		4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1	1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling			1				2						3
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked			1				1						2
Screening	1	1	1	1	2	3	2	4	13		4		32
Screening - Crew Member or Airline Employee							1						1
Screening - Gate Pass							1						1
Screening - Lengthy Lines								1	5				6
Screening - Procedures/Process	1	1	1	1	2	3		2	8		4		23
Screening - Retrieving Abandoned/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
PPG		1	1						1		1	1	5
2021												1	1
Patdown												1	1
Patdown - Flyer												1	1
2022											1		1
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
2023		1	1						1				3
Expedited Passenger Screening Program		1							1				2
Expedited Passenger Screening Program - TSA PreC		1							1				2
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PQI				1		1	2		1		1	2	8
2021												2	2
Patdown												1	1
Patdown - Flyer												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022				1			1				1		3
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Carry-On											1		1
2023						1	1		1				3
Expedited Passenger Screening Program						1	1		1				3
Expedited Passenger Screening Program - TSA PreCheck						1	1		1				3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PRC	1	1			1	2	2	2			3	1	13
2021												1	1
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
2022		1				1	1	1			2		6
Expedited Passenger Screening Program		1				1	1	1					4
Expedited Passenger Screening Program - TSA PreC		1				1	1	1					4
Patdown											1		1
Patdown - Flyer											1		1
Screening											1		1
Screening - Procedures/Process											1		1
2023	1				1	1	1	1			1		6
Customer Service	1										1		2
Customer Service - TSO	1										1		2
Expedited Passenger Screening Program					1		1	1					3
Expedited Passenger Screening Program - TSA PreCheck					1		1	1					3
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or 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
PSC	16	8	10	8	7	12	8	11	14	7	14	8	123
2021												3	3
Expedited Passenger Screening Program												3	3
Expedited Passenger Screening Program - TSA PreCheck												3	3
2022	4	2	3	1	1	1	3	5	4	3	5	5	37
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Civil Rights											1		1
Civil Rights - National Origin											1		1
Customer Service		1						1					2
Customer Service - TSO		1						1					2
Expedited Passenger Screening Program	3	1	1	1		1	2	3	4	1	3	3	23
Expedited Passenger Screening Program	1			1									2
Expedited Passenger Screening Program	2	1	1			1	2	3	4	1	3	3	21
Mishandling of Passenger Property	1											1	2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1												1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Property - Special Handling							1			2			3
Property - Special Handling - Missing Items - Carry-On							1			1			2
Property - Special Handling - Missing Items - Checked										1			1
Screening			1								1		2
Screening - Procedures/Process			1								1		2
Transportation Security Operations Center						1							1
Transportation Security Operations Center - Refer to Airport						1							1
2023	12	6	7	7	6	11	5	6	10	4	9		83
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	10	5	5	7	5	9	4	5	10	4	8		72
Expedited Passenger Screening Program	1	1	1										3
Expedited Passenger Screening Program	9	4	4	7	5	9	4	5	10	4	8		69
Mishandling of Passenger Property			1		1								2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checked		1											1
Screening	1		1			2		1		1			6
Screening - Inconsistency						1							1
Screening - Procedures/Process	1		1			1		1		1			5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSE	2	1	4	1	2		5	3		2	1		21
2022		1	2		1		3			1	1		9
Customer Service			1				1						2
Customer Service - TSO			1				1						2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - 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) - Breast Cancer			1										1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening			1		1						1		3
Screening - Inconsistency											1		1
Screening - Procedures/Process			1		1								2
2023	2		2	1	1		2	3		1			12
Customer Service	1				1								2
Customer Service - TSO	1				1								2
Expedited Passenger Screening Program							2	3		1			6
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck							2	2		1			5
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				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
PSG	3						1			2		1	7
2021												1	1
Patdown												1	1
Patdown - Flyer												1	1
2022	3									1			4
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Patdown	3												3
Patdown - Flyer	2												2
Patdown - Flyer as Observer	1												1
2023							1			1			2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Screening							1						1
Screening - Procedures/Process							1						1

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSM		1	1		2	1	1	1	3	1			11
2022		1			2		1		1	1			6
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program		1			2		1			1			5
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program - TSA PreC		1			1		1			1			4
2023			1			1		1	2				5
Expedited Passenger Screening Program								1	1				2
Expedited Passenger Screening Program - TSA PreCheck								1	1				2
No Jurisdiction									1				1
No Jurisdiction - Refer to FAA									1				1
Patdown			1										1
Patdown - Flyer as Observer			1										1
Screening						1							1
Screening - Procedures/Process						1							1

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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
PSP	36	33	42	40	56	82	52	45	20	22	26	22	476
2021												5	5
Expedited Passenger Screening Program												4	4
Expedited Passenger Screening Program - TSA PreCheck												4	4
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Liquids/Gels/Aerosols												1	1
2022	16	16	23	21	16	39	30	28	9	13	15	17	243
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights				1		1			1				3
Civil Rights - Race						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Sexual Orientation - Not Transgender									1				1
Customer Service		1	2	3	1	6	5			1			19
Customer Service - TSO		1	2	3	1	6	5			1			19
Expedited Passenger Screening Program	9	13	20	10	12	26	22	20	8	9	12	15	176
Expedited Passenger Screening Program - TSA Appl		1	1	1			1		1		1		6
Expedited Passenger Screening Program	9	12	19	9	12	26	21	20	7	9	11	15	170
Mishandling of Passenger Property	1					1		2		1	1		6
Mishandling of Passenger Property - Dam	1					1		1		1	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
No Jurisdiction				1		2							3
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to Other						2							2
Patdown			1	1	1	1					1		5
Patdown - Children											1		1
Patdown - Flyer				1	1	1							3
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	3						1	1			1		6
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Prosthesi	1										1		2
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Medication	1												1
Property - Special Handling	2			3		2	1	4				1	13
Property - Special Handling - Damaged It	1			2				3				1	7
Property - Special Handling - Damaged It	1			1				1					3
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked						2							2
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening		2		2	1		1			2		1	9
Screening - Inconsistency							1			1			2
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1		2	1					1		1	6
2023	20	17	19	19	40	43	22	17	11	9	11		228
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights					1		1						2
Civil Rights - Race							1						1
Civil Rights - Transgender Screening					1								1
Customer Service			3	1	3	1		3			2		13
Customer Service - TSO			3	1	3	1		3			2		13
Expedited Passenger Screening Program	19	16	13	12	30	38	15	12	9	6	7		177
Expedited Passenger Screening Program	1			1		1	1				1		5
Expedited Passenger Screening Program	18	16	13	11	30	37	14	12	9	6	6		172
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			2	1	1	2	1						7
Mishandling of Passenger Property - Damaged/Missing Items--C			2		1	1							4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1							2
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		2			1		2				6
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices									2				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Prosthesi/Amputees and Casts							1						1
Property - Special Handling				1	3	2	1	2					9
Property - Special Handling - Damaged Items - Carry-On					3	2		1					6
Property - Special Handling - Missing Items - Carry-On				1				1					2
Property - Special Handling - Missing Items - Checked							1						1
Screening	1			2	1		1			1	2		8
Screening - Crew Member or Airline Employee					1								1
Screening - Procedures/Process	1			2			1			1	2		7

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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
PUB	2	1		1				1	2		1	2	10
2022	1	1		1				1	2		1	2	9
Civil Rights											1		1
Civil Rights - Race											1		1
Expedited Passenger Screening Program								1				1	2
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Mishandling of Passenger Property				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											2
Persons w/ Disabilities (PWD) - Diapers/Garments/D			1										1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening									1				1
Screening - Procedures/Process									1				1
2023	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PUW	3	1	2	2	1	3	2	2	3	1		1	21
2022		1	1	2		2	1		2			1	10
Customer Service						1						1	2
Customer Service - TSO						1						1	2
Expedited Passenger Screening Program			1				1		2				4
Expedited Passenger Screening Program - TSA PreCheck			1				1		2				4
Screening		1		2		1							4
Screening - Inconsistency				1									1
Screening - Procedures/Process		1				1							2
Screening - Retrieving Abandoned/Confiscated Items				1									1
2023	3		1		1	1	1	2	1	1			11
Civil Rights							1						1
Civil Rights - Race							1						1
Expedited Passenger Screening Program	1		1		1	1		2	1	1			8
Expedited Passenger Screening Program	1		1		1	1		2	1	1			8
Patdown	1												1
Patdown - Flyer	1												1
Screening	1												1
Screening - Procedures/Process	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVC	1	2		1	4		2	2	1		1		14
2022	1	1		1	2		2	2			1		10
Civil Rights	1						2						3
Civil Rights - Profiling							1						1
Civil Rights - Race							1						1
Civil Rights - Racial Profiling or Discrimination	1												1
Expedited Passenger Screening Program		1		1	2			2			1		7
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program - TSA PreC		1		1	1			2					5
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
2023		1			2				1				4
Expedited Passenger Screening Program		1			2				1				4
Expedited Passenger Screening Program - TSA PreC		1			2				1				4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVD	51	35	44	44	40	45	51	40	49	36	45	26	506
2021												7	7
Civil Rights												2	2
Civil Rights - Racial Profiling or Discrimination												2	2
Expedited Passenger Screening Program												3	3
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												2	2
Screening												2	2
Screening - Procedures/Process												2	2
2022	17	16	15	15	13	26	22	14	25	23	28	19	233
Airline									1				1
Airline - Lost Baggage									1				1
Civil Rights												1	1
Civil Rights - Race												1	1
Customer Service	2		1				1	1				3	8
Customer Service - TSO	2		1				1	1				3	8
Duplicate E-mail		1											1
Duplicate E-mail - General		1											1
Expedited Passenger Screening Program	11	10	9	15	11	23	18	12	17	19	22	12	179
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Appl		2		1				2			2	1	8
Expedited Passenger Screening Program	11	8	9	14	11	22	18	10	17	19	20	11	170
Human Capital												1	1
Human Capital - Prospective Employment with TSA												1	1
Identification (ID) Requirements		1	2		1	1							5
Identification (ID) Requirements - Domestic		1	2		1	1							5
Mishandling of Passenger Property	1		1			1			2		2		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									2		2		4
Mishandling of Passenger Property - Disa	1		1			1							3
Patdown								1	1		1	1	4
Patdown - Flyer								1	1		1	1	4
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Property - Special Handling	1	2	1			1	2		3	1	1		12
Property - Special Handling - Damaged Items - Carry		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 Item	1	1	1			1	1			1			6
Screening	2	2	1				1		1	3	2	1	13
Screening - Inconsistency										1			1
Screening - Procedures/Process	2	2	1				1		1	2	2	1	12
2023	34	19	29	29	27	19	29	26	24	13	17		266
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights					1								1
Civil Rights - Race					1								1
Customer Service	1	1	2			1	1	1	5	2	1		15
Customer Service - Others			1										1
Customer Service - TCC									1				1
Customer Service - TSO	1	1	1			1	1	1	4	2	1		13
Expedited Passenger Screening Program	30	16	26	27	26	17	25	21	18	9	11		226
Expedited Passenger Screening Program - Active Duty Military			1					1					2
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	2	1	2	1	1								7
Expedited Passenger Screening Program	27	15	22	26	25	17	25	20	18	9	11		215
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						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	2						3
Patdown							1	1					2
Patdown - Flyer							1	1					2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Property - Special Handling				1				1					2
Property - Special Handling - Damaged Items - Checked				1				1					2
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening		2	1	1				2		2	4		12
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency		1											1
Screening - Lengthy Lines								1		1	2		4
Screening - Procedures/Process				1				1		1	2		5
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
PVU	2	3	2	3	3	4	5	5	2	1		1	31
2022	1			1	3	2	1	5	2	1		1	7
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program				1		1	1			1		1	5
Expedited Passenger Screening Program - TSA PreCheck				1		1	1			1		1	5
Screening						1							1
Screening - Procedures/Process						1							1
2023	1	3	2	2	3	2	4	5	2				24
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1	3	2	1	3	1	4	2	2				19
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	1	3	1	1	3	1	4	2	2				18
Patdown								2					2
Patdown - Children								1					1
Patdown - Flyer as Observer								1					1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						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
PWM	34	31	10	17	16	23	28	34	22	38	29	30	312
2021												11	11
Customer Service													1
Customer Service - TSO													1
Expedited Passenger Screening Program													6
Expedited Passenger Screening Program - TSA PreCheck													6
Property - Special Handling													1
Property - Special Handling - Missing Items - Carry-On													1
Screening													3
Screening - Inconsistency													1
Screening - Procedures/Process													2
2022	8	10	3	5	6	15	11	20	14	9	13	19	133
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Informati			1										1
Customer Service			1				2		1	1	2	2	9
Customer Service - TSO			1				2		1	1	2	2	9
Expedited Passenger Screening Program	6	8	2	4	6	13	9	17	11	4	9	16	105
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Appl		1		1	1						1		4
Expedited Passenger Screening Program	6	7	2	3	5	12	9	17	11	4	8	16	100
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property			1	1			1	1	1	1			6
Mishandling of Passenger Property - Damaged/Missing Items--C			1					1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1					1	1			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Persons w/ Disabilities (PWD)							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										2		1	3
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked										1		1	2
Screening	1								1		2	2	6
Screening - Children											1		1
Screening - Procedures/Process	1								1		1	2	5
2023	26	21	7	12	10	8	17	14	8	29	16		168
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service							1			3			4
Customer Service - TSO							1			3			4
Expedited Passenger Screening Program	23	16	6	11	10	8	15	14	8	21	12		144
Expedited Passenger Screening Program	1								1				2
Expedited Passenger Screening Program	22	16	6	11	10	8	15	14	7	21	12		142
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	1		1				1			1			4
Mishandling of Passenger Property - Dam	1						1			1			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Patdown	1	2											3
Patdown - Flyer	1	2											3
Persons w/ Disabilities (PWD)	1	2											3
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Medically	1	1											2
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening		1								3	3		7
Screening - Inconsistency											1		1
Screening - Lengthy Lines										1			1
Screening - Opposite Gender										1			1
Screening - Procedures/Process		1								1	2		4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RAP	11	9	6	7	9	11	7	16	12	12	20	8	128
2021												3	3
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												2	2
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Carry-On												1	1
2022	5	2	3	2	1	2	4	7	7	5	5	5	48
Customer Service										2	1		3
Customer Service - TSO										2	1		3
Expedited Passenger Screening Program	4		1	2		1	4	6	6	2	3	5	34
Expedited Passenger Screening Program	4		1	2		1	4	6	6	2	3	5	34
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Liquids/Gels/Aerosols		1											1
Screening	1		2		1			1		1	1		7
Screening - Inconsistency			1										1
Screening - Procedures/Process	1		1		1			1		1	1		6
2023	6	7	3	5	8	9	3	9	5	7	15		77
Civil Rights									1	1			2
Civil Rights - Race										1			1
Civil Rights - Transgender Screening									1				1
Customer Service					2						1		3
Customer Service - TSO					2						1		3
Expedited Passenger Screening Program	4	5	2	4	6	9	3	8	3	5	8		57
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Application Pro			1										1
Expedited Passenger Screening Program	4	5	1	4	6	9	2	8	3	5	8		55
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) - General											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry-On			1										1
Screening	2	2		1					1	1	4		11
Screening - Children									1				1
Screening - Inconsistency	1	1									1		3
Screening - Procedures/Process	1	1		1						1	3		7

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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
RDD	8	2	3	3		1	1	3	1	1	5		28
2022	1	1	2	1		1	1	3	1		1		9
Customer Service	1								1				2
Customer Service - TSO	1								1				2
Expedited Passenger Screening Program							1	1					2
Expedited Passenger Screening Program - TSA PreCheck						1							1
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							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
Patdown - General			1										1
Screening		1									1		2
Screening - Inconsistency		1											1
Screening - Procedures/Process											1		1
2023	7	1	1	2				3		1	4		19
Civil Rights											1		1
Civil Rights - Race											1		1
Expedited Passenger Screening Program	5		1	2				3		1	3		15
Expedited Passenger Screening Program - Active Duty Military											1		1
Expedited Passenger Screening Program	5		1	2				3		1	2		14
Screening	2	1											3
Screening - Inconsistency		1											1
Screening - Procedures/Process	2												2

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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
RDM	9	11	12	11	10	12	11	15	10	5	17	7	130
2021												2	2
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												2	2
2022	3	2	6	2	4	4	7	9	4	2	12	5	60
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Expedited Passenger Screening Program	2	1	5	2	4	4	6	9	3	2	10	4	52
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program	2	1	5	2	4	4	6	9	3	1	10	3	50
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling	1												1
Property - Special Handling - Damaged Item	1												1
Screening			1				1		1		2		5
Screening - Inconsistency									1		1		2
Screening - Procedures/Process			1				1				1		3
2023	6	9	6	9	6	8	4	6	6	3	5		68
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Expedited Passenger Screening Program	4	7	4	8	6	6	3	5	4	3	5		55
Expedited Passenger Screening Program	4	7	4	8	6	6	3	5	4	3	5		55
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged Item	1												1
Screening	1	2	2	1		2		1	1				10
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency	1	1				1							3
Screening - Military			1										1
Screening - Procedures/Process		1	1	1				1	1				5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDU	174	181	190	140	150	220	222	226	211	229	190	165	2,298
2021												43	43
Civil Rights												1	1
Civil Rights - Transgender Screening												1	1
Customer Service												4	4
Customer Service - TSO												4	4
Expedited Passenger Screening Program												29	29
Expedited Passenger Screening Program - TSA Application Program												6	6
Expedited Passenger Screening Program - TSA PreCheck												23	23
Mishandling of Passenger Property												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
Persons w/ Disabilities (PWD) - General												1	1
Property - Special Handling												3	3
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening												3	3
Screening - Procedures/Process												3	3
2022	42	67	61	52	53	102	108	118	111	104	107	122	1,047
Airline	1	1							1		2		5
Airline - Lost Baggage											1		1
Airline - Policy/Regulations/Service	1	1							1				3
Airline - Wheelchair Assistance											1		1
Civil Rights	1	5	1	1				1	2				11
Civil Rights - Age								1	1				2
Civil Rights - Race				1					1				2
Civil Rights - Racial Profiling or Discrimination			1										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		4											4
Civil Rights - Transgender Screening	1												1
Claims				1									1
Claims - Status				1									1
Customer Service	3	6	2	4		9		7	7	10	6	5	59
Customer Service - Others						1			4				5
Customer Service - TSO	3	6	2	4		8		7	3	10	6	5	54
Expedited Passenger Screening Program	28	48	50	36	47	83	101	101	87	79	81	107	848
Expedited Passenger Screening Program - Active Duty Military											1		1
Expedited Passenger Screening Program - DoD				1		1		2			1		5
Expedited Passenger Screening Program	1	4	2	4	3	4	9	5	2	6	6	2	48
Expedited Passenger Screening Program	27	44	48	31	44	78	92	94	85	73	73	105	794
Identification (ID) Requirements	1												1
Identification (ID) Requirements - Domestic	1												1
Locks				1		1							2
Locks - Missing or Damaged Lock				1		1							2
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	1	1				1	1	3	2	1	4	2	16
Mishandling of Passenger Property - Damaged	1	1						3	2		2	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1			1	1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1	1	2
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									1				1
Patdown	1	1	1	1	1	1	3	2	1	2	2		16
Patdown - Flyer	1	1	1	1	1	1	3	2	1	2	2		16
Persons w/ Disabilities (PWD)	1		1			1		2	4	2		1	12
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
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) - Medically Necessary Medication and Medical Supplies									2				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Ostomy/Catheter	1					1							2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1									1	2
Property - Special Handling	4	1	3	2	4	5	2	1	2	6	2		38
Property - Special Handling - Damaged Items - Carry-On	4		1	1	2	5	1		1	3	5	1	24
Property - Special Handling - Damaged Items - Checked							1		1	2	1	1	6
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked		1	2	1	2			1					7
Screening	1	3	3	6	1	1	1	1	4	4	6	5	36
Screening - Inconsistency			2	1		1					1	1	6
Screening - Lengthy Lines				1				1	1			1	4
Screening - Military							1						1
Screening - Procedures/Process	1	3	1	4	1				3	4	5	2	24
Screening - Retrieving Abandoned/Confiscated Items												1	1
2023	132	114	129	88	97	118	114	108	100	125	83		1,208
Additional Information Required/Insufficient Information						1							1
Additional Information Required/Insufficient Information - EMAIL ONLY						1							1
Airline			1	1				1					3
Airline - Policy/Regulations/Service			1					1					2
Airline - Wheelchair Assistance				1									1
Civil Rights	2			2	1	1		1	1	1	3		12
Civil Rights - Constitutional Rights				2									2
Civil Rights - Race	1				1					1	2		5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1		1	1		1		4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Transgender Screening	1												1
Customer Service	6	7	15	4	2	4	5	8	5	14	6		76
Customer Service - TSO	6	7	15	4	2	4	5	8	5	14	6		76
Expedited Passenger Screening Program	110	95	102	75	78	94	95	90	87	90	61		977
Expedited Passenger Screening Program - Active Duty Military			1		1			1					3
Expedited Passenger Screening Program	1	1		2	1			1	1				7
Expedited Passenger Screening Program	2	6	1	2	5	3	2	1	4	2	3		31
Expedited Passenger Screening Program	106	88	100	71	71	91	93	87	82	88	58		935
Expedited Passenger Screening Program	1												1
Locks		1			1					1			3
Locks - Missing or Damaged Lock		1			1					1			3
Mishandling of Passenger Property	4	4	2	1	5	4	4	2	1	3	3		33
Mishandling of Passenger Property - Dam	2	2	2	1	3	3	4	2	1		2		22
Mishandling of Passenger Property - Dam	2	1			2	1				3	1		10
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction			1			2	1				1		5
No Jurisdiction - No Referral						1							1
No Jurisdiction - Refer to CBP							1				1		2
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		1	1	1	3	3		1	1	2		16
Patdown - Children							1						1
Patdown - Flyer	3		1	1	1	2	2		1	1	2		14
Patdown - General						1							1
Persons w/ Disabilities (PWD)						1	2			8	1		12
Persons w/ Disabilities (PWD) - Autism Spectrum										2			2
Persons w/ Disabilities (PWD) - Diabetes										2	1		3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - General										2			2
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1			1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	2	4	4	3	3		2	3	1	1	3		26
Property - Special Handling - Damaged It	1	2	1	2	2		2	1	1		3		15
Property - Special Handling - Damaged Items - Checked			1	1				1					3
Property - Special Handling - Missing Item	1		2		1					1			5
Property - Special Handling - Missing Items - Checke		2						1					3
Screening	5	3	3	1	6	8	2	3	3	6	3		43
Screening - Crew Member or Airline Employee			1							1			2
Screening - Inconsistency					1	1	1						3
Screening - Lengthy Lines	2		1		1	1							5
Screening - Opposite Gender	1							1					2
Screening - Procedures/Process	2	3	1	1	4	5	1	2	3	5	3		30
Screening - Retrieving Abandoned/Confiscated Items						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RFD	2	4	3	5	6	2	6	6	3	3	1	3	44
2021												3	3
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
2022	2	2	1	2	2	1	4	2	3	1			20
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	2	2	1	1	1	1	3	2	3				16
Expedited Passenger Screening Program	2	2	1	1	1	1	3	2	3				16
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
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
2023	2	2	3	4	1	2	4	2	1				21
Expedited Passenger Screening Program	1	1	3	4	1	2	4		2	1			19
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreC	1	1	3	4			2	4		2	1		18
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		1											1
Screening			1										1
Screening - Lengthy Lines			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RHI				2	1					1	1		5
2022				2									2
Customer Service				1									1
Customer Service - TSO				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
2023					1					1	1		3
Expedited Passenger Screening Program					1					1	1		3
Expedited Passenger Screening Program - TSA PreCheck					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
RIC	72	91	69	62	56	80	101	114	78	74	87	60	944
2021												17	17
Civil Rights													1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1
Customer Service													2
Customer Service - TSO													2
Expedited Passenger Screening Program													7
Expedited Passenger Screening Program - TSA Application Program													1
Expedited Passenger Screening Program - TSA PreCheck													6
Persons w/ Disabilities (PWD)													4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks													1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies													1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates													2
Property - Special Handling													1
Property - Special Handling - Missing Items - Carry-On													1
Screening													2
Screening - Procedures/Process													2
2022	25	42	35	25	23	37	52	65	46	35	41	43	469
Airline											1	1	2
Airline - Policy/Regulations/Service											1	1	2
Civil Rights	1		2	1					1		1	1	7
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Race									1		1	1	3
Civil Rights - Racial Profiling or Discrimination	1		1										2
Civil Rights - Transgender Screening				1									1
Claims	1												1
Claims - General	1												1
Customer Service	5	4	4	4	5	5	12	9	6	6	5	2	67
Customer Service - Others					1								1
Customer Service - TSO	5	4	4	4	4	5	12	9	6	6	5	2	66
Expedited Passenger Screening Program	12	28	18	15	14	27	35	45	34	23	27	34	312
Expedited Passenger Screening Program - Active Duty Military						1							1
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program	2	2	1		3	1	1	1	1	1			13
Expedited Passenger Screening Program	10	26	17	15	11	24	34	44	33	21	27	34	296
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1							1
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Mishandling of Passenger Property		2		1			1	2	1	1			8
Mishandling of Passenger Property - Damaged/Missing		2		1			1	1	1				6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		1			2
Patdown	1	1	1			1	1	3		1	3	1	13
Patdown - Children										1			1
Patdown - Flyer	1	1	1			1	1	3			3	1	12
Persons w/ Disabilities (PWD)			2	1			1	1	1			1	7
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			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) - Wheelchair/ Scooter/ Segway								1					1
Prohibited & Permitted Items	1	1	1										3
Prohibited & Permitted Items - Beauty & Grooming Items			1										1
Prohibited & Permitted Items - Liquids/Gels	1												1
Prohibited & Permitted Items - Medication/Prescription		1											1
Property - Special Handling	2		2	1	1	2	1		2		1		12
Property - Special Handling - Damaged Items - Carry-On					1	1			1				3
Property - Special Handling - Damaged Items	2		1			1			1				5
Property - Special Handling - Missing Items - Checked			1	1			1				1		4
Screening	2	6	5	2	2	2	1	5	1	4	3	2	35
Screening - Inconsistency		1	3									1	5
Screening - Lengthy Lines	1		2		1			1	1	1		1	8
Screening - Procedures/Process	1	5		1	1	1	1	4		3	3		20
Screening - Rail			1										1
Screening - Retrieving Abandoned/Confiscated Items						1							1
2023	47	49	34	37	33	43	49	49	32	39	46		458
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Airline				1									1
Airline - Lost Baggage				1									1
Animals										1			1
Animals - Carry-On										1			1
Civil Rights									2	1			3
Civil Rights - Race									1	1			2
Civil Rights - Transgender Screening									1				1
Customer Service	3	5	5	4		4	2	4	3	3	7		40
Customer Service - TCC				1									1
Customer Service - TSO	3	5	5	3		4	2	4	3	3	7		39
Expedited Passenger Screening Program	34	36	26	28	30	31	41	37	21	27	34		345
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program	2					3	2	1	1				9
Expedited Passenger Screening Program	32	36	26	28	30	28	39	35	20	27	34		335
Locks	1					1			1				3
Locks - Missing or Damaged Lock	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
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--Checked Luggage	1	1		1			1				1		5
Mishandling of Passenger Property - Disarrayed Item		1			1								2
No Jurisdiction							1			1			2
No Jurisdiction - Refer to Other							1			1			2
Patdown	3			1		2		1		4			11
Patdown - Flyer	3			1		2		1		4			11
Persons w/ Disabilities (PWD)	2							2			2		6
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Medically	1										1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Wheelchair	1							1					2
Property - Special Handling	1	1	1	2	1				1				7
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				2									2
Property - Special Handling - Missing Items - Checked	1	1											2
Screening	2	5	2		1	4	4	5	3	2	2		30
Screening - Inconsistency	1	1						1					3
Screening - Lengthy Lines						1			2				3
Screening - Procedures/Process	1	4	2			3	4	4	1	1	2		22
Screening - Retrieving Abandoned/Confiscated Items					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
RIW			1	1				3					5
2022								1					1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1
2023			1	1				2					4
Expedited Passenger Screening Program								2					2
Expedited Passenger Screening Program - TSA PreCheck								2					2
Patdown			1										1
Patdown - Flyer			1										1
Screening				1									1
Screening - Procedures/Process				1									1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RKD			1			1	1						3
2022							1						1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1
2023			1			1							2
Expedited Passenger Screening Program			1			1							2
Expedited Passenger Screening Program - TSA PreCheck			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
RKS	4	2	3			1			3				13
2022	4	1	2						1				8
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information	1												1
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA Application Program									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--C		1											1
Patdown	1		1										2
Patdown - Flyer	1		1										2
2023		1	1			1			2				5
Claims			1										1
Claims - Status			1										1
Expedited Passenger Screening Program		1				1			1				3
Expedited Passenger Screening Program - TSA Application Program		1											1
Expedited Passenger Screening Program - TSA PreCheck						1			1				2
Patdown									1				1
Patdown - Flyer									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
RNO	67	58	54	51	37	65	68	52	59	60	69	55	695
2021												17	17
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service												2	2
Customer Service - TSO												2	2
Expedited Passenger Screening Program												7	7
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												5	5
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Patdown												2	2
Patdown - Flyer												2	2
Persons w/ Disabilities (PWD)												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												2	2
Screening - Procedures/Process												2	2
2022	30	27	26	20	13	25	43	25	31	22	38	38	338
Civil Rights	3		2		1		2	4		1			13
Civil Rights - Hair Patdowns	1												1
Civil Rights - Profiling									1				1
Civil Rights - Race							1	1		1			3
Civil Rights - Racial Profiling or Discrimination	1				1								2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2					1					3
Civil Rights - Transgender Screening	1						1	1					3
Claims							1						1
Claims - General							1						1
Customer Service	5	7	3	3	2	2	5	3	4		1	1	36
Customer Service - CSM	1												1
Customer Service - TSO	4	7	3	3	2	2	5	3	4		1	1	35
Expedited Passenger Screening Program	8	18	12	15	9	21	30	9	19	14	31	29	215
Expedited Passenger Screening Program - DoD		2					2						4
Expedited Passenger Screening Program	2	2	2	2	2		2		3			2	17
Expedited Passenger Screening Program	6	14	10	13	7	21	26	9	16	14	31	27	194
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Human Capital									1				1
Human Capital - Prospective Employment with TSA									1				1
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property				1			1	1		2	1	3	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		2		2	6
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	3				1		3	1	1	1	1		11
Patdown - Flyer	2				1		3	1	1	1	1		10
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	1		2			1		2				1	7
Persons w/ Disabilities (PWD) - Breast Cancer						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) - 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
Prohibited & Permitted Items	1		1										2
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Prohibited & Permitted Items - Knives/Tools	1												1
Property - Special Handling	1		3	1			1	3	2		1	1	13
Property - Special Handling - Damaged Items - Carry-On			1				1	1	2				5
Property - Special Handling - Damaged Items - Checked			1	1				1		1			4
Property - Special Handling - Missing Items	1							1				1	3
Property - Special Handling - Missing Items - Checked			1										1
Screening	7	2	1			1		2	3	3	3	2	24
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency	2	1				1							4
Screening - Lengthy Lines								1		1	1		3
Screening - Procedures/Process	5	1	1					1		2	2	1	16
2023	37	31	28	31	24	40	25	27	28	38	31		340
Civil Rights	1			1					1				3
Civil Rights - Race	1												1
Civil Rights - Screening of Religious Cultural and Ceremonial Items									1				1
Civil Rights - Sexual Orientation - Not Transgender				1									1
Customer Service	6	4	3	1	1	2	3	1	1	2	4		28
Customer Service - TSO	6	4	3	1	1	2	3	1	1	2	4		28
Expedited Passenger Screening Program	26	18	22	24	16	28	15	18	16	21	20		224
Expedited Passenger Screening Program	2	1				2	1	1		2			9

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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
Expedited Passenger Screening Program	23	17	22	24	16	26	14	17	16	19	20		214
Expedited Passenger Screening Program	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	1	1		2		4	1	1		2	1		13
Mishandling of Passenger Property - Damaged/Missin		1		1		2		1					5
Mishandling of Passenger Property - Dam	1			1		2	1			1	1		7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown	1				2		1	3	4	2	2		15
Patdown - Flyer	1				2		1	3	4	2	2		15
Persons w/ Disabilities (PWD)	1	3		1	1			2	1		1		10
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Medical Devices - At		1						2					3
Persons w/ Disabilities (PWD) - Medically	1										1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		2			1								3
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
Screening	1	5	3	1	2	6	5		5	9	3		40
Screening - Inconsistency		1			1	1			1	1	1		6
Screening - International Screening						1							1
Screening - Lengthy Lines	1					1	1		2	1			6
Screening - Procedures/Process		4	3	1	1	3	4		2	7	2		27

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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
ROA	7	10	7	9	7	13	21	19	12	10	14	4	133
2022	5	2	3	6	1	8	11	4	9	6	10	4	69
Customer Service			1			2	2		1	1			7
Customer Service - TSO			1			2	2		1	1			7
Expedited Passenger Screening Program	3	2	2	6		5	9	4	6	3	9	1	50
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Application Program				1			1		1				3
Expedited Passenger Screening Program	3	2	2	5		5	7	4	5	3	9	1	46
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown	1								1		1		3
Patdown - Children											1		1
Patdown - Flyer	1								1				2
Screening					1	1			1	1		2	6
Screening - Lengthy Lines							1						1
Screening - Procedures/Process					1				1	1		2	5
2023	2	8	4	3	6	5	10	15	3	4	4		64
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Expedited Passenger Screening Program	2	8	3	3	5	4	10	12	2	3	2		54
Expedited Passenger Screening Program - DoD					1								1
Expedited Passenger Screening Program - TSA Application Program							1			1			2
Expedited Passenger Screening Program	2	8	3	3	4	4	9	12	2	2	2		51
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--C			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
Screening - Lengthy Lines											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ROC	31	19	21	27	24	35	38	28	20	26	24	22	315
2021												5	5
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												3	3
Expedited Passenger Screening Program - TSA PreCheck												3	3
Screening												1	1
Screening - Procedures/Process												1	1
2022	9	6	6	8	9	21	20	11	14	18	7	17	146
Civil Rights	1									1			2
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening	1												1
Customer Service	2	1	2				1			2		1	9
Customer Service - Others										1			1
Customer Service - TSO	2	1	2				1			1		1	8
Expedited Passenger Screening Program	5	3	4	7	7	16	17	10	14	14	7	14	118
Expedited Passenger Screening Program - TSA Application Pro			1		1			1		2			5
Expedited Passenger Screening Program	5	3	3	7	6	16	17	9	14	12	7	14	113
Patdown				1		2	2					1	6
Patdown - Flyer				1		2	2					1	6
Persons w/ Disabilities (PWD)					1	1							2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General						1							1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Beauty & Grooming It		1											1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening		1			1	2		1		1		1	7
Screening - Inconsistency						1		1		1			3
Screening - Lengthy Lines					1								1
Screening - Procedures/Process		1				1						1	3
2023	22	13	15	19	15	14	18	17	6	8	17		164
Civil Rights	1										1		2
Civil Rights - Perceived Religion	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service		1					1			1	1		4
Customer Service - TSO		1					1			1	1		4
Expedited Passenger Screening Program	18	11	13	17	12	13	17	14	5	7	9		136
Expedited Passenger Screening Program	1	1	1										3
Expedited Passenger Screening Program	17	10	12	17	12	13	17	14	5	7	9		133
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
Patdown		1			1						1		3
Patdown - Flyer		1									1		2
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	1			1							1		3
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
Screening	2		2		2	1		3	1		3		14
Screening - Lengthy Lines	1												1
Screening - Procedures/Process			2		2	1		3	1		3		12
Screening - Retrieving Abandoned/Confis	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ROW	1		1		1	2	4		2	1	2	2	16
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022	1					1	1			2		1	6
Customer Service						1	1						2
Customer Service - TSO						1	1						2
Expedited Passenger Screening Program											1	1	2
Expedited Passenger Screening Program - TSA PreCheck											1	1	2
Screening		1										1	2
Screening - Procedures/Process		1									1		2
2023			1		1	1	3		2	1			9
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program					1		2		1				4
Expedited Passenger Screening Program - TSA PreCheck					1		2		1				4
Persons w/ Disabilities (PWD)						1			1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Screening							1			1			2
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RST	6	11	7	12	7	4	9	5	6	5	9	4	85
2022	2	7	3	4	4	2	5	1	3	1	3	4	39
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information			1										1
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Expedited Passenger Screening Program	1	4	3	3	3	2	4	1	2		2	4	29
Expedited Passenger Screening Program - TSA Appl		1		1									2
Expedited Passenger Screening Program	1	3	3	2	3	2	4	1	2		2	4	27
Patdown		1		1									2
Patdown - Flyer		1		1									2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling		1											1
Property - Special Handling - Missing Item		1											1
Screening			1							1	1		3
Screening - Inconsistency										1			1
Screening - Procedures/Process			1								1		2
2023	4	4	4	8	3	2	4	4	3	4	6		46
Customer Service	1						2				1		4
Customer Service - Others	1												1
Customer Service - TSO							2				1		3
Expedited Passenger Screening Program	2	3	4	8	3	2		4	3	4	4		37
Expedited Passenger Screening Program - TSA Application Program				1		1							2
Expedited Passenger Screening Program	2	3	4	7	3	1		4	3	4	4		35
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) - Medically		1											1
Screening			1				2						3
Screening - Lengthy Lines			1										1
Screening - Procedures/Process							2						2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RSW	78	146	173	190	176	244	234	150	97	95	112	90	1,785
2021												34	34
Customer Service													2
Customer Service - TSO													2
Expedited Passenger Screening Program												22	22
Expedited Passenger Screening Program - TSA Application Program												5	5
Expedited Passenger Screening Program - TSA PreCheck												17	17
Patdown												2	2
Patdown - General												2	2
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Carry-On												1	1
Screening												7	7
Screening - Inconsistency												1	1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process												5	5
2022	43	68	86	83	91	137	140	80	50	50	59	56	943
Airline	1									1			2
Airline - Policy/Regulations/Service	1									1			2
Civil Rights	1		3		1				1			4	10
Civil Rights - Constitutional Rights			1										1
Civil Rights - Race												2	2
Civil Rights - Racial Profiling or Discrimination	1		1										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1		1				1			2	5
Claims							1				1		2
Claims - General							1						1
Claims - Status											1		1
Customer Service	5	5	7	5	4	10	6	8	9	4	5	5	73
Customer Service - Others			1							1			2
Customer Service - TSO	5	5	6	5	4	10	6	8	9	3	5	5	71
Expedited Passenger Screening Program	30	53	67	62	77	117	118	65	31	42	45	42	749
Expedited Passenger Screening Program - TSA PreCheck	2	4	5	2	6	2	3	2		3	3		32
Expedited Passenger Screening Program - TSA/DHS Employees	28	49	61	60	70	115	115	63	31	39	42	42	715
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In			1		1								2
Locks	1								1				2
Locks - Missing or Damaged Lock	1								1				2
Mishandling of Passenger Property				3	1	1		1	2	1	1		10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1		1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2				1	1	1			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1	1	1							3
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
Patdown	1		1	1	1	4	3	1			1	1	14
Patdown - Children			1				1						2
Patdown - Flyer					1	4	2	1			1	1	10
Patdown - Flyer as Observer	1			1									2
Persons w/ Disabilities (PWD)	2	4				2	2	1	1		2		14
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Diabetes		2									1		3
Persons w/ Disabilities (PWD) - Internal Medical Device		1				1							2
Persons w/ Disabilities (PWD) - Medical Devices - At the Airport		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1		1	1				3
Persons w/ Disabilities (PWD) - Mobility Devices	1						1						2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Wheelchairs	1												1
Prohibited & Permitted Items	1		3										4
Prohibited & Permitted Items - Chemical/Flammable	1												1
Prohibited & Permitted Items - Lighters/Matches			3										3
Property - Special Handling	1		1	6	5	1	1	3	1		1	2	22
Property - Special Handling - Damaged Items - Carry-On			1			1							2
Property - Special Handling - Damaged Items - Checked	1			3	1				1			1	7
Property - Special Handling - Missing Items - Carry-On					1			1					2
Property - Special Handling - Missing Items - Checked				3	3		1	2			1	1	11
Screening		6	4	6	1	2	9	1	4	2	3	2	40
Screening - Inconsistency		2	1		1	1	2					1	8
Screening - Procedures/Process		4	3	5		1	7	1	4	2	3	1	31
Screening - Retrieving Abandoned/Confiscated Items				1									1
2023	35	78	87	107	85	107	94	70	47	45	53		808
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights			1	1		1	1				1		5
Civil Rights - Perceived Religion							1						1
Civil Rights - Race			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1							1		2
Civil Rights - Transgender Screening						1							1
Customer Service	4	3	2	6	5	5	5	4	2	5	8		49
Customer Service - Others					1								1
Customer Service - TSO	4	3	2	6	4	5	5	4	2	5	8		48
Expedited Passenger Screening Program	30	65	77	90	69	90	75	56	37	31	35		655
Expedited Passenger Screening Program - TSA PreCheck	1	6	6	2	4	2	1				1		23
Expedited Passenger Screening Program - TSA/DHS Employees	29	59	71	88	65	88	74	56	37	30	34		631
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										1			1
Hazardous Materials Safety								1					1
Hazardous Materials Safety - General								1					1
HAZMAT Endorsement						1							1
HAZMAT Endorsement - General						1							1
Locks							1						1

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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
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	6	1	1	1	2	2	3			18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1				1					2
Mishandling of Passenger Property - Damaged/Missii		1	1	3	1		1	1	2	2			12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				2		1				1			4
No Jurisdiction											1		1
No Jurisdiction - Refer to CBP											1		1
Patdown			1	2	1	2			2	2	1		11
Patdown - Children											1		1
Patdown - Flyer			1	2	1	2			2	2			10
Persons w/ Disabilities (PWD)	1		1		1	1	1	2	1		1		9
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive	1		1										2
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1	1					2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1	1				2
Property - Special Handling		4	1	1	2	2	1	2		1			14
Property - Special Handling - Damaged Items - Carry		1			1								2
Property - Special Handling - Damaged Items - Check		1				1		2					4
Property - Special Handling - Missing Items - Carry-C		1					1						2
Property - Special Handling - Missing Items - Checke		1	1	1	1	1				1			6
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening		5	3		6	3	9	3	2	2	6		39
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency		1			2				1	1			5
Screening - Lengthy Lines		1			1	1	1						4
Screening - Procedures/Process		3	2		3	1	7	2	1	1	6		26
Screening - Retrieving Abandoned/Confiscated Items			1				1	1					3

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAF	7	4	7	9	7	5	7	14	5	7	5	8	85
2021												1	1
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
2022	2	2	3	1	4	3	3	4	4	2	2	7	37
Civil Rights	1	1								1			3
Civil Rights - Race										1			1
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1											1
Customer Service		1			1		2	1				1	6
Customer Service - TCC							1						1
Customer Service - TSO		1			1		1	1				1	5
Expedited Passenger Screening Program	1		2	1	3	3	1	2	3	1	2	5	24
Expedited Passenger Screening Program	1		2	1	3	3	1	2	3	1	2	5	24
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
Patdown								1					1
Patdown - Flyer								1					1
Screening									1				1
Screening - Procedures/Process									1				1
2023	5	2	4	8	3	2	4	10	1	5	3		47
Civil Rights							1	1					2
Civil Rights - Race							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service	1		1	1							2		5
Customer Service - TSO	1		1	1							2		5
Expedited Passenger Screening Program	4	1	2	7	1	1	3	7	1	1	1		29
Expedited Passenger Screening Program - TSA Application Program				2									2
Expedited Passenger Screening Program	4	1	2	5	1	1	3	7	1	1	1		27
Locks					1	1							2
Locks - Missing or Damaged Lock					1	1							2
No Jurisdiction										4			4
No Jurisdiction - No Referral										2			2
No Jurisdiction - Refer to Other										2			2
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening								2					2
Screening - Procedures/Process								2					2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAN	239	259	223	187	194	286	286	307	293	284	294	221	3,073
2021												74	74
Civil Rights												3	3
Civil Rights - Hair Patdowns												2	2
Civil Rights - Transgender Screening												1	1
Customer Service												9	9
Customer Service - TSO												9	9
Expedited Passenger Screening Program												48	48
Expedited Passenger Screening Program - DoD												1	1
Expedited Passenger Screening Program - TSA Application Program												4	4
Expedited Passenger Screening Program - TSA PreCheck												43	43
Patdown												3	3
Patdown - Flyer												3	3
Persons w/ Disabilities (PWD)												2	2
Persons w/ Disabilities (PWD) - Hearing Impairment												2	2
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - General												1	1
Property - Special Handling												5	5
Property - Special Handling - Damaged Items - Carry-On												2	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	3
Screening - Children												1	1
Screening - Procedures/Process												2	2
2022	67	90	82	60	84	146	144	151	160	154	147	147	1,432
Additional Information Required/Insufficient Information												1	1
Additional Information Required/Insufficient Information - EMAIL ONLY												1	1
Airline					1	1			1	2			5
Airline - Lost Baggage					1					2			3
Airline - Policy/Regulations/Service						1			1				2
Civil Rights	1	3	2	2	2	3		1	2	1	3	3	23
Civil Rights - National Origin						1							1
Civil Rights - Race						1		1	1		3	2	8
Civil Rights - Racial Profiling or Discrimination	1	3		2	1								7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1						1	1		1	4
Civil Rights - Sexual Orientation - Not Transgender					1								1
Civil Rights - Transgender Screening			1			1							2
Claims	1			2									3
Claims - General	1												1
Claims - Status				2									2
Customer Service	7	10	8	5	8	8	9	6	9	15	10	4	99
Customer Service - CSM				1									1
Customer Service - Others		1											1
Customer Service - TCC	1												1
Customer Service - TSO	6	9	8	4	8	8	9	6	9	15	10	4	96
Expedited Passenger Screening Program	48	60	55	40	56	116	116	121	127	115	108	121	1,083
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program - DoD		3	3			5	3		2		3	2	21
Expedited Passenger Screening Program	4	5	1	2	5	2	5	4	5	5	4	6	48
Expedited Passenger Screening Program	44	52	51	38	51	109	107	116	119	110	101	113	1,011
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1	1					2
Identification (ID) Requirements			2										2
Identification (ID) Requirements - Domestic			2										2
Locks						1					1		2
Locks - Missing or Damaged Lock						1					1		2
Lost and Found				1		1				1	1	1	5
Lost and Found - Airport/TSA				1		1				1	1	1	5
Mishandling of Passenger Property	1		3			1	4	1	1	2	4	6	23
Mishandling of Passenger Property - Damaged	1						2	1		1	3	1	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on			2			1	2		1	1	1	5	13
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
No Jurisdiction				2				2					4
No Jurisdiction - Refer to CBP				1				2					3
No Jurisdiction - Refer to Other				1									1
Patdown	1	2		3	1	3	4	3	2	3	4	1	27
Patdown - Flyer		2		3	1	3	4	3	2	3	4	1	26
Patdown - General	1												1
Persons w/ Disabilities (PWD)	3	3	3	1	4	4	1	2	1	2	2	3	29
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1		1						2
Persons w/ Disabilities (PWD) - Diabetes			2		1	1						1	5
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1						1		1	3
Persons w/ Disabilities (PWD) - General	1				1					1	1		4
Persons w/ Disabilities (PWD) - Hearing Impairment	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) - Mobility Disability (Nondiscrimination)		1			1	1		1				1	5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		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					2
Prohibited & Permitted Items		1	1										2
Prohibited & Permitted Items - Breast Milk/Baby Food			1										2
Property - Special Handling	1	1	4	2	7	1	4	8	9	3	5	2	47
Property - Special Handling - Damaged Items - Carry-On			2	1	3	1		4	4	1	1	1	18

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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 - Damaged Items - Checked					2		1	3	2		1		9
Property - Special Handling - Missing Items	1	1	1		1		1	1		2	1	1	10
Property - Special Handling - Missing Items - Checked			1	1	1		2		3		2		10
Screening	4	10	4	2	5	7	6	7	8	10	9	5	77
Screening - Inconsistency		3	2		1	1	2		2	2	1	2	16
Screening - Lengthy Lines							2						2
Screening - Procedures/Process	4	7	2	2	4	6	2	7	6	8	7	3	58
Screening - Retrieving Abandoned/Confiscated Items											1		1
2023	172	169	141	127	110	140	142	156	133	130	147		1,567
Additional Information Required/Insufficient Information					1			1			1		3
Additional Information Required/Insufficient Information - EMAIL ONLY					1			1			1		3
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights	1			5	1	1	2	1		2			13
Civil Rights - Constitutional Rights				1									1
Civil Rights - Headwear					1								1
Civil Rights - Race				3		1	1			1			6
Civil Rights - Sex/Gender/Gender Identity	1			1			1	1		1			5
Customer Service	9	12	10	11	6	5	15	11	8	16	14		117
Customer Service - Others			1										1
Customer Service - TCC							1						1
Customer Service - TSO	9	12	9	11	6	5	14	11	8	16	14		115
Expedited Passenger Screening Program	132	133	105	87	80	107	107	119	101	92	100		1,163
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - Children Under 12										1			1
Expedited Passenger Screening Program - DoD			1			2					1		4
Expedited Passenger Screening Program	5	5	1		4	1	2	3	1		1		23
Expedited Passenger Screening Program	127	128	102	87	76	104	105	116	100	91	98		1,134
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												1
Locks		1	1				1	1			1		5
Locks - General			1										1
Locks - Missing or Damaged Lock		1					1	1			1		4
Lost and Found	1				1						2		4
Lost and Found - Airport/TSA	1				1						2		4
Mishandling of Passenger Property	4	1	6	9	2	4		4	3	2	8		43
Mishandling of Passenger Property - Damaged	1		2	6	1	1		3	1	1	5		21
Mishandling of Passenger Property - Damaged	2	1	3	3	1	3		1	2		3		19
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
Mishandling of Passenger Property - Disassembled	1									1			2
No Jurisdiction		1	1					2		1	1		6
No Jurisdiction - Refer to CBP		1	1					1		1	1		5
No Jurisdiction - Refer to Other								1					1
Patdown	3	2	1	2	2	4	3		2	4	3		26
Patdown - Flyer	3	2	1	1	2	3	1		2	4	3		22
Patdown - Flyer as Observer				1		1	1						3
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)	6	3	3	3	2	1	2	2	3	4	3		32
Persons w/ Disabilities (PWD) - Autism Spectrum							1				1		2
Persons w/ Disabilities (PWD) - Diabetes				1					1				2
Persons w/ Disabilities (PWD) - General	1					1							2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1						1				2
Persons w/ Disabilities (PWD) - Medically Necessary	1									3	1		5
Persons w/ Disabilities (PWD) - Mobility Disability (Nurse)		2								1			3
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	2	1											3
Persons w/ Disabilities (PWD) - Wheelchairs	2		1	1			1	2	1				8
Property - Special Handling	7	7	3	1	3	1	2	3	5	3	2		37
Property - Special Handling - Damaged Items	5	2	1	1	1		1	1	2	3			17
Property - Special Handling - Damaged Items - Checked	1	3	1			1			1		2		9
Property - Special Handling - Missing Items - Carry-On					2			1	1				4
Property - Special Handling - Missing Items	1	2	1				1	1	1				7
Screening	8	9	10	9	12	17	10	12	11	6	12		116
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency	1	4	2	5	1	2	1		2	2	2		22
Screening - Lengthy Lines	1		1	1	3	2		1	1		1		11
Screening - Opposite Gender		1											1
Screening - Procedures/Process	6	4	6	3	8	12	9	10	8	4	8		78
Screening - Retrieving Abandoned/Confiscated Items			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
SAT	71	86	92	76	94	120	121	115	127	102	98	74	1,176
2021												23	23
Customer Service													4
Customer Service - TSO													4
Expedited Passenger Screening Program												12	12
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												11	11
Persons w/ Disabilities (PWD)												2	2
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Property - Special Handling												3	3
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked												2	2
Screening												2	2
Screening - Procedures/Process												2	2
2022	21	34	33	22	34	73	57	58	62	59	52	51	556
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	1			1	1		11
Civil Rights - Hair Patdowns		1											1
Civil Rights - Profiling							1						1
Civil Rights - Race						2						1	2
Civil Rights - Racial Profiling or Discrimination	1			1									3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1			2							3
Civil Rights - Transgender Screening											1		1
Claims	1												1
Claims - Status	1												1
Customer Service	3	6	3		3	10	4	1	4	3	3	2	42
Customer Service - TSO	3	6	3		3	10	4	1	4	3	3	2	42
Expedited Passenger Screening Program	14	26	24	16	26	50	42	47	53	48	42	39	427
Expedited Passenger Screening Program - Active Duty		1	1							1	1		4
Expedited Passenger Screening Program	2	1	1			4		1	2	1	1		13
Expedited Passenger Screening Program - TSA Appl		3	1		1		2	2	2	3			14
Expedited Passenger Screening Program	12	21	21	16	25	46	40	43	48	43	38	39	392
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1	1		2		4
Locks			1			2					1	1	5
Locks - Missing or Damaged Lock			1			2					1	1	5
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property			1				1			1	1	1	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1			1		1	3
Mishandling of Passenger Property - Damaged/Missing Items--C			1								1		2
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - General						1							1
Patdown					1		2	1	1	2	1	1	9
Patdown - Flyer					1		2	1	1	2	1	1	9
Persons w/ Disabilities (PWD)							3	1		1	2	1	8
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes							1			1	1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1			1		3
Persons w/ Disabilities (PWD) - Service Animals							1						1
Prohibited & Permitted Items		1	1										2
Prohibited & Permitted Items - Knives/Tools/Razors/§		1											1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1										1
Property - Special Handling	1		1	1	2	1	1	1		2			10
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	1		1			4
Property - Special Handling - Missing Items - Checked				1		1							2
Request for Assistance								1					1
Request for Assistance - Other								1					1
Screening	1		1	3	2	5	3	5	3	2	1	5	31
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency	1				2	1		1		1			6
Screening - Lengthy Lines							1					1	2
Screening - Opposite Gender												1	1
Screening - Procedures/Process			1	2		4	2	3	3	1	1	3	20
Screening - Retrieving Abandoned/Confiscated Items								1					1
2023	50	52	59	54	60	47	64	57	65	43	46		597
Civil Rights	1		1			1			1				4
Civil Rights - Race			1				1			1			3
Civil Rights - Transgender Screening	1												1
Customer Service		2	4	4	1	5	3	4	3	1	1		28
Customer Service - TSO		2	4	4	1	5	3	4	3	1	1		28
Expedited Passenger Screening Program	42	45	48	38	53	38	55	41	53	38	39		490
Expedited Passenger Screening Program - DoD		1	2							1	1		5
Expedited Passenger Screening Program - TSA Appl		1		1		1		1	2	2	2		10
Expedited Passenger Screening Program	42	43	46	37	52	37	55	40	51	35	36		474
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1								1
Federal Air Marshall Service (FAMS)				1									1
Federal Air Marshall Service (FAMS) - General				1									1
Locks								1		1	1		3
Locks - General								1					1
Locks - Missing or Damaged Lock										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
Mishandling of Passenger Property	1	1	1	4	1	1	3	5	4	1			22
Mishandling of Passenger Property - Dam	1			2		1		1	2	1			8
Mishandling of Passenger Property - Damaged/Missil		1		1	1		2	1	2				8
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	1			1	2					5
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown		1				1	1	2					5
Patdown - Children							1						1
Patdown - Flyer		1				1		2					4
Persons w/ Disabilities (PWD)		1	1	1			1				2		6
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) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1									2
Property - Special Handling	2	1	1	1	2			1		1	1		11
Property - Special Handling - Damaged It	2	1	1						1				5
Property - Special Handling - Damaged Items - Checked				1	1						1		3
Property - Special Handling - Missing Items - Carry-On					1			1		1			3
Screening	4	1	3	5	3	1	1	2	3	1	2		26
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	1	1		3	2						1		8
Screening - Procedures/Process	3		2	2	1	1	1	2	3	1	1		17

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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
SAV	39	50	60	35	26	44	66	78	60	38	61	46	603
2021												20	20
Civil Rights												1	1
Civil Rights - Age												1	1
Customer Service												3	3
Customer Service - TSO												3	3
Expedited Passenger Screening Program												8	8
Expedited Passenger Screening Program - TSA PreCheck												8	8
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Beauty & Grooming Items												1	1
Property - Special Handling												3	3
Property - Special Handling - Damaged Items - Carry-On												3	3
Screening												2	2
Screening - Procedures/Process												2	2
2022	16	24	19	11	12	21	35	46	34	14	40	26	298
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Civil Rights	1							3					4
Civil Rights - Profiling								1					1
Civil Rights - Race								1					1
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service	2	1	2	2	1		2	1				2	13
Customer Service - TSO	2	1	2	2	1		2	1				2	13
Expedited Passenger Screening Program	12	12	16	8	11	19	26	35	28	11	36	21	235
Expedited Passenger Screening Program - Active Duty Military	1				2		1	2					6
Expedited Passenger Screening Program - DoD	2	2	3			1	1		2		1		12
Expedited Passenger Screening Program - TSA Application Program	9	10	13	8	9	18	23	33	26	11	35	21	216
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1						1
Locks		2											2
Locks - Missing or Damaged Lock		2											2
Mishandling of Passenger Property		1					1				2		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1				1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1									1		2
Patdown								2	1				3
Patdown - Flyer								2	1				3
Persons w/ Disabilities (PWD)		1							1			1	3
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (N)		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling		3	1	1			4			1	2		14
Property - Special Handling - Damaged Items - Carry-On		1		1			4		1		2		9
Property - Special Handling - Damaged Items - Checked Baggage		1											1
Property - Special Handling - Missing Items - Carry-On			1						1	1			3
Property - Special Handling - Missing Items - Checked Baggage		1											1
Screening	1	4				2	2	4	2	2		2	19
Screening - Inconsistency	1									1			2
Screening - Procedures/Process		4				2	2	4	2	1		2	17
2023	23	26	41	24	14	23	31	32	26	24	21		285
Airline							1			2			3
Airline - Policy/Regulations/Service							1			2			3
Civil Rights	1						1				1		3
Civil Rights - Constitutional Rights											1		1
Civil Rights - Race	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service	2	1	1	1	1			2		2			10
Customer Service - Others			1										1
Customer Service - TSO	2	1		1	1			2		2			9
Expedited Passenger Screening Program	19	19	33	22	11	21	26	25	25	20	16		237
Expedited Passenger Screening Program - Active Duty Military											1		1
Expedited Passenger Screening Program - DoD			1						1	1			3
Expedited Passenger Screening Program - TSA Application Program				1		1	1				2		5
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	19	19	32	21	11	20	25	24	23	20	13		227
Mishandling of Passenger Property			1		1		2				1		5
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
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage							1						1
Patdown			1								1		2
Patdown - Flyer			1								1		2
Persons w/ Disabilities (PWD)		2	1					1					4
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Medically Necessary													2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Property - Special Handling		1	1		1		1	2					6
Property - Special Handling - Damaged Items - Carry-On								2					2
Property - Special Handling - Missing Items - Carry-On		1	1				1						3
Property - Special Handling - Missing Items - Checked Baggage					1								1
Screening	1	3	3	1			2	2	1		2		15
Screening - Crew Member or Airline Employee		1											1
Screening - Lengthy Lines			1				1		1				3
Screening - Procedures/Process	1	2	2	1				2			2		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
Screening - Retrieving Abandoned/Confiscated Items							1						1
SAW	2	2	3			3		4		1		2	17
2021												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	1	2	2			2		4		1		1	13
Civil Rights						1							1
Civil Rights - Race						1							1
Customer Service		1				1		1					3
Customer Service - TSO		1				1		1					3
Expedited Passenger Screening Program	1	1						3				1	6
Expedited Passenger Screening Program	1	1						3				1	6
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening			2										2
Screening - Children			1										1
Screening - Procedures/Process			1										1
2023	1		1			1							3
Expedited Passenger Screening Program	1		1			1							3
Expedited Passenger Screening Program	1		1			1							3
SBA	11	17	12	16	8	21	27	24	16	23	27	13	215
2021												4	4
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												3	3
Expedited Passenger Screening Program - TSA PreCheck												3	3
2022	1	3	3	8	2	9	20	16	8	14	8	9	101
Civil Rights											1		1
Civil Rights - Race											1		1
Customer Service	1							2				1	4
Customer Service - TSO	1							2				1	4
Expedited Passenger Screening Program		2	3	6	2	8	15	12	6	13	7	7	81
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program - TSA Application Program				2					1				3
Expedited Passenger Screening Program - TSA PreC		2	3	4	2	8	15	11	5	13	7	7	77
Patdown						1	2			1		1	5
Patdown - Flyer						1	2			1		1	5
Persons w/ Disabilities (PWD)		1		1			1						3
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening				1			2	2	1				6
Screening - Inconsistency								1					1
Screening - Procedures/Process				1			2	1	1				5
2023	10	14	9	8	6	12	7	8	8	9	19		110
Civil Rights					1								1
Civil Rights - Race					1								1
Customer Service		2					1		1				4
Customer Service - TSO		2					1		1				4
Expedited Passenger Screening Program	7	11	7	6	5	10	5	8	5	7	16		87
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program	7	10	7	6	5	10	5	8	4	7	16		85
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
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) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Metal Imp		1											1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening	1	1	1	1		2	1				3		10
Screening - Inconsistency			1								1		2
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	1	1					2	1			2		7
SBD	2					1	1			1		1	6
2022												1	1
Customer Service												1	1
Customer Service - Others												1	1
2023	2					1	1			1			5
Civil Rights	2												2
Civil Rights - Race	2												2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Screening						1	1						2
Screening - Procedures/Process						1	1						2
SBN	9	4	6	9	8	9	9	5	10	9	7	7	92
2021												2	2
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2022	2	2	3	2	2	7	5	3	7	4	3	5	45
Civil Rights												1	1
Civil Rights - Race												1	1
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Expedited Passenger Screening Program	2	1	1	2	1	2	3	2	6	2	3	4	29
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	2	1	1	1	1	2	3	2	6	2	3	4	28
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Patdown		1											1
Patdown - General		1											1
Property - Special Handling							2						2
Property - Special Handling - Damaged Items - Carry-On							2						2
Screening			1		1	4		1		2			9
Screening - Inconsistency						2							2
Screening - Procedures/Process			1		1	2		1		2			7
2023	7	2	3	7	6	2	4	2	3	5	4		45
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service				1	1	1	2						5
Customer Service - TSO				1	1	1	2						5
Expedited Passenger Screening Program	6	2	3	5	5	1	1	1	3	2	3		32
Expedited Passenger Screening Program	6	2	3	5	5	1	1	1	3	2	3		32
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		2
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Screening	1			1				1					3
Screening - Procedures/Process	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
SBP	8	8	7	3	12	16	9	9	9	8	12		101
2022	4	4	3		6	7	5	2	5	3	6		45
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service	1				2		1	1		1	1		7
Customer Service - TSO	1				2		1	1		1	1		7
Expedited Passenger Screening Program	2	4	2		3	6	4	1	5	1	4		32
Expedited Passenger Screening Program	2	4	2		3	6	4	1	5	1	4		32
Intranet/Internet Inquiries	1												1
Intranet/Internet Inquiries - General	1												1
Property - Special Handling				1							1		2
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked				1									1
Screening					1	1							2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process						1							1
2023	4	4	4	3	6	9	4	7	4	5	6		56
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	3	4	3	2	5	7	3	7	4	4	6		48
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Application Program									1		1		2
Expedited Passenger Screening Program	3	3	2	2	5	7	3	7	3	4	5		44
Patdown	1		1			2							4
Patdown - Children						1							1
Patdown - Flyer	1		1			1							3
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening							1			1			2
Screening - Procedures/Process							1			1			2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SBY	1		1			1	1	2	1	1		5	13
2021												4	4
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												2	2
Patdown												1	1
Patdown - Flyer												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	1											1	2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Screening												1	1
Screening - Procedures/Process												1	1
2023			1			1	1	2	1	1			7
Civil Rights								1					1
Civil Rights - National Origin								1					1
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program			1			1	1	1					4
Expedited Passenger Screening Program - TSA PreCheck			1			1	1	1					4
Screening									1				1
Screening - Retrieving Abandoned/Confiscated Items									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SCC	1			1	2	3		1	1	2	1	1	13
2022					1					2	1	1	5
Expedited Passenger Screening Program					1					2	1	1	5
Expedited Passenger Screening Program - TSA PreCheck					1					2	1	1	5
2023	1			1	1	3		1	1				8
Expedited Passenger Screening Program	1			1	1	3		1	1				8
Expedited Passenger Screening Program	1			1	1	3		1	1				8

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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
SCK	1	1	3	1	1		1	2	2	1	2	3	18
2021												2	2
Customer Service												1	1
Customer Service - TSO												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	1		1				1	1	1		1	1	7
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
Customer Service											1	1	2
Customer Service - TSO											1	1	2
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling							1		1				2
Property - Special Handling - Missing Items - Carry-On							1		1				2
2023		1	2	1	1			1	1	1	1		9
Expedited Passenger Screening Program			2		1			1	1		1		6
Expedited Passenger Screening Program - TSA PreCheck			2		1			1	1		1		6
Patdown				1									1
Patdown - Flyer				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
SDF	61	39	60	46	49	55	51	65	66	68	61	51	672
2021												11	11
Customer Service													1
Customer Service - TSO													1
Expedited Passenger Screening Program													9
Expedited Passenger Screening Program - TSA Application Program													1
Expedited Passenger Screening Program - TSA PreCheck													8
Property - Special Handling													1
Property - Special Handling - Damaged Items - Checked													1
2022	24	18	18	13	18	29	28	39	27	29	31	40	314
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights			2								1		3
Civil Rights - Race											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Transgender Screening			1										1
Customer Service		1	1	1			1	2	1	3		1	11
Customer Service - TSO		1	1	1			1	2	1	3		1	11
Expedited Passenger Screening Program	20	15	12	5	17	22	22	37	23	24	25	37	259
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	1	2					1	4	2	1	1	4	16
Expedited Passenger Screening Program	19	12	12	5	16	22	21	33	21	23	24	33	241
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1								1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown				3			1		1			1	6
Patdown - Flyer				2			1		1			1	5
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)		1		1			1						3
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Property - Special Handling	3		2	2	1		2				1		11
Property - Special Handling - Damaged Items - Carry-On			1								1		2
Property - Special Handling - Missing Item			1				1						3
Property - Special Handling - Missing Item	2			2	1		1						6
Screening		1		1		6	1		1	2	4	1	17
Screening - Inconsistency						1							1
Screening - Lengthy Lines						1					1		2
Screening - Procedures/Process		1		1		4	1		1	2	3	1	14
2023	37	21	42	33	31	26	23	26	39	39	30		347
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Civil Rights				1			1		1				3
Civil Rights - Constitutional Rights				1									1
Civil Rights - Race							1		1				2
Customer Service	2	1		1				1		1	1		7
Customer Service - TSO	2	1		1				1		1	1		7
Expedited Passenger Screening Program	34	15	34	25	26	23	18	24	31	31	20		281
Expedited Passenger Screening Program - Active Du		1											1
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program	34	14	34	24	26	23	18	24	31	30	20		278
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										1			1
Locks										3	1		4
Locks - General										1			1
Locks - Missing or Damaged Lock										2	1		3
Mishandling of Passenger Property		2	1	1	1	1	1		1	3			11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1			1	2			4
Mishandling of Passenger Property - Damaged/Missii		2	1	1			1						5
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
No Jurisdiction - No Referral									1				1
Patdown		1	1										2
Patdown - Flyer		1	1										2
Persons w/ Disabilities (PWD)			1		1						1		3
Persons w/ Disabilities (PWD) - General			1										1
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	1		4
Property - Special Handling - Damaged Items - Carry-On			1							1	1		3
Property - Special Handling - Damaged Items - Checked			1										1
Screening	1	2	3	5	3	2	3		5		6		30
Screening - Crew Member or Airline Empl	1			1									2
Screening - Inconsistency		1		1	1		1		1				5
Screening - International Screening					1								1
Screening - Lengthy Lines									1				1
Screening - Procedures/Process		1	3	3	1	2	2		3		6		21

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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
SDY				1						1			2
2023				1						1			2
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				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
SEA	439	467	482	356	406	488	562	590	656	587	661	472	6,166
2021												114	114
Civil Rights												3	3
Civil Rights - Racial Profiling or Discrimination												3	3
Customer Service												23	23
Customer Service - TSO												23	23
Expedited Passenger Screening Program												63	63
Expedited Passenger Screening Program - TSA Application Program												4	4
Expedited Passenger Screening Program - TSA PreCheck												59	59
HAZMAT Endorsement												1	1
HAZMAT Endorsement - 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												2	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
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)												3	3
Persons w/ Disabilities (PWD) - Diabetes												2	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects												1	1
Property - Special Handling												9	9
Property - Special Handling - Damaged Items - Carry-On												3	3
Property - Special Handling - Damaged Items - Checked												3	3
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked												2	2
Screening												6	6
Screening - Lengthy Lines												1	1
Screening - Procedures/Process												5	5
2022	117	167	169	120	160	229	253	284	265	221	301	358	2,644
Additional Information Required/Insufficient Information												2	2
Additional Information Required/Insufficient Information - EMAIL ONLY												2	2
Airline		1					1	2	1	1		1	7
Airline - Lost Baggage								1				1	2
Airline - Policy/Regulations/Service		1				1		1	1	1			5
Cargo								1					1
Cargo - Known Shipper								1					1
Civil Rights	7	4	1	3		1	5	4	2	3	3	3	36
Civil Rights - Age							1						1
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin										1			1
Civil Rights - Race						1	2	3		2	2	2	12
Civil Rights - Racial Profiling or Discrimination	2	3	1	3									9
Civil Rights - Screening of Religious or Cultural Practices	1												1
Civil Rights - Sex/Gender/Gender Identity	2	1					1				1		5
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening	1						1		2			1	5
Claims	1				1				1	1			4
Claims - General	1												1
Claims - Status					1				1	1			3
Customer Service	13	19	22	7	13	28	22	34	28	31	40	37	294
Customer Service - CSM						1							1
Customer Service - Others		1											1
Customer Service - TSO	13	18	22	7	13	27	22	34	28	31	40	37	292
Expedited Passenger Screening Program	61	114	118	84	119	160	192	188	191	138	196	244	1,805
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program - Children Under 12					1								1
Expedited Passenger Screening Program - DoD		2	1	2	1	3	3		1			2	15
Expedited Passenger Screening Program - TSA/USCB	5	13	10	8	4	5	6	10	11	2	7	11	92
Expedited Passenger Screening Program - TSA/DHS	56	98	107	74	111	152	183	176	178	136	189	230	1,690
Expedited Passenger Screening Program - TSA/DHS	1				2			2				1	6
Identification (ID) Requirements	1	2		1									4
Identification (ID) Requirements - Domestic	1	2											3
Identification (ID) Requirements - Minors Domestic				1									1
Locks	1			1	1	2	1				2	1	9
Locks - Missing or Damaged Lock	1			1	1	2	1				2	1	9
Lost and Found				1					1		3	1	6
Lost and Found - Airport/TSA				1					1		3	1	6
Mishandling of Passenger Property	6	3	2	5	4	3	6	6	1	6	3	6	51
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2	1	1	1	1		4	1	1	4	1	1	18
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		2	1	4	1	2	2	4		1	2	4	23
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	4				2	1		1				1	9
No Jurisdiction		1	2	1	2		2	1	3	1	3	2	18
No Jurisdiction - No Referral							1	1	2	1			5
No Jurisdiction - Refer to CBP			1		2		1		1		1	1	7
No Jurisdiction - Refer to Department of State													1
No Jurisdiction - Refer to Other		1	1	1								1	5
Notice of Violation/Civil Penalties												1	1
Notice of Violation/Civil Penalties - General												1	1
Patdown	2	1	1	1		3	2	7	2	8	18	5	50
Patdown - Children							1			1	3		5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer	2		1	1		2	1	7	2	7	15	5	43
Patdown - Flyer as Observer						1							1
Patdown - General		1											1
Persons w/ Disabilities (PWD)	5	3	7	1		3	4	7	8		6	7	51
Persons w/ Disabilities (PWD) - Autism Spectrum									2			1	3
Persons w/ Disabilities (PWD) - Cognitive	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						4
Persons w/ Disabilities (PWD) - Hearing I	1								2			1	4
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	2	1					1	1	1		1	2	9
Persons w/ Disabilities (PWD) - Mobility D	1						1						2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			3										3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
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/ Segway			1					3	1		2	1	8
Prohibited & Permitted Items		2											2
Prohibited & Permitted Items - Knives/Tools/Razors/£		2											2
Property - Special Handling	11	8	9	9	7	11	2	8	4	6	14	7	96
Property - Special Handling - Damaged It	3	1		6	4	1	1	2		1	5	1	25
Property - Special Handling - Damaged It	3	2	1		1	5		1		3	3	3	22
Property - Special Handling - Missing Item	3	3	3	2		1	1	3	3	1	4		24
Property - Special Handling - Missing Item	2	2	5	1	2	4		2	1	1	2	3	25
Screening	9	9	7	6	13	17	17	26	23	26	12	42	207
Screening - Children					2								2
Screening - Crew Member or Airline Employee							1					1	2
Screening - Gate Pass												1	1
Screening - Inconsistency	2		1		1	1	3	1	3	2	1	3	18
Screening - International Screening				1									1
Screening - Lengthy Lines	1	3				4	4	15	3	2	6	22	60
Screening - Procedures/Process	6	5	6	5	10	10	8	10	17	22	5	15	119
Screening - Retrieving Abandoned/Confiscated Items		1				2	1						4
2023	322	300	313	236	246	259	309	306	391	366	360		3,408
Additional Information Required/Insufficient Information		2											2
Additional Information Required/Insufficient Informati		2											2
Airline	4	2						1		2			9
Airline - Lost Baggage	1	1								2			4
Airline - Policy/Regulations/Service	2	1						1					4
Airline - Wheelchair Assistance	1												1
Civil Rights	4	7	4	2	3	9	5	7	8	5	10		64
Civil Rights - Age						1			2		1		4
Civil Rights - Constitutional Rights					1	1			1				3
Civil Rights - National Origin		1						1	1				3
Civil Rights - Perceived Religion				1		1							2
Civil Rights - Profiling								1			1		2
Civil Rights - Race	3	2	3		2	2	2	2	3	2	3		24
Civil Rights - Screening of Religious or Cultural Garments										1	1		2
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1	1			3	2	3		1	1		12
Civil Rights - Sexual Orientation - Not Tra	1			1									2
Civil Rights - Transgender Screening		3				1	1		1	1	3		10
Claims					1								1
Claims - Status					1								1
Customer Service	35	21	25	31	24	31	31	30	35	41	32		336
Customer Service - CSM	1												1
Customer Service - Others							2						2
Customer Service - TSO	34	21	25	31	24	31	29	30	35	41	32		333
DHS TRIP								1					1
DHS TRIP - General								1					1
Expedited Passenger Screening Program	238	225	235	165	173	161	212	205	239	230	227		2,310
Expedited Passenger Screening Program - Active Duty Military				1				1					2
Expedited Passenger Screening Program	3	3				1			1	2			10
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	8	8	10	2	6	4	4	5	3	2			52
Expedited Passenger Screening Program	226	214	225	162	167	156	208	199	235	225	226		2,243
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										1	1		2
Hazardous Materials Safety										2			2
Hazardous Materials Safety - General										2			2
HAZMAT Endorsement			1										1
HAZMAT Endorsement - Status			1										1
Locks		2		1		2		2	1		3		11
Locks - General		1		1									2
Locks - Missing or Damaged Lock		1				2		2	1		3		9
Lost and Found						1	1	1		1	2		6
Lost and Found - Airport/TSA						1	1	1		1	2		6
Mishandling of Passenger Property	4	6	8	3	5	5	6	3	6	6	16		68
Mishandling of Passenger Property - Damaged/Missii	3	5	2	2	2	3	3	1	3	3	8		33
Mishandling of Passenger Property - Dam	3	3	3	1	3	1	2	2	3	2	6		29
Mishandling of Passenger Property - Disa	1					1	1			1	2		6
No Jurisdiction		1	3		3	1		1	3	3	1		16
No Jurisdiction - No Referral			1		2				1				4
No Jurisdiction - Refer to CBP			2						1	3	1		7
No Jurisdiction - Refer to Other		1			1	1		1	1				5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown	6	2	2	4	4	7	4	2	13	12	6		62
Patdown - Children										2			2
Patdown - Flyer	6	2	2	4	4	6	4	2	13	10	6		59
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)	3	9	5	1	2	6	5	13	11	12	5		72
Persons w/ Disabilities (PWD) - Autism Spectrum						1		1	2		1		5
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1					3			4
Persons w/ Disabilities (PWD) - Diabetes			1			1	1		2				5
Persons w/ Disabilities (PWD) - General				1		2			2	1	1		7
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to th			1			1		2	1				5
Persons w/ Disabilities (PWD) - Medically Necessary			3				1	5	1	3	2		15
Persons w/ Disabilities (PWD) - Metal Imp		1	2						1				4
Persons w/ Disabilities (PWD) - Mobility D		1		2		1	1	2		1			8
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Prosthesi		1					1		1				3
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/		4					1	1		3			9
Property - Special Handling	7	9	6	8	5	5	7	4	9	5	8		73
Property - Special Handling - Damaged It	2	3		2		3	3	1	1	2	3		20
Property - Special Handling - Damaged It	1	3	1	3	2		2		2				14
Property - Special Handling - Missing Item	2	2	3	2	2		1	2	5	3	5		27
Property - Special Handling - Missing Item	2	1	2	1	1	2	1	1	1				12
Request for Assistance									1	1			2
Request for Assistance - Other									1	1			2
Screening	21	14	24	21	26	31	38	36	65	46	50		372
Screening - Children	1										1		2
Screening - Crew Member or Airline Empl	3		3	1	2					1	1		11
Screening - Inconsistency	3		1	4	2		2	2	7	5	7		33
Screening - International Screening					2					1			3
Screening - Lengthy Lines	5	12	9	5	7	16	17	17	34	17	22		161
Screening - Procedures/Process	9	2	9	11	13	14	19	16	24	22	18		157
Screening - Retrieving Abandoned/Confiscated Items			2					1			1		4
Screening - Shoe Screening						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
SFB	19	34	26	17	28	17	30	29	28	29	31	18	306
2021												7	7
Customer Service													2
Customer Service - TSO													2
No Jurisdiction													1
No Jurisdiction - Refer to Other													1
Screening													4
Screening - Crew Member or Airline Employee													1
Screening - Procedures/Process													3
2022	12	14	8	8	16	8	14	19	12	13	17	11	152
Airline		1			1								2
Airline - Policy/Regulations/Service		1			1								2
Civil Rights		1	1		1					1		1	5
Civil Rights - Age		1											1
Civil Rights - Race										1		1	2
Civil Rights - Racial Profiling or Discrimination			1		1								2
Claims		1											1
Claims - Status		1											1
Customer Service		2	1		2	3		3	1	2	1	2	17
Customer Service - TSO		2	1		2	3		3	1	2	1	2	17
Expedited Passenger Screening Program	6	6	4	4	9	2	11	10	9	5	15	6	87
Expedited Passenger Screening Program - TSA Application Program				1	1			1	1		1		5
Expedited Passenger Screening Program	6	6	4	3	8	2	11	9	8	5	14	6	82
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found	1							1					2
Lost and Found - Airport/TSA	1							1					2
Mishandling of Passenger Property	1	1						1					3
Mishandling of Passenger Property - Damaged/Missing		1						1					2
Mishandling of Passenger Property - Damaged/Missing Items	1												1
Patdown	2	1		2	1		1	2	1	2		2	14
Patdown - Children		1								1			2
Patdown - Flyer	1			1	1		1	2	1	1		1	9
Patdown - Flyer as Observer	1												1
Patdown - General				1									1
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)	1				1	1	1	1		1			6
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1	1							2
Persons w/ Disabilities (PWD) - Mobility Devices		1											1
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						1		3
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked					1								1
Screening	1		1	2		2	1	1	1	2			11
Screening - Inconsistency								1					1
Screening - Procedures/Process	1		1	2		2			1	2			9
Screening - Retrieving Abandoned/Confiscated Items							1						1
2023	7	20	18	9	12	9	16	10	16	16	14		147
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights				1		1	1						3
Civil Rights - Race						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1			1						2
Customer Service		1	1	1			1		1		1		6
Customer Service - TSO		1	1	1			1		1		1		6
Expedited Passenger Screening Program	4	15	14	6	8	6	12	6	8	6	6		91
Expedited Passenger Screening Program - TSA Application Program		2											2
Expedited Passenger Screening Program	4	13	14	6	8	6	12	6	8	6	6		89
Mishandling of Passenger Property			1				1				1		3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-On			1				1				1		3
No Jurisdiction			1										1
No Jurisdiction - Refer to CBP			1										1
Patdown					1	1			1	1	1		5
Patdown - Children										1			1
Patdown - Flyer					1	1			1				3
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)	1		1						2	3	3		10
Persons w/ Disabilities (PWD) - Diabetes										1	1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
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) - 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-On		1											1
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked		1						1					2
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	2	2		1	2	1	1	3	4	4	2		22
Screening - Inconsistency	1										1		2
Screening - Lengthy Lines										1	1		2
Screening - Opposite Gender		1											1

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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
Screening - Procedures/Process			1	1	2	1	1	3	4	3			16
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
SFO	462	476	484	335	403	618	685	690	759	644	577	469	6,602
2021												98	98
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service												3	3
Customer Service - TSO												3	3
Expedited Passenger Screening Program												84	84
Expedited Passenger Screening Program - TSA Application Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												82	82
Mishandling of Passenger Property												2	2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Property - Special Handling												4	4
Property - Special Handling - Missing Items - Carry-On												3	3
Property - Special Handling - Missing Items - Checked												1	1
Screening												4	4
Screening - Lengthy Lines												1	1
Screening - Procedures/Process												2	2
Screening - Retrieving Abandoned/Confiscated Items												1	1
2022	126	157	131	78	145	319	384	344	419	328	303	371	3,105
Additional Information Required/Insufficient Information		1										1	2
Additional Information Required/Insufficient Informatic		1										1	2
Airline		1				1	2		2	1		3	10
Airline - Baggage Requirements										1			1
Airline - Lost Baggage									1			1	2
Airline - Policy/Regulations/Service		1				1	2		1			2	7
Animals										1			1
Animals - Carry-On										1			1
Civil Rights	2	3	4	1	1	2	2	2	2	3	2	3	27
Civil Rights - Constitutional Rights	1												1
Civil Rights - Headwear												1	1
Civil Rights - National Origin			1										1
Civil Rights - Not Specified							1						1
Civil Rights - Race					1	2		2	1	2	2	2	12
Civil Rights - Racial Profiling or Discrimination		3	2	1									6
Civil Rights - Sex/Gender/Gender Identity	1		1				1		1				4
Civil Rights - Transgender Screening										1			1
Claims		1											1
Claims - General		1											1
Customer Service	3	11	11	8	8	4	8	11	17	10	9	11	111
Customer Service - TSO	3	11	11	8	8	4	8	11	17	10	9	11	111
DHS TRIP										1			1
DHS TRIP - General										1			1
Expedited Passenger Screening Program	98	124	99	56	128	296	360	304	373	290	277	330	2,735
Expedited Passenger Screening Program - DoD				1	1	2	1		1	1			7
Expedited Passenger Screening Program	10	13	10	5	6	2	16	9	19	9	7	12	118
Expedited Passenger Screening Program	88	110	89	50	121	290	343	295	353	277	270	317	2,603
Expedited Passenger Screening Program - TSA/DHS		1				2				3		1	7
Identification (ID) Requirements					1	1							2
Identification (ID) Requirements - Domestic					1	1							2
Locks		2	1					1		2		2	8
Locks - Missing or Damaged Lock		2	1					1		2		2	8
Lost and Found		2		1					2				5
Lost and Found - Airport/TSA		2		1					2				5
Mishandling of Passenger Property	1	4				1	1	7	2		3	5	24
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor								3	2				5
Mishandling of Passenger Property - Dam	1	1									2		4
Mishandling of Passenger Property - Damaged/Missii		2				1	1	4				3	11
Mishandling of Passenger Property - Disarrayed Item		1									1	2	4
No Jurisdiction			3	1		1	1	1	2	1		2	12
No Jurisdiction - No Referral								1					1
No Jurisdiction - Refer to CBP			2				1		1	1		2	7
No Jurisdiction - Refer to Other			1	1		1			1				4
Patdown	1		3	1		1	1	2	1	1	5	2	18
Patdown - Children			1								1		2
Patdown - Flyer	1		2	1		1	1	2	1	1	4	2	16
Persons w/ Disabilities (PWD)	2		2		1	1		4	3	3	1	3	20
Persons w/ Disabilities (PWD) - Autism S	1		1		1							1	4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								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	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) - Ostomy/Ostomates						1				1			2
Persons w/ Disabilities (PWD) - Prosthesi	1							1					2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1					1	1			1	4
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Food/Beverages			1										1
Property - Special Handling	4	1		5	1	1	4	1	1	1	2	2	23
Property - Special Handling - Damaged It	1			3				1			2	1	8
Property - Special Handling - Damaged It	1						2						3
Property - Special Handling - Missing Item	1	1		2			2		1			1	8
Property - Special Handling - Missing Item	1				1	1				1			4
Screening	14	7	7	5	5	10	5	11	14	14	4	6	102

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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
Screening - Children									1				1
Screening - Inconsistency	2	1	1				1			1		1	7
Screening - Lengthy Lines		1			1	2		3	6	2	1	2	18
Screening - Military					1								1
Screening - Procedures/Process	12	5	5	5	2	8	3	6	6	11	3	3	69
Screening - Retrieving Abandoned/Confiscated Items			1		1		1	1					4
Screening - Shoe Screening								1					1
Screening - Traveling with Cash									1				1
TWIC	1											1	2
TWIC - General	1											1	2
2023	336	319	353	257	258	299	301	346	340	316	274		3,399
Airline	1		1					1					3
Airline - Policy/Regulations/Service	1		1					1					3
Civil Rights		1	1	3		2	2	8	3	3	2		25
Civil Rights - Constitutional Rights								1					1
Civil Rights - National Origin		1											1
Civil Rights - Not Specified										1			1
Civil Rights - Perceived Religion									1				1
Civil Rights - Race			1			1		5	1	1	1		10
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2				1			1		4
Civil Rights - Transgender Screening				1		1	2	1	1	1			7
Claims			1										1
Claims - Status			1										1
Customer Service	14	8	10	13	10	9	11	14	14	13	11		127
Customer Service - Others									2				2
Customer Service - TSO	14	8	10	13	10	9	11	14	12	13	11		125
DHS TRIP	1							1					2
DHS TRIP - General	1							1					2
Expedited Passenger Screening Program	297	287	324	221	227	266	261	295	295	269	230		2,972
Expedited Passenger Screening Program	2							1		1			4
Expedited Passenger Screening Program	8	6	4	6	8	3	2	5	5	9	4		60
Expedited Passenger Screening Program	286	278	319	215	219	262	259	289	290	259	226		2,902
Expedited Passenger Screening Program	1	3	1			1							6
Locks	1	2		2	2		1			2	1		11
Locks - General				1									1
Locks - Missing or Damaged Lock	1	2		1	2		1			2	1		10
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	7		2	2	1	4	2	3	3	2	8		34
Mishandling of Passenger Property - Dam	1					1							2
Mishandling of Passenger Property - Dam	2		1		1	1		1	3	1	4		14
Mishandling of Passenger Property - Dam	3		1	2		2	1	1		1	4		15
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disa	1							1					2
No Jurisdiction	4	3	1	2		1	3	3	2		3		25
No Jurisdiction - No Referral		1		1			1	2		1			6
No Jurisdiction - Refer to CBP	3	2				1	2		1	1	2		12
No Jurisdiction - Refer to Other	1		1	1				1	1	1	1		7
Notice of Violation/Civil Penalties										1			1
Notice of Violation/Civil Penalties - General										1			1
Patdown	1	4	3	1		1	1	2	3	3			19
Patdown - Flyer	1	4	2	1		1	1	2	3	3			18
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	1	5	1	2	2	3	4	3	1	7	1		30
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						1				1			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 Necessary	1			1		1			1	2			6
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1							1			2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1		1			2
Persons w/ Disabilities (PWD) - Touch Av	1							1					2
Persons w/ Disabilities (PWD) - Visual Impairment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		3			1		1	1		1			7
Property - Special Handling	1	3	2	2	1	2	3	4	4	5	6		33
Property - Special Handling - Damaged Items - Carry-On						1	3	1		3			8
Property - Special Handling - Damaged Items - Check		1	1	1							1		4
Property - Special Handling - Missing Item	1				1			2	3	2	3		12
Property - Special Handling - Missing Items - Checke		2	1	1		1		1	1		2		9
Screening	7	6	7	9	15	11	13	12	15	8	12		115
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	2	1	2	2	1			2	4		1		15
Screening - Lengthy Lines										1	4		5
Screening - Procedures/Process	5	5	4	7	13	7	13	10	11	7	7		89
Screening - Retrieving Abandoned/Confiscated Items					1	4							5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SGF	11	14	9	14	16	14	21	23	9	15	10	13	169
2021												2	2
Patdown												1	1
Patdown - Flyer												1	1
Screening												1	1
Screening - Inconsistency												1	1
2022	6	5	4	6	10	7	6	11	4	8	5	11	83
Civil Rights								1					1
Civil Rights - Race								1					1
Customer Service	1	2			1							2	6
Customer Service - TSO	1	2			1							2	6
Expedited Passenger Screening Program	3	3	1	3	6	6	4	9	4	6	3	9	57
Expedited Passenger Screening Program - TSA Application Program					1			1				1	3
Expedited Passenger Screening Program	3	3	1	3	5	6	4	8	4	6	3	8	54
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property					1						1		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
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				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 - Carry-On										1			1
Property - Special Handling - Missing Items - Checked				1									1
Screening	1		1	1	1		1	1		1	1		8
Screening - Inconsistency					1			1			1		3
Screening - Procedures/Process	1		1	1			1			1			5
2023	5	9	5	8	6	7	15	12	5	7	5		84
Civil Rights		1	1					1					3
Civil Rights - Race		1	1										2
Civil Rights - Transgender Screening								1					1
Customer Service		1					1		1	1	1		5
Customer Service - TSO		1					1		1	1	1		5
Expedited Passenger Screening Program	4	6	2	7	5	7	8	11	4	6	2		62
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Application Program				1	1		1						3
Expedited Passenger Screening Program	4	6	2	6	4	6	7	11	4	6	2		58
Lost and Found							1						1
Lost and Found - Airport/TSA							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						2						3
Persons w/ Disabilities (PWD) - Medical Equipment	1												1
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 - Carry-On				1									1
Screening		1	1		1		3				1		7
Screening - Procedures/Process		1	1		1		3				1		7

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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
SGU	4	5	4	1		3	5	5	5	3	1	8	44
2021												2	2
Customer Service												1	1
Customer Service - TSO												1	1
Screening												1	1
Screening - Crew Member or Airline Employee												1	1
2022	4	1	2			3	4	3	3	1		6	27
Civil Rights	1								1				2
Civil Rights - Race									1				1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service			1				1						2
Customer Service - TSO			1				1						2
Expedited Passenger Screening Program	3		1			3	1	2	1	1		5	17
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	2		1			3	1	2	1	1		5	16
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Screening		1					2	1	1				5
Screening - Inconsistency		1					1						2
Screening - Procedures/Process							1	1	1				3
2023		4	2	1			1	2	2	2	1		15
Customer Service			1				1			1			3
Customer Service - TSO			1				1			1			3
Expedited Passenger Screening Program		3	1	1				1	2	1			9
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreC		3	1					1	2	1			8
Patdown			1								1		2
Patdown - Flyer			1								1		2
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1

TSA Contact Center (TCC) Data Tool - FOIA

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SHR	2	3		1	2	3	2	1	1		1	2	18
2021												2	2
Property - Special Handling												2	2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked												1	1
2022	2	3		1	2	2	1	1	1		1		14
Additional Information Required/Insufficient Information					1								1
Additional Information Required/Insufficient Information - EMAIL ONLY					1								1
Claims	1												1
Claims - General	1												1
Customer Service	1							1					2
Customer Service - TSO	1							1					2
Expedited Passenger Screening Program		1			1	2			1		1		6
Expedited Passenger Screening Program - TSA PreC		1			1	2			1		1		6
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		1											1
Patdown		1					1						2
Patdown - Flyer							1						1
Patdown - General		1											1
Screening				1									1
Screening - Procedures/Process				1									1
2023						1	1						2
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							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
SHV	8	10	8	7	11	11	11	7	11	9	13	7	113
2021												2	2
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Screening												1	1
Screening - Lengthy Lines												1	1
2022	2	3	2	4	4	5	7	3	6	3	7	5	51
Customer Service		2				1					1		4
Customer Service - TSO		2				1					1		4
Expedited Passenger Screening Program	1		1	4	1	2	6	3	5	2	1	5	31
Expedited Passenger Screening Program - TSA Application Program						1			2			1	4
Expedited Passenger Screening Program	1		1	4	1	1	6	3	3	2	1	4	27
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown											2		2
Patdown - Flyer											2		2
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Knives/Toc	1												1
Property - Special Handling						1					1		2
Property - Special Handling - Damaged Items - Carry-On						1					1		2
Screening			1		3	1			1	1	2		9
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency						1							1
Screening - Procedures/Process					3				1		2		6
Screening - Retrieving Abandoned/Confiscated Items			1										1
2023	6	7	6	3	7	6	4	4	5	6	6		60
Civil Rights						2							2
Civil Rights - Race						2							2
Customer Service		1									2		3
Customer Service - Others											1		1
Customer Service - TSO		1									1		2
Expedited Passenger Screening Program	6	5	6	2	4	3	2	2	5	2	2		39
Expedited Passenger Screening Program	6	5	6	2	4	3	2	2	5	2	2		39
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) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Property - Special Handling				1				1					2
Property - Special Handling - Damaged Items - Checked				1				1					2
Screening		1			2	1	1	1		4	1		11
Screening - Lengthy Lines										1			1
Screening - Procedures/Process		1			2	1	1	1		3	1		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
SIT		2	2			2	1	1	1	2	9		20
2022		1	2				1	1	1		6		12
Customer Service							1	1					2
Customer Service - TSO							1	1					2
Expedited Passenger Screening Program									1		2		3
Expedited Passenger Screening Program - TSA PreCheck									1		2		3
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch				1									1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1
Screening				1							4		5
Screening - Inconsistency											3		3
Screening - Lengthy Lines											1		1
Screening - Procedures/Process			1										1
2023		1				2				2	3		8
Expedited Passenger Screening Program		1				1				2	3		7
Expedited Passenger Screening Program - TSA PreC		1				1				2	3		7
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
SJC	99	113	92	68	84	112	113	101	110	99	125	98	1,214
2021												36	36
Customer Service													4
Customer Service - TSO													4
Expedited Passenger Screening Program													19
Expedited Passenger Screening Program - TSA Application Program													3
Expedited Passenger Screening Program - TSA PreCheck													16
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage													1
No Jurisdiction													1
No Jurisdiction - Refer to Other													1
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)													2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies													1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)													1
Property - Special Handling													5
Property - Special Handling - Damaged Items - Carry-On													4
Property - Special Handling - Missing Items - Carry-On													1
Screening													3
Screening - Opposite Gender													1
Screening - Procedures/Process													2
2022	30	51	41	32	42	59	63	47	52	55	69	62	603
Civil Rights	1	3		1			4		3	1	1		14
Civil Rights - Age											1		1
Civil Rights - National Origin				1									1
Civil Rights - Perceived Religion									1				1
Civil Rights - Profiling							1						1
Civil Rights - Race							3		2	1			6
Civil Rights - Racial Profiling or Discrimination	1	3											4
Customer Service	5	7	3	6		7	3	1	2	3	4	2	43
Customer Service - TSO	5	7	3	6		7	3	1	2	3	4	2	43
Expedited Passenger Screening Program	22	35	30	19	37	43	49	41	42	46	54	54	472
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program	1	7	5	1	1	1	3	1	1	2	6	3	32
Expedited Passenger Screening Program	21	28	25	18	36	41	46	40	41	44	48	51	439
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Intranet/Internet Inquiries											1		1
Intranet/Internet Inquiries - General											1		1
Locks			1		1	1			1			1	5
Locks - General												1	1
Locks - Missing or Damaged Lock			1		1	1			1				4
Mishandling of Passenger Property							4			1	2	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1			1	2	1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							3						3
No Jurisdiction		2		1								1	4
No Jurisdiction - No Referral		1											1
No Jurisdiction - Refer to CBP		1											1
No Jurisdiction - Refer to Other				1								1	2
Patdown	1	1	2	1		1	2	1		1	3	1	14
Patdown - Flyer	1	1	1	1			2	1		1	3	1	12
Patdown - Flyer as Observer			1			1							2
Persons w/ Disabilities (PWD)			1	2		1				1	1		6
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling		2			2			1	1		1	1	8
Property - Special Handling - Damaged Items - Carry-On					1			1	1		1	1	5
Property - Special Handling - Missing Items - Carry-On		2			1								3
Screening	1	1	3	2	2	6	1	3	3	2	2	1	27
Screening - Inconsistency				1		2	1		1	1	1		7
Screening - Lengthy Lines									1				1
Screening - Procedures/Process	1	1	3	1	2	3		3	1	1	1	1	18
Screening - Retrieving Abandoned/Confiscated Items						1							1
2023	69	62	51	36	42	53	50	54	58	44	56		575
Airline		1					1						2
Airline - Policy/Regulations/Service		1					1						2
Civil Rights	1	1				2	1		2	2	2		11
Civil Rights - Age		1											1
Civil Rights - Not Specified									1				1
Civil Rights - Perceived Religion						1							1
Civil Rights - Race	1					1			1	1	2		6
Civil Rights - Transgender Screening							1			1			2
Customer Service	2	2		1	5	5	4	2	2	2	4		29
Customer Service - TSO	2	2		1	5	5	4	2	2	2	4		29
DHS TRIP											1		1
DHS TRIP - General											1		1
Expedited Passenger Screening Program	57	54	45	34	33	38	36	45	44	33	42		461
Expedited Passenger Screening Program	2	1	2	2		2		2	1	1	2		15
Expedited Passenger Screening Program	55	53	43	32	32	36	36	43	42	32	40		444
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1				1				2
Locks			1		1				1	1	1		5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks - General			1										1
Locks - Missing or Damaged Lock					1				1	1	1		4
Mishandling of Passenger Property			2			1			2				5
Mishandling of Passenger Property - Damaged/Missing Items--C			1						2				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
No Jurisdiction						2				1			3
No Jurisdiction - Refer to CBP						2							2
No Jurisdiction - Refer to Other										1			1
Patdown	3		1		1		1	2			2		10
Patdown - Flyer	3		1		1		1	2			2		10
Persons w/ Disabilities (PWD)	3	1					2		2		2		10
Persons w/ Disabilities (PWD) - General							1				1		2
Persons w/ Disabilities (PWD) - Internal M	1	1											2
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Visual Impairment									2				2
Persons w/ Disabilities (PWD) - Wheelcha	1						1				1		3
Property - Special Handling	1		1		1	1	1	1	1	1	1		9
Property - Special Handling - Damaged It	1		1						1		1		4
Property - Special Handling - Damaged Items - Checked					1	1	1						3
Property - Special Handling - Missing Items - Carry-On								1		1			2
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening	2	3	1	1	1	4	4	4	3	3	2		28
Screening - Crew Member or Airline Employee		1				1							2
Screening - Inconsistency		1				1	1			1			4
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	2	1	1		1	2	3	4	3	2	2		21

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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
SJT		2	1			1	2	1	2	3	1		13
2022		2	1				2	1	2	1	1		10
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Expedited Passenger Screening Program			1	1			1	1	1	1			6
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA PreC			1	1			1	1		1			5
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Screening			1										1
Screening - Procedures/Process			1										1
2023							1			2			3
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Expedited Passenger Screening Program										2			2
Expedited Passenger Screening Program - TSA PreCheck										2			2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SJU	56	61	101	75	61	77	82	107	94	73	62	45	894
2021												30	30
Customer Service												6	6
Customer Service - TSO												6	6
Expedited Passenger Screening Program												14	14
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												13	13
Patdown												3	3
Patdown - Flyer												3	3
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Food/Beverages												1	1
Property - Special Handling												5	5
Property - Special Handling - Damaged Items - Carry-On												2	2
Property - Special Handling - Missing Items - Checked												3	3
Screening												1	1
Screening - Inconsistency												1	1
2022	20	25	46	32	23	31	38	55	43	32	29	15	389
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	1		5
Civil Rights - Constitutional Rights										1			1
Civil Rights - Race											1		1
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1							1				2
Claims									1				1
Claims - General									1				1
Customer Service	4	2	6	1	2	3	6	6	3	2	2		37
Customer Service - Others			1										1
Customer Service - TSO	4	2	5	1	2	3	6	6	3	2	2		36
Expedited Passenger Screening Program	11	15	31	25	21	22	26	36	29	23	21	11	271
Expedited Passenger Screening Program - Active Duty Military				1									1
Expedited Passenger Screening Program - DoD											1		1
Expedited Passenger Screening Program	1	1		5	2		1	3	2	2	3		20
Expedited Passenger Screening Program	10	14	30	18	18	22	25	32	27	21	17	11	245
Expedited Passenger Screening Program - TSA/DHS Employee			1	1	1			1					4
Identification (ID) Requirements		1				2							3
Identification (ID) Requirements - Domestic		1				2							3
Lost and Found				1		1	1			1			4
Lost and Found - Airport/TSA				1		1	1			1			4
Mishandling of Passenger Property	1						1	2	1	1			6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	1	1				3
Mishandling of Passenger Property - Dam	1							1		1			3
No Jurisdiction	1											1	2
No Jurisdiction - Refer to CBP	1											1	2
Patdown			1								1	1	3
Patdown - Flyer			1								1	1	3
Persons w/ Disabilities (PWD)			2			1		1	1				5
Persons w/ Disabilities (PWD) - Breast 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			1										1
Persons w/ Disabilities (PWD) - Service Animals			1										1
Property - Special Handling	2	2	2				1	3	1	2	1	1	15
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	1	1	1						1		1		5
Property - Special Handling - Missing Items	1		1					2		1			5
Screening	1	4	4	4		1	3	6	6	2	3	1	35
Screening - Inconsistency			1					1	2				4
Screening - Lengthy Lines			1	1				1	1				4
Screening - Procedures/Process	1	4	2	3		1	1	4	3	2	3	1	25
Screening - Retrieving Abandoned/Confiscated Items							2						2
2023	36	36	55	43	38	46	44	52	51	41	33		475
Airline							1	1		2			4
Airline - Lost Baggage							1	1					2
Airline - Policy/Regulations/Service										2			2
Civil Rights	1										1		2
Civil Rights - National Origin	1												1
Civil Rights - Race											1		1
Claims											1		1
Claims - Status											1		1
Customer Service		6	3	3	1	2	2	3	5	1	1		27
Customer Service - TSO		6	3	3	1	2	2	3	5	1	1		27
Expedited Passenger Screening Program	30	21	45	35	32	34	33	40	34	27	20		351
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA Appl		1	1				1	1		1			5
Expedited Passenger Screening Program	29	20	43	34	32	32	32	39	34	26	20		341
Expedited Passenger Screening Program	1			1		2							4
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	2	2	2			3			1	2	2		14
Mishandling of Passenger Property - Damaged/Missin		1				1				1	1		4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	2	1	2			2				1	1		9
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
No Jurisdiction							1	2			1		4
No Jurisdiction - Refer to CBP							1	1					2
No Jurisdiction - Refer to Other								1			1		2
Persons w/ Disabilities (PWD)		1		1	1		1	1	1	1	1		8
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1		1	1			1		5
Persons w/ Disabilities (PWD) - Wounded Warrior		1											1
Property - Special Handling	1	2	1	2		2	3	3	2	2	1		19
Property - Special Handling - Damaged Items - Carry-On			1					1	1	1			4
Property - Special Handling - Damaged Items - Check		1					1	1					3
Property - Special Handling - Missing Item	1	1		2			1	1	1				7
Property - Special Handling - Missing Items - Checked						2	1			1	1		5
Screening	2	4	4	2	4	4	3	2	8	5	5		43
Screening - Crew Member or Airline Employee				1							1		2
Screening - Inconsistency		1	2	1		2			3	2	1		12
Screening - Lengthy Lines							1		2				3
Screening - Procedures/Process	2	2	1		3	2	2	2	3	3	3		23
Screening - Retrieving Abandoned/Confiscated Items		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
SLC	208	184	209	224	184	258	228	206	192	205	199	191	2,488
2021												62	62
Civil Rights												4	4
Civil Rights - Constitutional Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Civil Rights - Sexual Orientation - Not Transgender												1	1
Customer Service												7	7
Customer Service - Others												1	1
Customer Service - TSO												6	6
Expedited Passenger Screening Program												37	37
Expedited Passenger Screening Program - DoD												1	1
Expedited Passenger Screening Program - TSA Application Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												33	33
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Real ID												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Patdown												2	2
Patdown - Flyer												2	2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Property - Special Handling												5	5
Property - Special Handling - Damaged Items - Carry-On												3	3
Property - Special Handling - Missing Items - Carry-On												2	2
Screening												4	4
Screening - Opposite Gender												1	1
Screening - Procedures/Process												3	3
2022	91	89	95	83	92	126	124	109	96	88	97	129	1,219
Airline	1					1							2
Airline - Policy/Regulations/Service	1					1							2
Civil Rights		3		1	1	2	1				2		10
Civil Rights - Perceived Religion					1		1						2
Civil Rights - Race						2					2		4
Civil Rights - Racial Profiling or Discrimination		1		1									2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1											1
Civil Rights - Transgender Screening		1											1
Customer Service	11	8	6	5	5	10	6	10	5	3	2	11	82
Customer Service - TSO	11	8	6	5	5	10	6	10	5	3	2	11	82
Expedited Passenger Screening Program	53	64	79	58	74	92	86	76	68	67	71	100	888
Expedited Passenger Screening Program - Active Duty Military							2			1			3
Expedited Passenger Screening Program - DoD		1				3	2	1	1	1			9
Expedited Passenger Screening Program - TSA PreCheck	2	6	8	6	3	4	2	3	8	1	2	5	50
Expedited Passenger Screening Program - TSA/DHS	51	56	71	52	71	85	79	72	59	64	69	95	824
Expedited Passenger Screening Program - TSA/DHS		1					1						2
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks					1	1					3		5
Locks - Missing or Damaged Lock					1	1					3		5
Lost and Found		1				1				1			3
Lost and Found - Airport/TSA		1				1				1			3
Mishandling of Passenger Property		1				3	5	4	2	3	4	5	27
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	3	2	1	3	2	2	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked		1				2	2		1		2	2	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								2				1	3
No Jurisdiction	1			1			2			1	1	1	7
No Jurisdiction - No Referral							1			1			2
No Jurisdiction - Refer to CBP							1				1	1	3
No Jurisdiction - Refer to Other	1			1									2
Patdown	2		1	1	3	1	6	3	4	2	1	3	27
Patdown - Children								1				1	2
Patdown - Flyer	1		1	1	3		6	2	4	1	1	2	22
Patdown - Flyer as Observer	1					1				1			3
Persons w/ Disabilities (PWD)	3	3	1		1	1	5	3		2	2	1	22
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Diabetes	1	1											2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Medical Devices			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1	1						2
Persons w/ Disabilities (PWD) - Medical Equipment	1	1											2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2			1	2		5
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Equipment	1									1			2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		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/ Segway							1	2					3
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Gel	1												1
Property - Special Handling	8	5	7	9	5	9	8	5	5	2	5		68
Property - Special Handling - Damaged Items - Carry-On	3	3	3	1	4	4	4	1	3		3		29
Property - Special Handling - Damaged Items - Carry-On or Checked	3				1	1					1		6
Property - Special Handling - Missing Items - Carry-On	1	2	2	6		2	2	2	1	1			19
Property - Special Handling - Missing Items - Carry-On or Checked	1		2	2		2	2	2	1	1	1		14
Screening	11	4	1	8	2	4	5	8	12	7	6	8	76
Screening - Children							1						1

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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
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency	3					2		2			3	1	11
Screening - Lengthy Lines	1						2	1	3	2		1	10
Screening - Procedures/Process	6	3	1	8	2	2	2	5	8	4	3	6	50
Screening - Retrieving Abandoned/Confiscated	1								1				2
Screening - Security Breach		1											1
2023	117	95	114	141	92	132	104	97	96	117	102		1,207
Additional Information Required/Insufficient Information	1	1			2					1	1		6
Additional Information Required/Insufficient Information - Airline	1	1			2					1	1		6
Airline		1								3			4
Airline - Lost Baggage										3			3
Airline - Policy/Regulations/Service		1											1
Civil Rights	2	2		3	1				2		1		13
Civil Rights - Age										1			1
Civil Rights - National Origin									1				1
Civil Rights - Perceived Religion		1											1
Civil Rights - Race	1	1		1	1				1				5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1	1		2
Civil Rights - Sexual Orientation - Not Transgender				1									1
Civil Rights - Transgender Screening	1			1									2
Claims										1			1
Claims - Status										1			1
Customer Service	1	4	5	9	1	12	3	4	4	15	16		74
Customer Service - TSO	1	4	5	9	1	12	3	4	4	15	16		74
Expedited Passenger Screening Program	91	75	88	93	61	95	88	70	66	56	59		842
Expedited Passenger Screening Program - Active Duty Military				1									1
Expedited Passenger Screening Program - Airline	2			1		1				1			5
Expedited Passenger Screening Program - Civil Rights	2	4		4	2			2	1	2	1		18
Expedited Passenger Screening Program - Customer Service	87	71	88	87	59	94	88	68	64	53	58		817
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1				1
Locks			1			1					1		3
Locks - General											1		1
Locks - Missing or Damaged Lock			1			1							2
Lost and Found									2	1			3
Lost and Found - Airport/TSA									2	1			3
Mishandling of Passenger Property	3	4	7	6	11	7	4	6	9	8	4		69
Mishandling of Passenger Property - Damaged	2	2	5	4	8	6	3	6	4	8	4		52
Mishandling of Passenger Property - Damaged - Checked	1	2	1	2	2	1	1		5				15
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1		1								2
No Jurisdiction	1		1		1	1	1		1		1		7
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to CBP	1					1			1				3
No Jurisdiction - Refer to Other			1		1		1						3
Patdown	2	2	3	8	2	9		1	2	4	5		38
Patdown - Children											2		2
Patdown - Flyer	2	2	3	7	2	8		1	2	4	3		34
Patdown - Flyer as Observer				1		1							2
Persons w/ Disabilities (PWD)		1		2		2	2	1		1	2		11
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) - 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) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1				1	1						3
Property - Special Handling	5	2	5	15	6	1	1	9	2	4	1		51
Property - Special Handling - Damaged Items - Checked	5		4	9	3			6	2	2			31
Property - Special Handling - Damaged Items - Checked - Carry-C				2	1			2					5
Property - Special Handling - Missing Items - Carry-C	2	1	3	1	1			1			1		9
Property - Special Handling - Missing Items - Checked				1	1	1	1			2			6
Screening	11	3	4	5	7	4	5	6	8	21	11		85
Screening - Children										2			2
Screening - Crew Member or Airline Employee		1									1		2
Screening - Inconsistency				3				1	1	2			7
Screening - Lengthy Lines	3	1			1				2	2	2		11
Screening - Procedures/Process	7	1	4	2	5	4	3	4	5	15	8		58
Screening - Retrieving Abandoned/Confiscated	1				1		2	1					5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SLK									1				1
2023									1				1
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									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
SLN					1		3	1	1			1	7
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022					1		1	1					3
Expedited Passenger Screening Program					1		1						2
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreCheck					1								1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
2023							2		1				3
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program							2						2
Expedited Passenger Screening Program - TSA PreCheck							2						2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SMF	143	134	131	93	112	146	137	150	147	148	125	111	1,577
2021												36	36
Customer Service													4
Customer Service - TSO													4
Expedited Passenger Screening Program													25
Expedited Passenger Screening Program - TSA Application Program													5
Expedited Passenger Screening Program - TSA PreCheck													20
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Persons w/ Disabilities (PWD)													2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies													1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway													1
Property - Special Handling													3
Property - Special Handling - Missing Items - Carry-On													1
Property - Special Handling - Missing Items - Checked													2
Screening													1
Screening - Procedures/Process													1
2022	44	63	55	31	47	63	73	73	80	76	77	75	757
Civil Rights	1				1		3	1	1				7
Civil Rights - Profiling							1						1
Civil Rights - Race							1						1
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1		1				2
Civil Rights - Transgender Screening					1			1					2
Customer Service	4	1	7	3	5	6	3	4	7	6	2	5	53
Customer Service - Others						1			1				2
Customer Service - TSO	4	1	7	3	5	5	3	4	6	6	2	5	51
Expedited Passenger Screening Program	29	46	38	23	27	43	54	56	62	58	63	61	560
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD						1		1				1	3
Expedited Passenger Screening Program	5	10	4		3	1		3	4	4	2	4	40
Expedited Passenger Screening Program	24	36	33	23	24	41	54	52	57	54	61	56	515
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1				1
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Lost and Found					1	1							2
Lost and Found - Airport/TSA					1	1							2
Mishandling of Passenger Property		3	1	1	1	2	1	4		2		4	19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								2				2	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		3	1		1	1	1	2		1		2	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1		1				1			3
No Jurisdiction											2		2
No Jurisdiction - No Referral											2		2
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown	2	1		1	3		2		1	1	2		13
Patdown - Children					1								1
Patdown - Flyer	2			1	2		2		1	1	2		11
Patdown - General		1											1
Persons w/ Disabilities (PWD)		1				3		2	1	3	1		11
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - General						2							2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1		2	1				4
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) - Touch Aversion (pain/trauma)										1			1
Prohibited & Permitted Items		1	1										2
Prohibited & Permitted Items - Food/Beverages		1											1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects			1										1
Property - Special Handling	5	5	4	1	5	5	2	2	2	3	3	3	40
Property - Special Handling - Damaged Items - Carry-On		2	2		1						1		6
Property - Special Handling - Damaged Items - Checked Baggage	1	1	1		2	1	1	1	1	1	2	1	13
Property - Special Handling - Missing Items - Carry-On			1			1	1						3
Property - Special Handling - Missing Items - Checked Baggage	4	2		1	2	3		1	1	2		2	18
Screening	3	3	4	1	4	3	8	4	6	5	2	2	45
Screening - Children							1						1
Screening - Inconsistency		1	1		1			1		1		1	6
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	3	2	3	1	3	3	7	3	6	3	1	1	36
Screening - Retrieving Abandoned/Confiscated Items										1			1
2023	99	71	76	62	65	83	64	77	67	72	48		784
Additional Information Required/Insufficient Information	1				2								3
Additional Information Required/Insufficient Information	1				2								3
Civil Rights		1	2		1	1			1	4			10
Civil Rights - Age										1			1
Civil Rights - Race		1	2		1				1	1			6
Civil Rights - Screening of Religious Cultural and Ceremonial Items										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Civil Rights - Transgender Screening						1							1
Customer Service	3	5	5		10	3	3	8	3	6	2		48
Customer Service - CSM							1						1
Customer Service - TSO	3	5	5		10	3	2	8	3	6	2		47
Expedited Passenger Screening Program	79	55	60	56	43	69	53	58	49	50	30		602
Expedited Passenger Screening Program	1	1				1				1			4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program	7	3	1	2	4	2	1	3	1		1		25
Expedited Passenger Screening Program	71	51	59	54	39	66	52	55	47	49	29		572
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1				1
Locks	1										1		2
Locks - General											1		1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	3	1			3	2	3	2	6	6	4		30
Mishandling of Passenger Property - Dam	1	1			2		1	1	2	3	3		14
Mishandling of Passenger Property - Dam	2				1	2	2	1	2	2	1		13
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									2	1			3
No Jurisdiction			1				1						2
No Jurisdiction - Refer to Other			1				1						2
Patdown		1		1	1			1		3	1		8
Patdown - Flyer		1		1	1					3			6
Patdown - Flyer as Observer								1			1		2
Persons w/ Disabilities (PWD)	2	1	1	1	1		1	1	3		2		13
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) - Medically Necessary Medication			1	1					1		1		4
Persons w/ Disabilities (PWD) - Mobility Impairment	2						1		1				4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		1						1					2
Property - Special Handling	3	3	1	2	3	1	1	1	2	1	2		20
Property - Special Handling - Damaged Items	1	1			3		1	1	1	1			9
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items - Carry-On			1						1				2
Property - Special Handling - Missing Items	1	2		2		1					2		8
Screening	7	4	6	2	1	7	2	6	3	2	6		46
Screening - Crew Member or Airline Employee		1						1					2
Screening - Inconsistency	1		2			2		1	1		1		8
Screening - Lengthy Lines		2						1					3
Screening - Procedures/Process	6	1	4	2	1	4	2	3	2	2	5		32
Screening - Retrieving Abandoned/Confiscated Items						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SMX	1		1	1		1			1			1	6
2021												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	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
Screening	1												1
Screening - Procedures/Process	1												1
2023			1						1				2
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreCheck			1										1
Patdown									1				1
Patdown - Flyer									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
SNA	124	116	95	97	96	131	152	153	142	141	154	113	1,514
2021												39	39
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service												2	2
Customer Service - TSO												2	2
Expedited Passenger Screening Program												29	29
Expedited Passenger Screening Program - TSA Application Program												3	3
Expedited Passenger Screening Program - TSA PreCheck												26	26
Locks												1	1
Locks - General												1	1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening												3	3
Screening - Lengthy Lines												1	1
Screening - Procedures/Process												2	2
2022	32	47	28	31	32	75	70	78	75	70	88	74	700
Civil Rights	1	1		2	1		1	2	1	1	1		11
Civil Rights - Age		1											1
Civil Rights - Not Specified								1					1
Civil Rights - Race							1	1	1		1		4
Civil Rights - Racial Profiling or Discrimination	1			1									2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1						1			2
Civil Rights - Transgender Screening					1								1
Claims											1		1
Claims - Status											1		1
Customer Service	1	2	3	2	1	3	1	3	8	2	8	5	39
Customer Service - TSO	1	2	3	2	1	3	1	3	8	2	8	5	39
DHS TRIP									1				1
DHS TRIP - General									1				1
Expedited Passenger Screening Program	18	36	23	22	26	64	63	60	58	56	65	57	548
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - DoD						1	1						2
Expedited Passenger Screening Program	2	7	1	3	3	3		1	1	2	2	4	29
Expedited Passenger Screening Program	16	29	22	19	23	60	61	58	57	54	63	53	515
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1						1
Identification (ID) Requirements	1												1
Identification (ID) Requirements - Domestic	1												1
Locks						1							1
Locks - General						1							1
Mishandling of Passenger Property	1		1	2				4	2		1	1	12
Mishandling of Passenger Property - Damaged/Missing Items--C			1	2				2	1			1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1							2	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	3		2		1	2	4	2	3	5	4	27
Patdown - Children							1						1
Patdown - Flyer	1	3		2		1	1	3	2	3	5	4	25
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	3					2			1	2		1	9
Persons w/ Disabilities (PWD) - Diapers/Changing	1												1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Equipment	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Metal Implants	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) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	2	1	1		3		1	2		4	4	1	19
Property - Special Handling - Damaged Items - Carry-On					1			1		2	2	1	7
Property - Special Handling - Damaged Items - Checked	1		1		1					1			4
Property - Special Handling - Missing Items	1						1			1	1		4
Property - Special Handling - Missing Items - Checked		1			1			1		1			4
Screening	4	4		1		4	2	3	2	2	3	5	30
Screening - Children	1												1
Screening - Inconsistency		2					1	1				2	6
Screening - Lengthy Lines								1	1				2
Screening - Procedures/Process	2	2		1		3	1	1	1	2	3	3	19
Screening - Retrieving Abandoned/Confiscated	1					1							2
2023	92	69	67	66	64	56	82	75	67	71	66		775
Civil Rights		2	1	1		1		1	1	3			10
Civil Rights - Age										1			1
Civil Rights - Profiling										1			1
Civil Rights - Race		1				1							2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1	1	1					1				4
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening							1						1
Claims	1												1
Claims - Status	1												1
Customer Service	4	6	7	5	4	3	2	2	4	3	2		42
Customer Service - TSO	4	6	7	5	4	3	2	2	4	3	2		42

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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
DHS TRIP									1				1
DHS TRIP - General									1				1
Expedited Passenger Screening Program	73	55	50	51	47	49	70	65	51	59	60		630
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	2	1	1	3	1		5		3	1	3		20
Expedited Passenger Screening Program	71	54	48	48	46	49	64	65	48	58	57		608
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1						1
Locks				1				1					2
Locks - Missing or Damaged Lock				1				1					2
Mishandling of Passenger Property	2	1					3	1	2		2		11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							2		1		1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage	2	1					1	1	1		1		7
Patdown	2	4	4	3	2	1	1	2	4	1			24
Patdown - Children			1						2				3
Patdown - Flyer	2	4	3	3	2	1	1	2	2	1			21
Persons w/ Disabilities (PWD)	1		2	2	3			2		2			12
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - 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) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Prostheses	1							1		1			3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2	1								3
Property - Special Handling	2		1	2	2	1	2			2			12
Property - Special Handling - Damaged Items - Checked	2		1	1	1					2			7
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	7	1	2	1	6	1	4	1	4	1	2		30
Screening - Children					1								1
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency	1					1	1			1	1		5
Screening - Procedures/Process	6	1	2	1	4		3		4		1		22
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
SOW	1		2			2						1	6
2021												1	1
Customer Service												1	1
Customer Service - TSO												1	1
2022			2			2							4
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreCheck			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Screening						2							2
Screening - Inconsistency						1							1
Screening - Procedures/Process						1							1
2023	1												1
DHS TRIP	1												1
DHS TRIP - General	1												1

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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
SPI	4	1	1	4	3	1	1	1	3		3		22
2022			1	4	1		1		1		1		9
Customer Service				1							1		2
Customer Service - TSO				1							1		2
Expedited Passenger Screening Program				1	3	1	1						6
Expedited Passenger Screening Program - TSA PreCheck			1	3	1		1						6
Patdown									1				1
Patdown - Flyer									1				1
2023	4	1			2	1		1	2		2		13
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program	4				2	1			2				9
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program	4				2	1			1				8
Patdown								1					1
Patdown - Flyer								1					1
Screening		1											2
Screening - Crew Member or Airline Employee											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
SPS		1	2				2	3	2		1	1	12
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022		1	2				1	1	2				7
Customer Service								1	1				2
Customer Service - TSO								1	1				2
Expedited Passenger Screening Program			1				1		1				3
Expedited Passenger Screening Program - TSA PreCheck			1				1		1				3
Screening		1	1										2
Screening - Inconsistency		1											1
Screening - Procedures/Process			1										1
2023							1	2			1		4
Civil Rights								1					1
Civil Rights - Race								1					1
Expedited Passenger Screening Program							1				1		2
Expedited Passenger Screening Program - TSA PreCheck							1				1		2
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
SRQ	38	67	59	41	48	86	80	49	34	34	29	30	595
2021												13	13
Expedited Passenger Screening Program												10	10
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												9	9
Patdown												2	2
Patdown - Flyer												1	1
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - General												1	1
2022	15	27	27	9	22	45	40	32	13	15	20	17	282
Additional Information Required/Insufficient Information											1		1
Additional Information Required/Insufficient Information - EMAIL ONLY											1		1
Civil Rights	1		1									1	3
Civil Rights - Race												1	1
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Claims							1						1
Claims - Status							1						1
Customer Service			1			1		3	1		2		8
Customer Service - TSO			1			1		3	1		2		8
Expedited Passenger Screening Program	10	27	24	8	17	42	33	27	12	14	13	16	243
Expedited Passenger Screening Program - TSA Application Program			4		1		1	1				1	8
Expedited Passenger Screening Program - TSA/DHS	10	26	20	8	16	42	32	26	12	14	13	15	234
Expedited Passenger Screening Program - TSA/DHS		1											1
Mishandling of Passenger Property						1	2	1			1		5
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		3
Patdown							1	1					2
Patdown - Flyer							1	1					2
Persons w/ Disabilities (PWD)			1		3		1				1		6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
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) - Wheelchair/ Scooter/ Segway					1		1						2
Property - Special Handling	1				1		1				1		4
Property - Special Handling - Missing Items	1												1
Property - Special Handling - Missing Items - Checked					1		1				1		3
Screening	3			1	1	1	1			1	1		9
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency	1												1
Screening - International Screening							1						1
Screening - Procedures/Process	1			1	1	1				1	1		6
2023	23	40	32	32	26	41	40	17	21	19	9		300
Civil Rights		1	1							1			3
Civil Rights - Race		1	1										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service	1	3	1	3			2	1		2			13
Customer Service - Others		1											1
Customer Service - TSO	1	2	1	3			2	1		2			12
Expedited Passenger Screening Program	19	31	27	24	23	36	35	12	17	15	7		246
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	1		2		1					1			5
Expedited Passenger Screening Program - TSA/DHS	18	30	24	24	22	36	35	12	17	14	7		239
Expedited Passenger Screening Program - TSA/DHS		1											1
Lost and Found				1	1								2
Lost and Found - Airport/TSA				1	1								2
Mishandling of Passenger Property	1			1					2	1			5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1			1					1	1			4
Patdown			1		1	4	1	1	1				9
Patdown - Flyer			1		1	4	1	1	1				9
Persons w/ Disabilities (PWD)		1		1		1					1		4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Internal Medical Device		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
Property - Special Handling		3	2	2							1		8
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	1							1		4
Property - Special Handling - Missing Items - Checked		2											2
Screening	2	1			1		2	3	1				10
Screening - Inconsistency								1	1				2
Screening - Procedures/Process	2	1			1		2	2					8

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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
STC				3	2	1							6
2022				1	1	1							3
Expedited Passenger Screening Program				1	1								2
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreCheck					1								1
Screening							1						1
Screening - Procedures/Process							1						1
2023				2	1								3
Expedited Passenger Screening Program				2									2
Expedited Passenger Screening Program - TSA PreCheck				2									2
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
STL	128	132	127	134	95	140	125	161	149	141	147	114	1,593
2021												40	40
Customer Service												10	10
Customer Service - TSO												10	10
Expedited Passenger Screening Program												21	21
Expedited Passenger Screening Program - TSA Application Program												3	3
Expedited Passenger Screening Program - TSA PreCheck												18	18
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) - Touch Aversion (pain/trauma)												1	1
Property - Special Handling												2	2
Property - Special Handling - Damaged Items - Checked												2	2
Screening												4	4
Screening - Inconsistency												1	1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process												1	1
Screening - Retrieving Abandoned/Confiscated Items												1	1
2022	38	57	59	43	36	60	54	79	68	65	80	74	713
Additional Information Required/Insufficient Information					1						1		2
Additional Information Required/Insufficient Information - EMAIL ONLY					1						1		2
Airline						1							1
Airline - Lost Baggage						1							1
Civil Rights	3	1	2					3				1	10
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin	1												1
Civil Rights - Race								2				1	3
Civil Rights - Racial Profiling or Discrimination	1	1	1										3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Transgender Screening								1					1
Customer Service	6	5	3	2	4	4	3	7	9	7	7	9	66
Customer Service - TSO	6	5	3	2	4	4	3	7	9	7	7	9	66
Expedited Passenger Screening Program	21	37	43	37	26	46	42	51	44	50	58	55	510
Expedited Passenger Screening Program - DoD					1			1		1		1	4
Expedited Passenger Screening Program	2	3	2		1	2	2	1	3	3	1	3	23
Expedited Passenger Screening Program	19	34	41	37	24	44	40	49	41	46	56	51	482
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
Locks								3		1			4
Locks - Missing or Damaged Lock								3		1			4
Mishandling of Passenger Property	1	1	1	2		1	1	5	1	2	5		20
Mishandling of Passenger Property - Damaged/Missing Items		1		1		1		1		1	4		9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-C			1	1			1	3	1	1	1		9
Mishandling of Passenger Property - Disposition	1							1					2
No Jurisdiction		1				1					1		3
No Jurisdiction - Refer to CBP											1		1
No Jurisdiction - Refer to Other		1				1							2
Ombudsman												1	1
Ombudsman - General												1	1
Patdown	3	2				1		2	1	1	1	2	13
Patdown - Children						1				1			2
Patdown - Flyer	2	2						2	1		1	2	10
Patdown - General	1												1
Persons w/ Disabilities (PWD)	1	1	4		1	1	3	2	1		1	1	16
Persons w/ Disabilities (PWD) - Autism Spectrum		1									1		2
Persons w/ Disabilities (PWD) - Diabetes							1	1					2
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) - Medically Necessary Medication and Medical Supplies	1					1		1	1				4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					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/ Segway			1										1
Property - Special Handling	1	6	2		1	3	1	3	4		2	2	25
Property - Special Handling - Damaged Items - Checked	1	4	1		1	2		1	1				11
Property - Special Handling - Damaged Items - Checked						1	1						2
Property - Special Handling - Missing Items - Carry-C		1							2		1		4
Property - Special Handling - Missing Items - Checked		1	1					2	1		1	2	8
Screening	2	3	4	2	3		4	3	8	3	4	3	41
Screening - Inconsistency			2			1			2		1	1	7
Screening - Lengthy Lines								1	1				2
Screening - Procedures/Process	2	3	1	2	3	1	4	2	5	3	3	2	31
Screening - Retrieving Abandoned/Confiscated Items			1										1
TWIC										1			1
TWIC - General										1			1
2023	90	75	68	91	59	80	71	82	81	76	67		840
Airline			1						1				2
Airline - Baggage Requirements			1										1
Airline - Policy/Regulations/Service									1				1
Civil Rights	2	1						1	1		1		8
Civil Rights - National Origin									1				1
Civil Rights - Race	2												2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1						1	1		1		4
Civil Rights - Transgender Screening										1			1
Claims									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Claims - Status									1				1
Customer Service	9	7	3	7	6	9	2	5	3	7	6		64
Customer Service - TSO	9	7	3	7	6	9	2	5	3	7	6		64
Expedited Passenger Screening Program	69	59	51	75	43	61	55	62	62	52	47		636
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program - DoD		1	2										3
Expedited Passenger Screening Program	3	7	1	2	2	2		2			1		20
Expedited Passenger Screening Program	66	51	48	72	41	59	55	60	61	52	46		611
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1									1
Locks						1			3				4
Locks - Missing or Damaged Lock						1			3				4
Lost and Found											3		3
Lost and Found - Airport/TSA											3		3
Mishandling of Passenger Property	2	2	2	2		2	4	1	2	2	3		22
Mishandling of Passenger Property - Damaged/Missed		2	1	1		1	1	1		1	1		9
Mishandling of Passenger Property - Damaged	2			1			3		2		2		10
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1			1				1			3
No Jurisdiction			1			1	1						3
No Jurisdiction - Refer to CBP			1										1
No Jurisdiction - Refer to Other						1	1						2
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - General						1							1
Patdown	2				1	1	3	4	3	4	1		19
Patdown - Flyer	2				1	1	3	4	3	3	1		18
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	1		3		1		1		1	1	2		10
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the			2										2
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1						1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prostheses	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Property - Special Handling	1	1	2	4	3	1	3	3	2	5	1		26
Property - Special Handling - Damaged Items - Carry-On				1			1	1	1	1			5
Property - Special Handling - Damaged Items - Checked					2	1	1						4
Property - Special Handling - Missing Items	1	1	2		1		1	1	1	1	1		10
Property - Special Handling - Missing Items - Checked				3				1		3			7
Screening	4	5	5	3	5	3	2	6	2	3	3		41
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	1	1						2					4
Screening - Lengthy Lines		1											1
Screening - Procedures/Process	2	3	4	3	5	3	2	4	2	3	3		34
Screening - Retrieving Abandoned/Confiscated	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
STS	6	3	2	3	3	2	9	10	6	9	8	5	66
2021												3	3
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022	3	1	1	1	1	1	2	4	4	3	8	2	31
Civil Rights									1				1
Civil Rights - Race									1				1
Customer Service		1							1	1	1		5
Customer Service - TSO		1							1	1	1		5
Expedited Passenger Screening Program	3				1	1	2	2	1	2	4		16
Expedited Passenger Screening Program	3				1	1	2	2	1	2	4		16
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor											1		1
Patdown									1				1
Patdown - Flyer as Observer									1				1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening			1	1						1		1	6
Screening - Procedures/Process			1	1						1		1	6
2023	3	2	1	2	2	1	7	6	2	6			32
Customer Service	1		1	1				2					5
Customer Service - TSO	1		1	1				2					5
Expedited Passenger Screening Program	2	2		1	2	1	6	2	2	3			21
Expedited Passenger Screening Program	2	2		1	2	1	6	2	2	3			21
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Property - Special Handling										2			2
Property - Special Handling - Missing Items - Carry-On										2			2
Screening							1	1		1			3
Screening - Inconsistency								1					1
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
STT	6	11	20	12	16	14	22	13	13	20	10	10	167
2021												5	5
Customer Service												2	2
Customer Service - TSO												2	2
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												2	2
Screening												1	1
Screening - Retrieving Abandoned/Confiscated Items												1	1
2022	3	6	5	6	9	6	11	9	7	11	6	5	84
Customer Service	1	1	1						1	2	1		7
Customer Service - TSO	1	1	1						1	2	1		7
DHS TRIP											1		1
DHS TRIP - General											1		1
Expedited Passenger Screening Program	2	5	4	4	9	5	8	8	4	6	2	2	59
Expedited Passenger Screening Program - DoD							1	1					2
Expedited Passenger Screening Program - TSA Appl		1								1			2
Expedited Passenger Screening Program	2	4	4	4	9	5	7	7	4	5	2	2	55
Mishandling of Passenger Property									1		1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1		1		2
No Jurisdiction							1	1				1	3
No Jurisdiction - Refer to CBP							1	1				1	3
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 - Missing Items - Checked							1						1
Screening				2			2			2	1	2	9
Screening - Inconsistency											1		1
Screening - International Screening				1									1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process				1			1			2		2	6
2023	3	5	15	6	7	8	11	4	6	9	4		78
Civil Rights			1			1				1			3
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights						1							1
Civil Rights - Race										1			1
Customer Service			1	1			1		1		1		5
Customer Service - TSO			1	1			1		1		1		5
Expedited Passenger Screening Program	3	5	11	5	6	4	6	3	3	5	3		54
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	3	4	11	5	6	4	6	3	3	5	3		53
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				2
Patdown - Children			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				2
Property - Special Handling			1				1						2
Property - Special Handling - Missing Items - Checked			1				1						2
Screening					1	2	2	1		2			8
Screening - Procedures/Process					1	1	2	1		2			7
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
STX	2	3		2	4	2	6	6	3	2	2	4	36
2021												3	3
Expedited Passenger Screening Program												3	3
Expedited Passenger Screening Program - TSA PreCheck												3	3
2022	1	1		1	4	2	4	3	1	2	1	1	21
Customer Service	1				1								2
Customer Service - TSO	1				1								2
Expedited Passenger Screening Program				1	1	1	2	1	1	1		1	9
Expedited Passenger Screening Program - TSA PreCheck				1	1	1	2	1	1	1		1	9
Mishandling of Passenger Property			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) - Medically Necessary Medication and Medical Supplies									1				1
Property - Special Handling					1	1							2
Property - Special Handling - Missing Items - Checked					1	1							2
Screening					1		2			1	1		5
Screening - Children							1						1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process							1			1	1		3
2023	1	2		1			2	3	2		1		12
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Expedited Passenger Screening Program	1	1		1			1	1	1		1		7
Expedited Passenger Screening Program	1	1		1			1	1	1		1		7
Screening			1					2					3
Screening - Procedures/Process			1					2					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
SUN	2	4	3	2	2	4		4	4	3	5	5	38
2021												3	3
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Identification (ID) Requirements												1	1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues												1	1
Screening												1	1
Screening - Inconsistency												1	1
2022		3	1			3		1	2	2	2	2	16
Expedited Passenger Screening Program		3	1			2		1	1	2	2	2	14
Expedited Passenger Screening Program - TSA Application Program										1	1		2
Expedited Passenger Screening Program - TSA PreC		3	1			2		1	1	1	1	2	12
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
2023	2	1	2	2	2	1		3	2	1	3		19
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program	2	1	2	2	1			3	1	1	3		16
Expedited Passenger Screening Program	1										1		2
Expedited Passenger Screening Program	1	1	2	2	1			3	1	1	2		14
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Screening								1					1
Screening - Procedures/Process							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SUX	2		3	1		3	3			2	2	2	18
2022			1	1		1	2					2	7
Customer Service				1									1
Customer Service - Others				1									1
Expedited Passenger Screening Program							1					2	3
Expedited Passenger Screening Program - TSA PreCheck							1					2	3
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--U			1										1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
2023	2		2			2	1			2	2		11
Customer Service						1					1		2
Customer Service - TSO						1					1		2
Expedited Passenger Screening Program	1		2			1	1			1			6
Expedited Passenger Screening Program	1		2			1	1			1			6
Screening	1									1	1		3
Screening - Procedures/Process	1									1	1		3

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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
SWF	1	4	1	4	5	4	5	3	3	8	2	1	41
2021												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022		2	1	2		1	2	1	2	6			17
Civil Rights				1		1				1			3
Civil Rights - Age						1							1
Civil Rights - Race										1			1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program		2	1	1			1		1	4			10
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program - TSA PreC		2	1	1			1		1	3			9
Screening							1	1		1			3
Screening - Procedures/Process							1	1					2
Screening - Retrieving Abandoned/Confiscated Items										1			1
2023	1	2		2	5	3	3	2	1	2	2		23
Civil Rights		1						1					2
Civil Rights - Race		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service							1			1			2
Customer Service - TSO							1			1			2
Expedited Passenger Screening Program	1			1	5	2	2			1			12
Expedited Passenger Screening Program	1			1	5	2	2			1			12
No Jurisdiction										1			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
Property - Special Handling - Damaged Items - Carry		1											1
Screening				1		1		1			1		4
Screening - Procedures/Process				1		1		1			1		4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SWO			1	2		2	1	1		2	2	1	12
2022				1								1	2
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
2023			1	1		2	1	1		2	2		10
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Expedited Passenger Screening Program			1			2	1	1		2	1		8
Expedited Passenger Screening Program - TSA PreCheck			1			2	1	1		2	1		8
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
SYR	31	35	33	37	45	39	55	39	30	36	41	34	455
2021												10	10
Customer Service													1
Customer Service - TSO													1
Expedited Passenger Screening Program													7
Expedited Passenger Screening Program - TSA Application Program													1
Expedited Passenger Screening Program - TSA PreCheck													6
Locks													1
Locks - Missing or Damaged Lock													1
Screening													1
Screening - Opposite Gender													1
2022	10	13	11	14	22	14	25	20	19	22	18	24	212
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Business, Suggestions, and Ideas													1
Business, Suggestions, and Ideas - General													1
Civil Rights	1												5
Civil Rights - Constitutional Rights													1
Civil Rights - Perceived Religion													1
Civil Rights - Race													1
Civil Rights - Transgender Screening	1												2
Customer Service													8
Customer Service - TSO													8
Expedited Passenger Screening Program	6	12	8	11	15	11	19	16	13	17	16	21	165
Expedited Passenger Screening Program - DoD													1
Expedited Passenger Screening Program	1	1	2	1									9
Expedited Passenger Screening Program	5	11	6	10	15	11	19	16	13	16	15	18	155
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property													3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													2
No Subject													1
No Subject - General													1
Patdown													5
Patdown - Children													1
Patdown - Flyer													3
Patdown - Non-Flyer													1
Persons w/ Disabilities (PWD)	1												3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks													1
Persons w/ Disabilities (PWD) - Medical Equipment	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts													1
Property - Special Handling													6
Property - Special Handling - Damaged Items - Carry-On													1
Property - Special Handling - Damaged Items - Checked													1
Property - Special Handling - Missing Items - Carry-On													4
Screening	1	1	1										13
Screening - Inconsistency													5
Screening - Lengthy Lines													1
Screening - Military													1
Screening - Procedures/Process	1												5
Screening - Retrieving Abandoned/Confiscated Items													1
2023	21	22	22	23	23	25	30	19	11	14	23		233
Airline													1
Airline - Policy/Regulations/Service													1
Civil Rights													1
Civil Rights - Transgender Screening													1
Customer Service													6
Customer Service - TCC													1
Customer Service - TSO													5
Expedited Passenger Screening Program	19	19	15	18	21	19	21	15	10	13	15		185
Expedited Passenger Screening Program - DoD													1
Expedited Passenger Screening Program	2												4
Expedited Passenger Screening Program	17	18	15	18	21	17	21	15	10	13	15		180
Locks													2
Locks - General													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property													4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													3
No Jurisdiction													3
No Jurisdiction - Refer to Other													3
Patdown	1	1											4
Patdown - Flyer	1	1											4
Persons w/ Disabilities (PWD)													6
Persons w/ Disabilities (PWD) - Metal Implants (joint)													2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)													1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/													3
Property - Special Handling													1
Property - Special Handling - Missing Items - Carry-On													1
Screening	1	1	3	2	1	2	3	4	1		2		20
Screening - Crew Member or Airline Employee													1
Screening - Inconsistency													2
Screening - Lengthy Lines													5
Screening - Procedures/Process	1	1	2	1		2	2		1		1		11
Screening - Retrieving Abandoned/Confiscated Items													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
TBN									1			1	2
2022												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2023									1				1
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA Application Program									1				1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TEX								1	2				3
2022								1					1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA Application Program								1					1
2023									2				2
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									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
TLH	14	11	9	8	10	4	15	18	12	14	14	7	136
2021												2	2
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												2	2
2022	5	5	4	2	6	1	9	7	12	11	10	5	77
Customer Service	1	1	2		1				1	1			7
Customer Service - TSO	1	1	2		1				1	1			7
Expedited Passenger Screening Program	4	4	2	2	1		6	6	10	8	6	4	53
Expedited Passenger Screening Program - TSA Application Program									1	1			2
Expedited Passenger Screening Program	4	4	2	2	1		6	6	9	7	6	4	51
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
Screening					3	1	3	1	1	2	2	1	14
Screening - Inconsistency							1			1		1	3
Screening - Lengthy Lines					2						1		3
Screening - Procedures/Process					1	1	2	1	1	1	1		8
SIDA (Security Identification Display Area)											1		1
SIDA (Security Identification Display Area) - General											1		1
2023	9	6	5	6	4	3	6	11		3	4		57
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
Expedited Passenger Screening Program	6	5	3	5	2	2	6	8		3	4		44
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program	6	5	3	5	2	2	6	8		3	3		43
Patdown	1		1					1					3
Patdown - Flyer	1		1					1					3
Persons w/ Disabilities (PWD)			1					1					2
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			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

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TOL		1	2	1	5	1		1	1			1	13
2022		1	1		1				1	1		1	6
Expedited Passenger Screening Program			1		1			1				1	4
Expedited Passenger Screening Program - TSA PreCheck			1		1			1				1	4
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Item			1										1
Screening									1				1
Screening - Procedures/Process									1				1
2023			1	1	4	1							7
Expedited Passenger Screening Program			1	1	4	1							7
Expedited Passenger Screening Program - TSA PreCheck			1	1	4	1							7

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TPA	209	268	269	273	276	353	321	355	301	267	272	204	3,368
2021												58	58
Customer Service												4	4
Customer Service - TSO												4	4
Expedited Passenger Screening Program												48	48
Expedited Passenger Screening Program - TSA Application Program												4	4
Expedited Passenger Screening Program - TSA PreCheck												43	43
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Patdown												2	2
Patdown - Flyer												2	2
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
Screening												3	3
Screening - Procedures/Process												3	3
2022	77	111	115	101	121	200	154	170	141	125	147	146	1,608
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Airline		1					1	2			1		5
Airline - Lost Baggage								1					1
Airline - Policy/Regulations/Service		1					1	1			1		4
Civil Rights	2	3	2	3	1	1	2	6		3	2		25
Civil Rights - Age								1					1
Civil Rights - Constitutional Rights										1			1
Civil Rights - National Origin							1						1
Civil Rights - Profiling								1					1
Civil Rights - Race						1		2		2	2		7
Civil Rights - Racial Profiling or Discrimination	1	2	2		1								6
Civil Rights - Sex/Gender/Gender Identity	1	1		1				2					5
Civil Rights - Transgender Screening				2			1						3
Customer Service	4	10	16	10	7	11	10	5	8	7	6	11	105
Customer Service - TSO	4	10	16	10	7	11	10	5	8	7	6	11	105
Expedited Passenger Screening Program	56	83	86	75	86	162	122	133	110	96	114	121	1,244
Expedited Passenger Screening Program - Active Duty Military						1	2						3
Expedited Passenger Screening Program - DoD						1					1	1	3
Expedited Passenger Screening Program	5	8	8	1	4	4	3	5	2	5	5	9	59
Expedited Passenger Screening Program	51	75	78	74	82	155	117	127	107	91	106	111	1,174
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1		1	1		2		5
Locks	1				1	3		2				1	8
Locks - General	1												1
Locks - Missing or Damaged Lock					1	3		2				1	7
Lost and Found		1			1								2
Lost and Found - Airport/TSA		1			1								2
Mishandling of Passenger Property	2			3	6	4		2	2	1	4	2	26
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								2	1		2	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	2			1	5	3				1	2	1	15
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage			2			1			1				4
No Jurisdiction	1				1	1		1			1	1	6
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP					1	1		1					3
No Jurisdiction - Refer to Other											1	1	2
Patdown	2	2	2	2		4	3	1	1	3	3	4	27
Patdown - Children						1							1
Patdown - Flyer	2	2	2	2		3	3	1	1	3	3	4	26
Persons w/ Disabilities (PWD)	2		1	1	4	3	3	2	1	2	2		21
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment						2							2
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Medical Equipment	1				1					1			3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Prostheses	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	1		5
Prohibited & Permitted Items		2											2
Prohibited & Permitted Items - Lighters/Matches		1											1
Prohibited & Permitted Items - Liquids/Gels/Aerosols		1											1
Property - Special Handling	3	3	3	2	2	5	3	6	6	7	3	1	44
Property - Special Handling - Damaged Items - Checked	2	1	1				1	2	2	3	2		14
Property - Special Handling - Damaged Items - Carry-On	1	1		1		3	1	3	2	1	1		14
Property - Special Handling - Missing Items - Carry-On				1	2		1	1	1	2		1	9
Property - Special Handling - Missing Items - Checked		1	2			2			1	1			7
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	4	6	5	5	11	5	10	10	12	6	10	5	89
Screening - Children							1						1
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency		2	2	1			3	2			1	2	13
Screening - Lengthy Lines							1	1				1	3
Screening - Procedures/Process	4	4	3	3	10	4	3	7	11	6	8	2	65
Screening - Retrieving Abandoned/Confiscated Items				1	1	1	2				1		6
TWIC									1			1	2
TWIC - General											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
2023 TWIC - Status									1				1
Additional Information Required/Insufficient Information	132	157	154	172	155	153	167	185	160	142	125		1,702
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		5	1	2	1	2	1	2	3	2	3		22
Civil Rights - National Origin											1		1
Civil Rights - Profiling									1				1
Civil Rights - Race		3	1		1		1	1	2	2			11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		2		2		1		1					6
Civil Rights - Sexual Orientation - Not Transgender						1							1
Civil Rights - Transgender Screening											2		2
Customer Service	5	11	9	12	10	8	10	10	9	12	5		101
Customer Service - Others			1							1			2
Customer Service - TSO	5	11	8	12	10	8	10	10	9	11	5		99
DHS TRIP										1			1
DHS TRIP - General										1			1
Expedited Passenger Screening Program	108	128	121	124	126	122	134	149	124	99	98		1,333
Expedited Passenger Screening Program - Active Duty		1											1
Expedited Passenger Screening Program - DoD		1	2	1				1			1		6
Expedited Passenger Screening Program - Other	6	4	1	2	4	2	5	1	3	2	3		33
Expedited Passenger Screening Program - TSO	102	122	118	121	122	120	129	147	121	97	94		1,293
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					2	2	1	3				9
Locks - Missing or Damaged Lock	1					2	2	1	3				9
Mishandling of Passenger Property	4	1		5	2	1	3	2	1	4			23
Mishandling of Passenger Property - Damaged	2			1				1		1			5
Mishandling of Passenger Property - Damaged - Checked	2	1		3	2	1	2	1	1	3			16
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1			1						2
No Jurisdiction	1		1	1	1	2			2	2	1		11
No Jurisdiction - No Referral						1							1
No Jurisdiction - Refer to CBP	1				1				2	2	1		7
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	6	1	6	5	3	3	2	2	4	7	1		40
Patdown - Children								1		2			3
Patdown - Flyer	6	1	6	4	2	3	2	1	3	4	1		33
Patdown - Flyer as Observer				1	1				1	1			4
Persons w/ Disabilities (PWD)		3	4	6	4	4	2	3	3	5	2		36
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				1			1		4
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medical Devices - At		1	2										3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					2		1	2	1	2			8
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			2	1	1	1			1				6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1			1								2
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				3		2	1						6
Property - Special Handling	3	2	1	7		3	4	4	2		5		31
Property - Special Handling - Damaged Items	2	1		1			1	1			1		7
Property - Special Handling - Damaged Items - Checked				2		1	1	2	1		2		9
Property - Special Handling - Missing Items - Carry-on		1		1		2	1		1				6
Property - Special Handling - Missing Items - Checked	1		1	3			1	1			2		9
Screening	4	5	10	9	7	6	9	10	9	9	8		86
Screening - Children	1			1									2
Screening - Crew Member or Airline Employee				1							2		3
Screening - Inconsistency	1		1	4	3		1	3	2	1	1		17
Screening - Lengthy Lines		2		1						1	1		5
Screening - Military			1										1
Screening - Procedures/Process	2	2	7	2	4	5	8	7	7	7	4		55
Screening - Retrieving Abandoned/Confiscated Items		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
TRI	5	4	2	7	4	7	5	7	7	9	2	5	64
2021												1	1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Checked													1
2022	1	1	1	1	1	5	2	4	3	4	1	4	28
Expedited Passenger Screening Program		1		1	1	4	2	3	2	2		4	20
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program - TSA PreCheck				1	1	4	2	3	2	2		4	19
Mishandling of Passenger Property	1										1		2
Mishandling of Passenger Property - Dam	1										1		2
Property - Special Handling			1			1		1		1			4
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Carry-On			1					1					2
Property - Special Handling - Missing Items - Checked						1							1
Screening									1	1			2
Screening - Procedures/Process									1	1			2
2023	4	3	1	6	3	2	3	3	4	5	1		35
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Customer Service							1	1					2
Customer Service - Others								1					1
Customer Service - TSO							1						1
DHS TRIP		1											1
DHS TRIP - General		1											1
Expedited Passenger Screening Program	2	1		5	3	2	2	2	1	4			22
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	2	1		4	3	2	2	2	1	4			21
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 Other										1			1
Property - Special Handling	1								1				2
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged It	1												1
Screening			1	1					1				3
Screening - Inconsistency			1	1									2
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
TTN	8	14	13	15	12	12	22	19	10	6	10	5	146
2021												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
2022	1	9	6	4	3	6	16	10	7	2	4	4	72
Airline								1					1
Airline - Lost Baggage								1					1
Customer Service	1	1	1		1							1	5
Customer Service - TSO	1	1	1		1							1	5
Expedited Passenger Screening Program		8	5	4	2	6	15	7	7	2	4	2	62
Expedited Passenger Screening Program - DoD		1						1					2
Expedited Passenger Screening Program - TSA Application Program						1		1			1		3
Expedited Passenger Screening Program - TSA PreC		7	5	4	2	5	15	5	7	2	3	2	57
No Jurisdiction								1					1
No Jurisdiction - Refer to Other								1					1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening							1	1					2
Screening - Children							1						1
Screening - Procedures/Process								1					1
2023	7	5	7	11	9	6	6	9	3	4	6		73
Customer Service	2		2	2			1			1	1		9
Customer Service - TSO	2		2	2			1			1	1		9
Expedited Passenger Screening Program	4	5	5	9	9	5	3	7	2	2	5		56
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	4	4	5	9	9	5	3	7	2	2	5		55
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					2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Carry-On									1				1
Screening	1					1		1					3
Screening - Lengthy Lines	1					1							2
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
TUL	35	29	35	44	31	38	25	33	37	46	34	38	425
2021												18	18
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												8	8
Expedited Passenger Screening Program - TSA PreCheck												8	8
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												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--Checked Baggage												1	1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
Screening												5	5
Screening - Inconsistency												1	1
Screening - Procedures/Process												4	4
2022	11	10	13	22	11	16	13	14	11	23	13	20	177
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights		2				1		1		1	1	1	7
Civil Rights - National Origin												1	1
Civil Rights - Perceived Religion		1						1					2
Civil Rights - Race										1	1		2
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service	1	1	2	4	1	1		1	1	3		2	17
Customer Service - TSO	1	1	2	4	1	1		1	1	3		2	17
Expedited Passenger Screening Program	8	7	11	15	4	10	11	9	10	16	11	15	127
Expedited Passenger Screening Program - TSA Appl		2							3		1		6
Expedited Passenger Screening Program	8	5	11	15	4	10	11	9	7	16	10	15	121
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					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
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				2	1	2	2	1		1			9
Property - Special Handling - Damaged Items - Carry-On							1	1					2
Property - Special Handling - Missing Items - Carry-On				1	1	2	1						5
Property - Special Handling - Missing Items - Checked				1						1			2
Screening	1			1	3	1		1		2	1		10
Screening - Inconsistency					1	1				1			3
Screening - Procedures/Process	1			1	2			1		1	1		7
2023	24	19	22	22	20	22	12	19	26	23	21		230
Civil Rights	1	1	1				1		1				5
Civil Rights - Race	1	1	1				1						4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Claims									1				1
Claims - General									1				1
Customer Service	2		1			2	2		1		1		9
Customer Service - TSO	2		1			2	2		1		1		9
Expedited Passenger Screening Program	16	17	16	12	17	18	7	15	18	18	13		167
Expedited Passenger Screening Program	1							3					4
Expedited Passenger Screening Program	15	17	16	12	17	18	7	12	18	18	13		163
Mishandling of Passenger Property	1		1	2			1		1	1	1		8
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1		1	1			4
Mishandling of Passenger Property - Dam	1			2									3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown	2			3				2		2			9
Patdown - Flyer	2			2				2		2			8
Patdown - General				1									1
Persons w/ Disabilities (PWD)	1	1							1	1	1		5
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Carry-On									1				1
Screening	1		3	5	3	2	1	2	2	1	5		25
Screening - Crew Member or Airline Employee			1	1									2
Screening - Inconsistency					1				1		1		3
Screening - Procedures/Process	1		2	2	2	2	1	2	1	1	4		18
Screening - Retrieving Abandoned/Confiscated Items				2									2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TUS	35	36	31	33	32	63	61	44	38	37	37	24	471
2021												7	7
Expedited Passenger Screening Program													5
Expedited Passenger Screening Program - TSA PreCheck													5
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies													1
Screening													1
Screening - Procedures/Process													1
2022	9	13	12	12	16	32	34	21	20	18	19	17	223
Civil Rights				1			2						3
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service	1	2	1	1	3	5	1	1		4			19
Customer Service - TSO	1	2	1	1	3	5	1	1		4			19
Expedited Passenger Screening Program	6	9	10	10	12	22	27	14	17	12	14	14	167
Expedited Passenger Screening Program - DoD		2				2							4
Expedited Passenger Screening Program - TSA Application Prog			1			2	1		2	1		1	8
Expedited Passenger Screening Program	6	7	9	9	12	18	26	14	15	11	14	13	154
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1									1
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Mishandling of Passenger Property			1					4	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								3			1	1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1									1	2
No Jurisdiction		1											1
No Jurisdiction - Refer to Other		1											1
Patdown		1					2	1		2	2		8
Patdown - Children								1					1
Patdown - Flyer		1								2	2		7
Persons w/ Disabilities (PWD)							1					1	2
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Property - Special Handling						3			1				4
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked						2							2
Screening	2					2	1	1	1		1		8
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	2					1	1	1	1		1		7
2023	26	23	19	21	16	31	27	23	18	19	18		241
Civil Rights		1				2		2					5
Civil Rights - Constitutional Rights						1							1
Civil Rights - Race		1						1					2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Civil Rights - Transgender Screening								1					1
Customer Service			2	2	2	1	2			3			12
Customer Service - TSO			2	2	2	1	2			3			12
Expedited Passenger Screening Program	22	19	16	18	11	23	20	20	13	13	17		192
Expedited Passenger Screening Program - Active Duty Military											1		1
Expedited Passenger Screening Program	2					1							3
Expedited Passenger Screening Program	20	19	16	18	11	22	20	20	13	13	16		188
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
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction							1						1
No Jurisdiction - Refer to Other							1						1
Patdown	1	1			1	2		1					6
Patdown - Flyer	1	1			1	1		1					5
Patdown - Flyer as Observer						1							1
Property - Special Handling	1	1			1	1			2	1			7
Property - Special Handling - Damaged Items - Carry-On					1					1			2
Property - Special Handling - Damaged Items - Check		1							2				3
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items	1												1
Screening	1	1	1	1	1	2	3		2	2	1		15
Screening - Inconsistency				1						1			2
Screening - Procedures/Process	1	1	1		1	2	3		2	1	1		13

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TVC	11	2	4	14	6	11	10	4	8	9	13	19	111
2021												9	9
Expedited Passenger Screening Program												8	8
Expedited Passenger Screening Program - TSA PreCheck												8	8
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
2022	3		2	5	4	6	8	4	2	3	7	10	54
Customer Service	1						1						2
Customer Service - TSO	1						1						2
Expedited Passenger Screening Program	2		2	5	3	5	6	3	1	3	6	8	44
Expedited Passenger Screening Program - TSA Application Program				1				1					2
Expedited Passenger Screening Program	2		2	4	3	5	6	2	1	3	6	8	42
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 - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Screening					1				1		1	1	4
Screening - Procedures/Process					1				1		1	1	4
2023	8	2	2	9	2	5	2		6	6	6		48
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Expedited Passenger Screening Program	7	2	2	8	2	5	1		5	4	4		40
Expedited Passenger Screening Program	7	2	2	8	2	5	1		5	4	4		40
Patdown	1									1	1		3
Patdown - Flyer	1									1	1		3
Persons w/ Disabilities (PWD)				1							1		2
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Screening										1			1
Screening - Procedures/Process										1			1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TWF	1	1	1	1	1								5
2022	1	1	1	1									4
Customer Service			1										1
Customer Service - Others			1										1
Expedited Passenger Screening Program	1			1									2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Screening		1											1
Screening - Procedures/Process		1											1
2023						1							1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TXK	1	1		1	2	3	1			1			10
2022	1				1	2							4
Expedited Passenger Screening Program					1	2							3
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreCheck					1	1							2
Patdown	1												1
Patdown - Flyer	1												1
2023		1		1	1	1	1			1			6
Expedited Passenger Screening Program		1		1									2
Expedited Passenger Screening Program - TSA PreC		1		1									2
No Jurisdiction						1							1
No Jurisdiction - Refer to Other						1							1
Screening					1		1			1			3
Screening - Procedures/Process					1		1			1			3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TYR	1	5	5	1	5	2	2	2	1	2	2		28
2022	1	3	3	1	2			1	1				12
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program			1	1	2				1				6
Expedited Passenger Screening Program - TSA PreC			1	1	2				1				6
Patdown			1										1
Patdown - Flyer			1										1
Screening	1	1	1					1					4
Screening - Crew Member or Airline Employee			1										1
Screening - Procedures/Process	1	1						1					3
2023		2	2		3	2	2	1		2	2		16
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service		1			1								2
Customer Service - TSO		1			1								2
Expedited Passenger Screening Program			1		1		1			2	1		6
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA PreCheck					1		1			2	1		5
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) - Medically Necessary Medication and Medical Supplies								1					1
Screening		1			1	1					1		4
Screening - Procedures/Process		1			1	1					1		4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TYS	34	31	27	19	22	43	24	36	39	47	34	20	376
2021												7	7
Expedited Passenger Screening Program												6	6
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												5	5
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Carry-On												1	1
2022	12	11	10	7	5	22	15	20	24	20	19	13	178
Airline								1					1
Airline - Lost Baggage								1					1
Civil Rights				1			1						2
Civil Rights - Race							1						1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	3	2				1			2		2		10
Customer Service - TSO	3	2				1			2		2		10
Expedited Passenger Screening Program	6	5	9	6	4	17	10	18	21	17	15	10	138
Expedited Passenger Screening Program - TSA Application Program						1			1			1	3
Expedited Passenger Screening Program	6	5	9	6	4	16	10	18	20	17	15	9	135
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						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/Missin		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1				1	2
No Jurisdiction											1		1
No Jurisdiction - Refer to CBP											1		1
Patdown		1				1							2
Patdown - Flyer						1							1
Patdown - General		1											1
Persons w/ Disabilities (PWD)			1				2			1			4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	2											1	3
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items	1												1
Screening	1	2			1	2	2		1	1	1	1	12
Screening - Crew Member or Airline Employee							1			1			2
Screening - Inconsistency						1			1				2
Screening - Lengthy Lines												1	1
Screening - Procedures/Process	1	2			1	1	1						6
Screening - Retrieving Abandoned/Confiscated Items											1		1
2023	22	20	17	12	17	21	9	16	15	27	15		191
Civil Rights						2			1				3
Civil Rights - Race						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Civil Rights - Transgender Screening						1							1
Customer Service		1	2		1	1		2	2	5	1		15
Customer Service - TSO		1	2		1	1		2	2	5	1		15
Expedited Passenger Screening Program	21	15	12	10	13	16	9	12	12	16	14		150
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Application Program						1		1					2
Expedited Passenger Screening Program	21	14	12	10	13	15	9	10	12	16	14		146
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
Patdown					1	1				1			3
Patdown - Flyer					1	1				1			3
Persons w/ Disabilities (PWD)			1	1				1		2			5
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
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										2			2
Property - Special Handling		2	1	1									4
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-C		1	1										2
Property - Special Handling - Missing Items - Checke		1											1
Screening		1	1		2	1		1		2			8
Screening - Inconsistency			1			1				1			3
Screening - Procedures/Process		1			2			1		1			5

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
UIN				1									1
2023				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
UNV	3	3	2	2	9	3	3	6	2	3	2	2	40
2022	2	3		2	1	1		3	1		2	2	17
Customer Service	1	1									1		3
Customer Service - TSO	1	1									1		3
Expedited Passenger Screening Program	1	2		2	1	1		3	1		1	2	14
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	1	1		2	1	1		3	1		1	2	13
2023	1		2		8	2	3	3	1	3			23
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	1		1		6	2	3	3	1	2			19
Expedited Passenger Screening Program	1		1		6	2	3	3	1	2			19
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Screening					1					1			2
Screening - Inconsistency										1			1
Screening - Procedures/Process					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VCT	2			1		2	1				2	1	9
2022	1					1	1				2	1	6
Expedited Passenger Screening Program						1					1		2
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
TWIC		1											1
TWIC - General		1											1
2023	1			1		1							3
Expedited Passenger Screening Program	1			1		1							3
Expedited Passenger Screening Program	1			1		1							3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VEL			1			1		1					3
2022			1					1					2
Customer Service								1					1
Customer Service - TSO								1					1
Screening			1										1
Screening - Children			1										1
2023						1							1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Carry-On						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VLD	1	1	2		6	1			2	2	3	1	19
2021												1	1
Patdown												1	1
Patdown - Flyer												1	1
2022	1	1	1		4				1	2	2		12
Civil Rights						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program		1			2					1	1		5
Expedited Passenger Screening Program - TSA PreC		1			2					1	1		5
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) - General										1			1
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
2023			1		2	1			1		1		6
Expedited Passenger Screening Program					1	1			1		1		4
Expedited Passenger Screening Program - TSA PreCheck					1	1			1		1		4
Patdown			1		1								2
Patdown - Flyer			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
VPS	22	18	12	16	13	23	30	30	37	22	27	28	278
2021												7	7
Customer Service													1
Customer Service - TSO													1
Expedited Passenger Screening Program													3
Expedited Passenger Screening Program - TSA PreCheck													3
Hazardous Materials Safety													1
Hazardous Materials Safety - General													1
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Autism Spectrum													1
2022	7	4	6	11	7	10	16	9	26	10	15	21	142
Civil Rights	1												3
Civil Rights - Race													2
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service	1		2	1		2	3	2	5	3	4		23
Customer Service - Others			1			1							2
Customer Service - TSO	1		1	1		1	3	2	5	3	4		21
Expedited Passenger Screening Program	2	1	3	7	5	7	10	3	15	6	5	14	78
Expedited Passenger Screening Program - DoD													1
Expedited Passenger Screening Program - TSA Application Program				1	1		2						5
Expedited Passenger Screening Program	2	1	3	6	4	7	8	3	15	6	5	12	72
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property		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
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown	1								1	1			3
Patdown - Flyer	1								1	1			3
Persons w/ Disabilities (PWD)								1	1		2		4
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1		1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1			1		2
Property - Special Handling	2						2					1	5
Property - Special Handling - Damaged Items	2						1						3
Property - Special Handling - Missing Items - Carry-On							1					1	2
Screening		2	1	3	2	1	1	2	4		4	1	21
Screening - Inconsistency		1											1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process		1		3	1	1	1	2	4		3	1	17
Screening - Retrieving Abandoned/Confiscated Items			1		1								2
2023	15	14	6	5	6	13	14	21	11	12	12		129
Civil Rights							1		1				2
Civil Rights - Age									1				1
Civil Rights - Constitutional Rights							1						1
Customer Service	3	2			1	3	1	4	3	3	1		21
Customer Service - CSM							1						1
Customer Service - Others						1							1
Customer Service - TSO	3	2			1	2		4	3	3	1		19
Expedited Passenger Screening Program	9	7	5	3	3	8	9	15	5	6	9		79
Expedited Passenger Screening Program - TSA Appl	9	1											1
Expedited Passenger Screening Program	9	6	5	3	3	8	9	15	5	6	9		78
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		1					1	1			1		4
Patdown	1	1			1	1		1	1	1	1		8
Patdown - Children										1			1
Patdown - Flyer	1	1			1	1		1	1		1		7
Persons w/ Disabilities (PWD)		1		1						1			3
Persons w/ Disabilities (PWD) - Medically Necessary		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
Property - Special Handling - Damaged Items - Checked		1											1
Screening	2	1	1	1	1	1	1		1	1			10
Screening - Crew Member or Airline Employee			1										1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2	1		1		1	1		1	1			8

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VRB									1	1	2		4
2022										1			1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
2023									1		2		3
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Expedited Passenger Screening Program									1		1		2
Expedited Passenger Screening Program - TSA PreCheck									1		1		2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
WRG	1	1				1						3	6
2021												3	3
Customer Service												2	2
Customer Service - TSO												2	2
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022	1	1				1							3
Expedited Passenger Screening Program			1				1						2
Expedited Passenger Screening Program - TSA PreC			1				1						2
Property - Special Handling		1											1
Property - Special Handling - Missing Item		1											1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
XNA	30	27	20	15	23	37	32	25	19	23	30	16	297
2021												8	8
Expedited Passenger Screening Program												6	6
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												5	5
Screening												2	2
Screening - Lengthy Lines												2	2
2022	10	10	7	7	9	13	16	13	9	14	16	8	132
Airline							1				1		2
Airline - Lost Baggage											1		1
Airline - Policy/Regulations/Service							1						1
Civil Rights				1		2							3
Civil Rights - Age				1									1
Civil Rights - Race						2							2
Customer Service	2	1	1	1		1	2		1	1			10
Customer Service - TSO	2	1	1	1		1	2		1	1			10
Expedited Passenger Screening Program	7	9	5	5	6	10	10	12	6	12	14	7	103
Expedited Passenger Screening Program - TSA Application Program						1		1			2	1	5
Expedited Passenger Screening Program	7	9	5	5	6	8	10	11	6	12	12	6	97
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1							1
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						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
Patdown	1							1					2
Patdown - Flyer	1							1					2
Persons w/ Disabilities (PWD)					1				1				2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Property - Special Handling					1					1			2
Property - Special Handling - Missing Items - Carry-On					1					1			2
Screening							3		1		1		5
Screening - Children											1		1
Screening - Lengthy Lines									1				1
Screening - Procedures/Process							3						3
2023	20	17	13	8	14	24	16	12	10	9	14		157
Civil Rights			2					1					3
Civil Rights - Civil Rights Violation (TSA Employee)								1					1
Civil Rights - Race			2										2
Customer Service					3		1				2		6
Customer Service - TSO					3		1				2		6
Expedited Passenger Screening Program	19	15	11	7	9	23	12	11	10	6	12		135
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Appl		2				1			1	1	1		6
Expedited Passenger Screening Program	19	12	11	7	9	22	12	11	9	5	11		128
Locks										1			1
Locks - Missing or Damaged Lock										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
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening		1		1	2	1	2						7
Screening - Inconsistency							1						1
Screening - Procedures/Process		1		1	2	1	1						6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
XWA	2	1	1	2	1	3	1	3	2	1	5	3	25
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022	1		1			2		2		1	1	2	10
Expedited Passenger Screening Program			1			2		1		1	1	1	7
Expedited Passenger Screening Program - TSA PreCheck			1			2		1		1	1	1	7
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling		1											1
Property - Special Handling - Missing Item		1											1
2023	1	1		2	1	1	1	1	2		4		14
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program		1		2		1		1	2		3		10
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreC		1		2		1		1	2		2		9
Patdown											1		1
Patdown - Flyer											1		1
Screening					1		1						2
Screening - Procedures/Process							1						1
Screening - Retrieving Abandoned/Confiscated Items					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
YAK	2	1		1			1	2	1			2	10
2021												2	2
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	2			1			1	2					6
Expedited Passenger Screening Program	2			1									3
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program - TSA PreCheck				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
Screening								1					1
Screening - Procedures/Process								1					1
2023		1							1				2
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreC		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
YKM	1	3	1	2	2	2	1	2	1		2		17
2022	1	3	1	1	2	1	1	1			2		13
Expedited Passenger Screening Program	1	3	1	1	1		1	1			1		10
Expedited Passenger Screening Program	1	3	1	1	1		1	1			1		10
Notice of Violation/Civil Penalties											1		1
Notice of Violation/Civil Penalties - General											1		1
Patdown					1								1
Patdown - Flyer					1								1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
2023				1		1		1	1				4
Expedited Passenger Screening Program				1		1		1	1				4
Expedited Passenger Screening Program - TSA PreCheck				1		1		1	1				4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
z None z	9,331	10,143	8,383	6,255	6,671	9,231	7,505	7,886	7,377	7,283	8,475	6,818	95,358
2021												2,765	2,765
Additional Information Required/Insufficient Information												4	4
Additional Information Required/Insufficient Information - EMAIL ONLY												4	4
Airline												6	6
Airline - Policy/Regulations/Service												4	4
Airline - Wheelchair Assistance												2	2
Call Disconnect/Dropped/Wrong Number												2	2
Call Disconnect/Dropped/Wrong Number - General												2	2
Civil Rights												7	7
Civil Rights - Constitutional Rights												2	2
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Civil Rights - Sexual Orientation - Not Transgender												1	1
Civil Rights - Transgender Screening												1	1
Claims												4	4
Claims - General												3	3
Claims - Status												1	1
Customer Service												13	13
Customer Service - Others												5	5
Customer Service - TCC												4	4
Customer Service - TSO												4	4
DHS TRIP												3	3
DHS TRIP - General												3	3
Duplicate E-mail												1	1
Duplicate E-mail - General												1	1
Expedited Passenger Screening Program												2,637	2,637
Expedited Passenger Screening Program - Active Duty Military												2	2
Expedited Passenger Screening Program - DoD												19	19
Expedited Passenger Screening Program - Known Crew Member												5	5
Expedited Passenger Screening Program - TSA Application Program												963	963
Expedited Passenger Screening Program - TSA PreCheck												1,631	1,631
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												17	17
Federal Air Marshall Service (FAMS)												1	1
Federal Air Marshall Service (FAMS) - General												1	1
Hazardous Materials Safety												2	2
Hazardous Materials Safety - General												2	2
Human Capital												5	5
Human Capital - Current Employee												1	1
Human Capital - Prospective Employment with TSA												4	4
Identification (ID) Requirements												4	4
Identification (ID) Requirements - Domestic												4	4
Intranet/Internet Inquiries												2	2
Intranet/Internet Inquiries - General												2	2
Locks												3	3
Locks - Missing or Damaged Lock												3	3
Lost and Found												2	2
Lost and Found - Airport/TSA												2	2
Mishandling of Passenger Property												11	11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												3	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												7	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
No Jurisdiction												21	21
No Jurisdiction - No Referral												1	1
No Jurisdiction - Refer to Other												20	20
No Subject												1	1
No Subject - General												1	1
Notice of Violation/Civil Penalties												1	1
Notice of Violation/Civil Penalties - General												1	1
Patdown												2	2
Patdown - Flyer												2	2
Persons w/ Disabilities (PWD)												3	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Service Animals												1	1
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Prohibited & Permitted Items												6	6
Prohibited & Permitted Items - Alcohol and Tobacco												1	1
Prohibited & Permitted Items - Electronic Devices												2	2
Prohibited & Permitted Items - Firearm/Ammunition												1	1
Prohibited & Permitted Items - Food/Beverages												2	2
Property - Special Handling												8	8
Property - Special Handling - Damaged Items - Carry-On												2	2
Property - Special Handling - Damaged Items - Checked												3	3
Property - Special Handling - Missing Items - Carry-On												2	2
Property - Special Handling - Missing Items - Checked												1	1
Request for Assistance												1	1
Request for Assistance - Non-Persons w/ Disabilities (PWD)												1	1
Screening												11	11
Screening - Procedures/Process												11	11
TWIC												4	4
TWIC - General												4	4
2022	5,741	6,368	5,132	2,756	3,382	5,380	4,207	4,217	3,384	3,248	4,078	4,053	51,946
Additional Information Required/Insufficient Information	8	12	3		2	7	1	2	2	6	2	15	60
Additional Information Required/Insufficient Information - General	8	12	3		2	7	1	2	2	6	2	15	60
Advanced Imaging Technology (AIT)											1		1

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Advanced Imaging Technology (AIT) - General											1		1
Airline	17	9	20	13	15	17	15	13	20	6	12	16	173
Airline - Baggage Requirements					2			1					3
Airline - Lost Baggage	2		2	2	5	4	2	2	6	3	2	1	31
Airline - Policy/Regulations/Service	14	8	17	10	8	10	11	9	13	3	9	13	125
Airline - Wheelchair Assistance	1	1	1	1		3	2	1	1		1	2	14
Animals			1						1				2
Animals - Carry-On			1						1				2
Business, Suggestions, and Ideas	1	1	1									1	4
Business, Suggestions, and Ideas - General	1	1	1									1	4
Call Disconnect/Dropped/Wrong Number		2	1										3
Call Disconnect/Dropped/Wrong Number - General		2	1										3
Cargo	1				2	2	2					3	10
Cargo - Indirect Air Carrier (IAC)	1				2	1	1					2	7
Cargo - Known Shipper						1	1					1	3
Civil Rights	2	2	5	1	4	4	1	4				1	24
Civil Rights - Civil Rights Violation (TSA Employee)		1	1					1					3
Civil Rights - Constitutional Rights					2	2							4
Civil Rights - Headwear			1										1
Civil Rights - Perceived Religion				1									1
Civil Rights - Race								3				1	4
Civil Rights - Racial Profiling or Discrimination	2		2		2								6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening		1				2							3
Claims	6	13	4	13	7	14	5	6	7	4	8	11	98
Claims - General	4	6	2	9	2	9	2	3	3	1	2	2	45
Claims - Status	2	7	2	4	5	5	3	3	4	3	6	9	53
Current Topic		1		1		1						2	5
Current Topic - Current Topic		1		1		1						2	5
Customer Service	17	38	35	12	21	20	9	12	15	11	14	10	214
Customer Service - CSM				1		1							2
Customer Service - Others	2	3	2	6	5	2	4	1	8	7	4	1	45
Customer Service - TCC	4	1	1	2	5	1		4	1	1	5	2	27
Customer Service - TSO	11	34	32	3	11	16	5	7	6	3	5	7	140
DHS TRIP	5	6	3	5	8	10	2	3	8	4	6	9	69
DHS TRIP - General	5	5	2	3	5	7	1	2	5	1	3	7	46
DHS TRIP - Status		1	1	2	3	3	1	1	3	3	3	2	23
Duplicate E-mail	4	5	6										15
Duplicate E-mail - General	4	5	6										15
Expedited Passenger Screening Program	5,467	5,953	4,697	2,502	3,104	4,939	3,988	3,987	3,118	3,025	3,805	3,842	48,427
Expedited Passenger Screening Program - Children 12 and Under	1	5	7	1	4	2	1	2		3	1	3	30
Expedited Passenger Screening Program - Children 12 and Under - General			1									1	3
Expedited Passenger Screening Program - Children 12 and Under - Status	42	54	62	22	38	45	28	31	28	28	32	40	450
Expedited Passenger Screening Program - General	2	2		2		1		1	1	1	1		11
Expedited Passenger Screening Program - Status	1			1		2			1				5
Expedited Passenger Screening Program - TSO	2,604	2,553	1,708	720	582	504	371	497	679	944	1,298	1,130	13,590
Expedited Passenger Screening Program - TSO - General	2,800	3,306	2,894	1,736	2,463	4,371	3,569	3,442	2,391	2,035	2,447	2,656	34,110
Expedited Passenger Screening Program - TSO - Status	17	32	25	20	17	14	19	14	18	14	26	12	228
Federal Flight Deck Officer (FFDO) Program	1												1
Federal Flight Deck Officer (FFDO) Program - General	1												1
Freedom of Information Act (FOIA)	2	1		1	2					1	1		8
Freedom of Information Act (FOIA) - General	2	1		1	2					1	1		8
General Aviation			1										1
General Aviation - Flight Training Security Program (FTSP)			1										1
Hazardous Materials Safety	5	4	7	7	8	5	5	9	5	6	9	4	74
Hazardous Materials Safety - General	5	4	7	7	8	5	5	9	5	6	9	4	74
HAZMAT Endorsement	5	3	11	11	14	16	10	13	19	25	34	12	173
HAZMAT Endorsement - General		2	1	3	7	6	4	2	2	2	1		30
HAZMAT Endorsement - Status	5	1	10	8	7	10	6	11	17	23	33	12	143
Human Capital	16	15	13	14	20	15	13	2	4	12	9	2	135
Human Capital - Current Employee			2	2			1						5
Human Capital - Employment Verification			1				2						3
Human Capital - Former Employee	2		2	1	4	3		1			1		14
Human Capital - Prospective Employment	12	15	8	11	16	12	10	1	3	11	8	2	109
Human Capital - TSA Background Check	2								1	1			4
Identification (ID) Requirements	12	25	28	25	23	50	10						173
Identification (ID) Requirements - Domestic	9	16	19	19	17	34	9						123
Identification (ID) Requirements - ID Match	1	4	6	1	4	4							20
Identification (ID) Requirements - International Travel		4	2	4	1	8	1						20
Identification (ID) Requirements - Minors Domestic			1		1	2							4
Identification (ID) Requirements - Real ID	2	1		1		2							6
Intranet/Internet Inquiries								2	1	2			5
Intranet/Internet Inquiries - General								2	1	2			5
Locks	1	4	4	2	6	4	4	1	2	3	2	1	34
Locks - General		1					1				1	1	4
Locks - Missing or Damaged Lock	1	3	4	2	6	4	3	1	2	3	1		30
Lost and Found	11	17	17	7	9	19	15	14	9	3	16	10	147
Lost and Found - Airport/TSA	11	17	17	7	9	19	15	14	9	3	16	10	147
Mishandling of Passenger Property	9	31	40	29	25	31	24	27	14	13	14	13	270
Mishandling of Passenger Property - Damaged	3	11	23	11	5	6	6	12	4	5	6	4	96
Mishandling of Passenger Property - Damaged/Missing Items--Unknown	5	20	15	16	17	22	18	12	9	7	8	8	157
Mishandling of Passenger Property - Damaged/Missing Items--Unknown - General			1	1				1		1			4
Mishandling of Passenger Property - Discrepancy	1		1	1	3	3		2	1			1	13
No Jurisdiction	71	79	71	49	46	81	28	39	38	39	48	18	607
No Jurisdiction - No Referral	6	5	6	5	6	18	13	12	9	5	11	5	101

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction - Refer to CBP	33	23	12	9	11	24	6	12	18	25	22	7	202
No Jurisdiction - Refer to Department of State	1	1	1	2		1		2	2	1	2	1	14
No Jurisdiction - Refer to FAA	2		1		1	1	1			1	2		9
No Jurisdiction - Refer to Other	29	50	51	33	28	37	8	13	9	7	11	5	281
No Subject	6	1	9	3			1	2	1		1		24
No Subject - General	6	1	9	3			1	2	1		1		24
Notice of Violation/Civil Penalties	4	8	7	9	15	22	1	6	6		8	2	88
Notice of Violation/Civil Penalties - General	4	8	7	9	15	22	1	6	6		8	2	88
Ombudsman		1					1	1		1			4
Ombudsman - General		1					1	1		1			4
Patdown		7	6		4	1	2	3	4	1	4	1	33
Patdown - Children									2				2
Patdown - Flyer			6		3		2	3	2	1	3	1	26
Patdown - General		2			1	1					1		5
Persons w/ Disabilities (PWD)	7	10	9	3	4	11	11	8	4	6	3	2	78
Persons w/ Disabilities (PWD) - Autism Spectrum	1		1			1	1	1		1			6
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental		1							1	1	1		4
Persons w/ Disabilities (PWD) - Diabetes		1	1			1		1					4
Persons w/ Disabilities (PWD) - Diapers/Garments/Devices		1				1							2
Persons w/ Disabilities (PWD) - General	1	2	1	1	1	2	2			1		1	12
Persons w/ Disabilities (PWD) - Internal Medical Devices	1					1							2
Persons w/ Disabilities (PWD) - Medical Equipment	1		1			1	1		1				5
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1	2		1	2	1	1				8
Persons w/ Disabilities (PWD) - Metal Implants	2	3	1		1	1	2						10
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			2				1	1		1	1	1	7
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1		1			2
Persons w/ Disabilities (PWD) - Respiratory	1					1			1				3
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		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					2	1	2	1		1			7
Persons w/ Disabilities (PWD) - Wounded Warrior								1					1
Prohibited & Permitted Items	11	12	11	7									41
Prohibited & Permitted Items - Alcohol and Tobacco	1	2	2										5
Prohibited & Permitted Items - Beauty & Grooming	2												2
Prohibited & Permitted Items - Breast Milk	1	1											2
Prohibited & Permitted Items - Chemical/Household Flammable		1											1
Prohibited & Permitted Items - Electronic Devices		1	3										4
Prohibited & Permitted Items - Firearm/Arms	1												1
Prohibited & Permitted Items - Food/Beverages	1	1	2	1									5
Prohibited & Permitted Items - General	2	2	2										6
Prohibited & Permitted Items - Knives/Tools/Razors/Scissors		1	1	1									3
Prohibited & Permitted Items - Lighters/Matches		1											1
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1									1
Prohibited & Permitted Items - Medication	1	1		2									4
Prohibited & Permitted Items - Remains	1												1
Prohibited & Permitted Items - Sporting Goods	1	1	1	2									5
Property - Special Handling	9	21	33	10	9	16	9	11	9	10	6	8	151
Property - Special Handling - Damaged Items	2	7	23	4	5	8	3	6	2	8	2	2	72
Property - Special Handling - Damaged Items (Lost)	1	2	4	2	1	1	1	5					17
Property - Special Handling - Missing Items	2	7	2	2		1	3		2	1	2	2	24
Property - Special Handling - Missing Items (Lost)	4	5	4	2	3	6	2		5	1	2	4	38
Request for Assistance			2			1		1					4
Request for Assistance - Non-Persons w/ Disabilities (PWD)			2										2
Request for Assistance - Other						1		1					2
Screening	33	64	73	22	18	79	34	22	33	24	23	23	448
Screening - Children		1		1					1				3
Screening - Crew Member or Airline Employee			1										1
Screening - Cruise Ships									1			1	2
Screening - Gate Pass				1									1
Screening - Inconsistency	3	15	7	2	1	3	1	3	3	2		1	41
Screening - International Screening		1	2	1	3			5		1	5	1	19
Screening - Lengthy Lines	1	5	8			3	1		1	2	1		22
Screening - Military		1											1
Screening - Opposite Gender		1				1			1				3
Screening - Procedures/Process	26	35	52	15	13	66	32	13	22	14	15	15	318
Screening - Rail		1			1								2
Screening - Retrieving Abandoned/Confiscated	3	4	1	1		5		1	3	4	2	3	27
Screening - Security Breach						1							1
Screening - Shoe Screening			1							1		1	3
Screening - Traveling with Cash			1	1					1			1	4
SIDA (Security Identification Display Area)						1					1		2
SIDA (Security Identification Display Area) - General						1					1		2
SPAM				1									1
SPAM - General				1									1
System Administrator				1									1
System Administrator - General				1									1
Transportation Security Operations Center			1	1									2
Transportation Security Operations Center - Refer to Airport			1	1									2
TSA Contact Information	1		1	1	3		1						7
TSA Contact Information - General	1		1	1	3		1						7
TWIC	9	23	12	6	13	14	15	29	64	46	51	47	329
TWIC - General	4	5	5	4	6	7	6	9	10	3	9	4	72
TWIC - Status	5	18	7	2	7	7	9	20	54	43	42	43	257
2023	3,590	3,775	3,251	3,499	3,289	3,851	3,298	3,669	3,993	4,035	4,397		40,647

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Additional Information Required/Insufficient Information	16	10	13	5	5	9	2	8	4	13	5		90
Additional Information Required/Insufficient Information - General	16	10	13	5	5	9	2	8	4	13	5		90
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - General											1		1
Airline	7	13	16	11	12	7	8	20	13	19	14		140
Airline - Baggage Requirements			1			1	1	1	1		1		6
Airline - Lost Baggage	1	2	6	2	1	1		1	2	4	1		21
Airline - Policy/Regulations/Service	6	9	8	8	11	5	5	15	9	10	7		93
Airline - Wheelchair Assistance		2	1	1			2	3	1	5	5		20
Business, Suggestions, and Ideas									1				1
Business, Suggestions, and Ideas - General									1				1
Cargo		1				4		2			1		8
Cargo - Indirect Air Carrier (IAC)		1						1					2
Cargo - Known Shipper						4		1			1		6
Civil Rights	2	1	1	5			1	5		4	4		23
Civil Rights - Age	1												1
Civil Rights - Civil Rights Violation (TSA Employee)							1	1		1			3
Civil Rights - Constitutional Rights				1									1
Civil Rights - Not Specified		1		2				1			1		5
Civil Rights - Race	1		1					2		1	2		7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1				1		1	1		4
Civil Rights - Transgender Screening				1						1			2
Claims	12	4	8		3	12	2	5	8	4	6		64
Claims - General	1	2	1		1	5	1	3	2		1		17
Claims - Status	11	2	7		2	7	1	2	6	4	5		47
Current Topic											1		1
Current Topic - Current Topic											1		1
Customer Service	10	13	13	10	9	13	13	17	9	10	12		129
Customer Service - CSM							1						1
Customer Service - Others	3	5	8	4	4	3	3	9	2	6	4		51
Customer Service - TCC	3	1		1	2	3	2		2	2	1		17
Customer Service - TSO	4	7	5	5	3	7	7	8	5	2	7		60
DHS TRIP	7	7	4	4	5	2	6	16	3	3	4		61
DHS TRIP - General	2	7	3	3	4	1	3	11	2	3	3		42
DHS TRIP - Status	5	1	1	1	1	1	3	5	1		1		19
Expedited Passenger Screening Program	3,385	3,577	3,057	3,315	3,120	3,639	3,100	3,411	3,774	3,803	4,129		38,310
Expedited Passenger Screening Program - Children Under 12	1	2	2	2	1	2		2					12
Expedited Passenger Screening Program - Children Under 12	21	37	31	22	30	45	33	27	39	27	33		345
Expedited Passenger Screening Program - Over 75								1					1
Expedited Passenger Screening Program - Over 75	916	945	686	435	430	432	326	413	511	460	548		6,102
Expedited Passenger Screening Program - Over 75	2,436	2,587	2,331	2,849	2,649	3,146	2,732	2,954	3,209	3,297	3,536		31,726
Expedited Passenger Screening Program - Over 75	11	6	7	5	10	14	8	14	14	17	12		118
Federal Air Marshall Service (FAMS)	1	1					1						3
Federal Air Marshall Service (FAMS) - General	1	1					1						3
Flying Armed								1					1
Flying Armed - General								1					1
Freedom of Information Act (FOIA)		2				1		1					4
Freedom of Information Act (FOIA) - General		2				1		1					4
Hazardous Materials Safety	5	3	5	5	7	5	4	3	3	4	6		50
Hazardous Materials Safety - General	5	3	5	5	7	5	4	3	3	4	6		50
HAZMAT Endorsement	10	8	14	7	8	10	5	7	9	12	11		101
HAZMAT Endorsement - General			1	1	3	2	2		1	1	2		13
HAZMAT Endorsement - Status	10	8	13	6	5	8	3	7	8	11	9		88
Human Capital	8	2	5	4	8	2	9	11	6	6	11		72
Human Capital - Employment Verification						1							1
Human Capital - Former Employee	1			1									2
Human Capital - Prospective Employment	7	2	5	3	7	1	9	11	6	6	11		68
Human Capital - TSA Background Check					1								1
Intranet/Internet Inquiries	1			2									3
Intranet/Internet Inquiries - General	1			2									3
Locks	3	3		3	2	4	2	2	2	3	1		25
Locks - General	1												1
Locks - Missing or Damaged Lock	2	3		3	2	4	2	2	2	3	1		24
Lost and Found	5	6	6	1	4	1	2	7	6	5	5		48
Lost and Found - Airport/TSA	5	6	6	1	4	1	2	7	6	5	5		48
Mishandling of Passenger Property	12	10	12	11	5	12	12	8	19	14	25		140
Mishandling of Passenger Property - Damaged/Missing		1	2			6	4	4	6	5	2		30
Mishandling of Passenger Property - Damaged/Missing	11	8	9	9	4	6	7	4	13	9	20		100
Mishandling of Passenger Property - Damaged/Missing	1	1		1							1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	1	1		1				2		6
No Jurisdiction	24	37	35	31	50	64	72	72	78	82	98		643
No Jurisdiction - No Referral	8	5	12	8	9	3	8	8	22	19	20		122
No Jurisdiction - Refer to CBP	8	16	19	16	34	50	50	51	42	51	60		397
No Jurisdiction - Refer to Department of State		2				1	2	2	2	1	2		12
No Jurisdiction - Refer to FAA	1				1		1	2	1		1		7
No Jurisdiction - Refer to Other	7	14	4	7	6	10	11	9	11	11	15		105
No Subject						1	3	1		1			6
No Subject - General						1	3	1		1			6
Notice of Violation/Civil Penalties	11	3	4	8	5	9	6	11	2	3	8		70
Notice of Violation/Civil Penalties - General	11	3	4	8	5	9	6	11	2	3	8		70
Patdown	1	3	1	1	2			1	2		1		12
Patdown - Flyer	1	3	1	1	2				2		1		11
Patdown - General								1					1
Persons w/ Disabilities (PWD)	1	3	3	9	4	4	2	6	8	8	5		53
Persons w/ Disabilities (PWD) - Autism Spectrum							1		1		1		3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developm		1						1		1			3
Persons w/ Disabilities (PWD) - Diabetes				1		1					1		3
Persons w/ Disabilities (PWD) - General				1	1			3	3				8
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 Necessary Medication			1	1	1			1	2	1	1		8
Persons w/ Disabilities (PWD) - Metal Imp		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) - Prosthesis/Amputees and Casts				3							1		4
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1				1			2
Persons w/ Disabilities (PWD) - Service Animals			1		1						1		3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1	1		2	2			7
Property - Special Handling	9	8	3	5	6	4	5	8	7	1	8		64
Property - Special Handling - Damaged Items	6	1			1	2		1	2				13
Property - Special Handling - Damaged Items - Checked	1					1	4	1	1		2		10
Property - Special Handling - Missing Items	2	1	1	3	1			1	2	1	3		15
Property - Special Handling - Missing Items	1	5	2	2	4	1	1	5	2		3		26
Request for Assistance			1			1	1		1	5	1		10
Request for Assistance - Other			1			1	1		1	5	1		10
Screening	25	32	31	35	20	28	21	33	31	21	30		307
Screening - Children								2					2
Screening - Crew Member or Airline Employee		1	4							1	1		7
Screening - Cruise Ships					1	1				1			3
Screening - Gate Pass						1	1		1	1			4
Screening - Inconsistency	5	4	1	10	2	10		3	3	1	2		41
Screening - International Screening	6	4	5	8	3	5	4	3	8	5	4		55
Screening - Lengthy Lines	1	1	2	1			3	3	3	2	2		18
Screening - Military											1		1
Screening - Opposite Gender								1					1
Screening - Procedures/Process	13	19	17	15	13	11	13	21	14	10	20		166
Screening - Retrieving Abandoned/Confiscated Items		2	1	1	1				2				7
Screening - Security Breach		1	1										2
SIDA (Security Identification Display Area)	1							1					2
SIDA (Security Identification Display Area)	1							1					2
TSA Contact Information		1											1
TSA Contact Information - General		1											1
TWIC	34	27	19	27	14	19	21	12	7	14	10		204
TWIC - General	5	2	3	9	4	12	6	2	1	7			51
TWIC - Status	29	25	16	18	10	7	15	10	6	7	10		153
Total	26,257	28,280	26,794	22,435	23,207	31,726	29,673	30,323	28,552	27,407	28,994	22,394	326,042