

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	31	12	18	16	20	18	33	18	25	13	19	33	256
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	9	16	138
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	15	9	12	10	13	8	15	7	7	8	6	12	122
Expedited Passenger Screening Program	1											1	2
Expedited Passenger Screening Program	1				1		3			1			6
Expedited Passenger Screening Program	13	9	12	10	12	8	12	7	7	7	6	11	114
Mishandling of Passenger Property							1					1	2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown					1	1					2		4
Patdown - Flyer					1	1					2		4
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	4
Screening - Inconsistency												1	1
Screening - Procedures/Process	1							1				1	3
2024	8												8
Expedited Passenger Screening Program	8												8
Expedited Passenger Screening Program	8												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
ABI	5	1	3	2	1	1	2	4	5	1	5	4	34
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	2	14
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	2	11
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA PreC		1	1	1		1		2		1	1	2	10
Patdown									1				1
Patdown - Flyer									1				1
2024	4												4
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	4												4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABQ	149	71	65	70	59	96	87	62	91	82	72	76	980
2022	36	37	28	38	38	65	58	37	53	43	29	35	497
Civil Rights		2			2	2	2	1		2			11
Civil Rights - Constitutional Rights										1			1
Civil Rights - National Origin							1						1
Civil Rights - Race						2				1			3
Civil Rights - Racial Profiling or 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	41	428
Civil Rights			1		1			2		2		1	7
Civil Rights - National Origin												1	1
Civil Rights - Race			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1			2		1			4
Civil Rights - Transgender Screening										1			1
Claims						1							1
Claims - Status						1							1
Customer Service	4	3	2	2	1	1	5		2	9	9	7	45
Customer Service - CSM							1						1
Customer Service - TSO	4	3	2	2	1	1	4		2	9	9	7	44
DHS TRIP												1	1
DHS TRIP - General												1	1
Expedited Passenger Screening Program	48	27	27	26	13	24	19	16	24	16	22	24	286
Expedited Passenger Screening Program - DoD		1			1								2
Expedited Passenger Screening Program	1	1	3	1		2				1	1	1	11
Expedited Passenger Screening Program	47	25	24	25	12	22	19	16	24	15	21	23	273
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	1	1	1	1		1	1		2	2	2	2	14
Mishandling of Passenger Property - Damaged/Missin		1				1	1		1		1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1	1	1	3
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	1	12
Patdown - Flyer	1				2	2	1	1	1	1	1	1	11
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)	1							1	5	3	1	1	12
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1

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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) - Ostomy/Ostomates												1	1
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	1	9
Property - Special Handling - Damaged Items	1			1				1					3
Property - Special Handling - Damaged Items - Checked		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	2	1	3	1	4	2	2	4	3	6	4	3	35
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	2	25
Screening - Retrieving Abandoned/Confiscated Items								1				1	2
2024	55												55
Customer Service	7												7
Customer Service - TSO	7												7
Expedited Passenger Screening Program	33												33
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	32												32
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	6												6
Mishandling of Passenger Property - Damaged	3												3
Mishandling of Passenger Property - Damaged	3												3
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - General	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Items	1												1
Screening	6												6
Screening - Inconsistency	1												1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	4												4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABR	4	2	3	4		2	2	1	2	2	2	2	26
2022	3	1	1			2	2	1		2		1	13
Expedited Passenger Screening Program	1					1	2	1		1		1	7
Expedited Passenger Screening Program	1					1	2	1		1		1	7
Locks			1										1
Locks - Missing or Damaged Lock			1										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	1	12
Civil Rights			1	1									2
Civil Rights - Race			1	1									2
Customer Service												1	1
Customer Service - TSO												1	1
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
2024	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
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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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ACK	2								3	4	16	2	27
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	1	13
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
Locks												1	1
Locks - Missing or Damaged Lock												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 - Damaged Items - Checked										1			1
2024	1												1
Customer Service	1												1
Customer Service - TSO	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	5	33
2022		1	3		3	1	2	1	3	2		2	18
Expedited Passenger Screening Program		1	3		3	1	2	1	2	1		2	16
Expedited Passenger Screening Program - TSA 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	3	15
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program	1	2			3	1			1	1		3	12
Expedited Passenger Screening Program	1	2			3	1			1	1		3	12
Screening											1		1
Screening - Procedures/Process											1		1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ACV	1	4	1	2	2	3	4	1		2	3	2	25
2022		2	1			2	2	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
2024		1											1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program		1											1

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ACY	27	10	17	8	10	12	15	15	13	11	11	9	158
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	4	75
Customer Service			1								1		2
Customer Service - TSO			1								1		2
Expedited Passenger Screening Program	8	4	9	4	5	7	6	6	6	3	2	1	61
Expedited Passenger Screening Program	1		2						2				5
Expedited Passenger Screening Program	7	4	7	4	5	7	6	6	4	3	2	1	56
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)	1										1		2
Persons w/ Disabilities (PWD) - Medically	1										1		2
Screening	1		1	1						1	2	2	8
Screening - Inconsistency												1	1
Screening - Procedures/Process	1		1	1						1	2	1	7
2024	12												12
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	10												10
Expedited Passenger Screening Program	10												10
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
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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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ADQ	1	1	3	1	1	1	3	2	1		2	2	18
2022		1	1					1	1		1	2	7
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity- Not 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
2024	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
AEX	6	1	2	3	4	5	1	6	1	3	1	1	34
2022	4	1	1	1	2	3		6	1	2	1		22
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Customer Service					1			2					3
Customer Service - TSO					1			2					3
Expedited Passenger Screening Program	1			1	1	2		3		2	1		11
Expedited Passenger Screening Program	1			1	1	2		3		2	1		11
Mishandling of Passenger Property								1					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		1	10
Civil Rights					1							1	2
Civil Rights - Race					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	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
2024	2												2
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	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
AGS	13	6	14	7	7	13	9	12	8	14	10	13	126
2022	2	1	11	3	3	7	4	6	4	2	6	11	60
Customer Service	1		1	1		1			1	1			6
Customer Service - TSO	1		1	1		1			1	1			6
Expedited Passenger Screening Program	1	1	5	2	2	4	2	5	3		5	8	38
Expedited Passenger Screening Program - Active 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	2	60
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service					1					1	1		3
Customer Service - TSO					1					1	1		3
Expedited Passenger Screening Program	5	4	3	2	3	5	4	4	3	10	3	2	48
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program	5	4	3	2	3	5	4	4	3	10	1	2	46
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - 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
2024	6												6
Expedited Passenger Screening Program	6												6
Expedited Passenger Screening Program	6												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
AIA												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
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

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
ALB	64	41	34	37	52	47	49	51	42	44	63	52	576
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		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	1							1		1			3
Property - Special Handling - Missing Items - Carry-On		1							1				2
Property - Special Handling - Missing Items	1					1					1		3
Screening	4		3	1	1	2	2		1	2		1	17
Screening - Inconsistency	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	27	307
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	2	1		1	1	1	1	4		1	1	2	15
Customer Service - Others								1					1
Customer Service - TSO	2	1		1	1	1	1	3		1	1	2	14
Expedited Passenger Screening Program	22	27	16	15	23	22	19	20	14	18	22	23	241
Expedited Passenger Screening Program	2	2	1	1							1		7
Expedited Passenger Screening Program	20	25	15	14	23	22	19	20	14	18	21	23	234
Locks				1						1			2
Locks - Missing or Damaged Lock				1						1			2
Mishandling of Passenger Property	1		1	1	1			1		1			6
Mishandling of Passenger Property - 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	1	7
Property - Special Handling - Damaged Items	1	1							1				3
Property - Special Handling - Missing Items - Carry-On											1	1	2
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
2024	15												15
Expedited Passenger Screening Program	13												13
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	11												11
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) - Prostheses	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
ALO	1			2	2	2							7
2022				2	1	1							4
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA 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

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
ALS	2		2		1				2	1	1		9
2022			1		1					1	1		4
Expedited Passenger Screening Program					1					1			2
Expedited Passenger Screening Program - TSA 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
2024	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
ALW	2	1	1		1		1	1	1		2	3	13
2022	1		1		1			1	1		1	2	8
Expedited Passenger Screening Program					1				1		1		3
Expedited Passenger Screening Program - TSA PreCheck					1				1		1		3
Property - Special Handling	1							1					2
Property - Special Handling - Missing Item	1							1					2
Screening			1									2	3
Screening - Procedures/Process			1									2	3
2023		1					1				1	1	4
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
2024	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
AMA	13	6	4	3	4	16	7	5	6	4	6	13	87
2022		3	2		2	6	4	2	3	1	2	7	32
Customer Service			1					1	1				3
Customer Service - TSO			1					1	1				3
Expedited Passenger Screening Program		3	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	6	50
Customer Service						3					2		5
Customer Service - TSO						3					2		5
Expedited Passenger Screening Program	7	2		2	2	1	1	2	3	1		6	27
Expedited Passenger Screening Program	1								1				2
Expedited Passenger Screening Program	6	2		2	2	1	1	2	2	1		6	25
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1		1							1			3
Mishandling of Passenger Property - Dam	1		1							1			3
Patdown		1	1					1					3
Patdown - Flyer		1	1					1					3
Property - Special Handling				1			1			1	1		4
Property - Special Handling - Damaged 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
2024	5												5
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ANC	50	46	30	36	40	40	29	41	77	75	76	62	602
2022	13	23	13	21	18	13	15	15	33	38	41	30	273
Additional Information Required/Insufficient 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	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	35	32	312
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	1	5
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	2
Customer Service	2	1	2	2	3	2	2	4	5	5	5	6	39
Customer Service - TSO	2	1	2	2	3	2	2	4	5	5	5	6	39
Expedited Passenger Screening Program	14	16	11	7	14	20	7	15	32	23	23	20	202
Expedited Passenger Screening Program	1	1											2
Expedited Passenger Screening Program	2	1				1				1			5
Expedited Passenger Screening Program	11	14	11	7	14	19	7	15	32	22	23	20	195
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	2	2	1		1			1			1	2	10
Mishandling of Passenger Property - Damaged/Missing Items		2											2
Mishandling of Passenger Property - Damaged/Missing Items - Checked	2		1					1			1	2	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Ombudsman			1										1
Ombudsman - General			1										1
Patdown				3	2		1	1	1	2	1		11
Patdown - Flyer				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	1	5
Property - Special Handling - Damaged Items - Carry-On							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
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked			1										1
Screening	1	3	1	3	2	3		2	4	4	1	2	26
Screening - Inconsistency	1	1		2					1	1	1		7
Screening - Lengthy Lines										1			1
Screening - Procedures/Process			2	1	1	2	3	2	3	2		2	18
2024		17											17
Expedited Passenger Screening Program		11											11
Expedited Passenger Screening Program		11											11
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property		2											2
Mishandling of Passenger Property - Damaged		2											2
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Prostheses		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
AOO	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
APN	1			1		2					1		5
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	3	1		2		1			2			1	10
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
2024	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
ASE	15	2	6	15	12	20	12	3	13	9	13	12	132
2022	6	2	1	4	7	13	3	1	9	5	4	8	63
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program	4	2	1	4	6	11	3	1	7	4	4	8	55
Expedited Passenger Screening Program - TSA 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	4	63
Civil Rights				1	1								2
Civil Rights - National Origin					1								1
Civil Rights - Transgender Screening				1									1
Customer Service						1				1			2
Customer Service - TSO						1				1			2
Expedited Passenger Screening Program	3		4	8	4	6	6	1	3	2	9	4	50
Expedited Passenger Screening Program - TSA Application Program			1										1
Expedited Passenger Screening Program	3		3	8	4	6	6	1	3	2	9	4	49
Patdown			1										1
Patdown - Flyer as Observer			1										1
Property - Special Handling				1			2	1					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
2024	6												6
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	3												3
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - General	1												1
Screening	2												2
Screening - Procedures/Process	2												2

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
ATL	1,197	743	743	637	623	741	786	930	801	843	860	926	9,830
2022	213	284	292	197	255	336	354	424	381	362	420	443	3,961
Additional Information Required/Insufficient 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 - Airline	1	3	3		1	1	1	4	4	1			19
Expedited Passenger Screening Program - Airline - Lost Baggage	1												1
Expedited Passenger Screening Program - Airline - Policy/Regulations/Service	9	25	17	8	6	9	9	15	10	13	9	13	143
Expedited Passenger Screening Program - Airline - Wheelchair Assistance	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	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
Mishandling of Passenger Property - Damaged/Missing - Damaged		4	2	4	4		6	6	4	4	1	7	42
Mishandling of Passenger Property - Disarrayed Item		1	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 Spectrum Disorder	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) - Diabetes		1	1			1						1	4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Medical Devices			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the body			1				1	1	2	1		1	7
Persons w/ Disabilities (PWD) - Medically Necessary	2					1					1	1	5
Persons w/ Disabilities (PWD) - Mobility Devices	1				2		1	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	1							3
Persons w/ Disabilities (PWD) - Wheelchair	1	3										1	5
Persons w/ Disabilities (PWD) - Wounded Warrior									1				1
Prohibited & Permitted Items	3	3	1										7
Prohibited & Permitted Items - Alcohol and Tobacco	1												1
Prohibited & Permitted Items - Beauty & Grooming Items		1											1
Prohibited & Permitted Items - Electronic Devices		1											1
Prohibited & Permitted Items - Food/Beverages	2	1	1										4
Property - Special Handling	25	13	13	14	8	13	13	13	5	9	11	7	144
Property - Special Handling - Damaged Item	4	1	1		2	2	1	3	1	2	5	1	23
Property - Special Handling - Damaged Item - Damaged	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 - Missing	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

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 - 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	440	483	5,337
Additional Information Required/Insufficient Information		1		1						2	1		5
Additional Information Required/Insufficient Informatic		1		1						2	1		5
Airline	1	1	1	2		1	1	2	3	1	1	1	15
Airline - Lost Baggage		1	1					1	1		1		5
Airline - Policy/Regulations/Service	1			1		1	1	1	2	1		1	9
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	4	54
Civil Rights - Civil Rights Violation (TSA Employee)		1										1	2
Civil Rights - National Origin			1			1	1		1		1	1	6
Civil Rights - Race	2	2	4	2	4		5	2	3		4	2	30
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	56	48	534
Customer Service - CSM								1					1
Customer Service - Others	1	1	1				1	1				2	7
Customer Service - TCC	1												1
Customer Service - TSO	46	36	26	45	33	53	40	57	46	41	56	46	525
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	297	330	3,837
Expedited Passenger Screening Program - Active Duty Military								1			1	1	3
Expedited Passenger Screening Program	1		2	2	4	3		2	1	1		1	17
Expedited Passenger Screening Program	12	15	8	6	1	8	2	7	2	6	8	6	81
Expedited Passenger Screening Program	318	338	346	321	276	277	283	343	281	337	288	322	3,730
Expedited Passenger Screening Program	1		1			2	2						6
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Intranet/Internet Inquiries								1					1
Intranet/Internet Inquiries - General								1					1
Locks	2				2	3	1		2	1	1	1	13
Locks - Missing or Damaged Lock	2				2	3	1		2	1	1	1	13
Lost and Found		1	1	1		3	1			4		1	12
Lost and Found - Airport/TSA		1	1	1		3	1			4		1	12
Mishandling of Passenger Property	5	13	6	9	8	10	15	8	11	10	16	9	120
Mishandling of Passenger Property - Dam	2	5	4	5	4	5	7	4	4	7	6	3	56
Mishandling of Passenger Property - Dam	3	7	2	4	4	4	7	4	7	3	10	6	61
Mishandling of Passenger Property - Disarrayed Item		1				1	1						3
No Jurisdiction	3	1	2	4	4	1	3	4	6	2	3	5	38
No Jurisdiction - No Referral					1			2	4		1	1	9
No Jurisdiction - Refer to CBP	2			1	1		1	2		1	1	3	12
No Jurisdiction - Refer to FAA				1									1
No Jurisdiction - Refer to Other	1	1	2	2	2	1	2		2	1	1	1	16
Notice of Violation/Civil Penalties							1					1	2
Notice of Violation/Civil Penalties - General							1					1	2
Ombudsman									1				1
Ombudsman - General									1				1
Patdown	2	2	2	4	3	5	4		3		2	2	29
Patdown - Children							1						1
Patdown - Flyer	2	2	2	4	2	5	2		3		2	2	26
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	11	83
Persons w/ Disabilities (PWD) - Autism Spectrum		1	1							1		1	4
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	1	4
Persons w/ Disabilities (PWD) - Diabetes		1		1			1			1	1	1	6
Persons w/ Disabilities (PWD) - General			1					1				1	3
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		3	2	2	17
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility	1						1		1	1	1	1	6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												1	1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										2	1		3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												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) - 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) - Wheelcha	1		2	1	1	1	2	4	3	6		2	23
Property - Special Handling	7	15	11	15	11	5	8	15	12	5	5	13	122
Property - Special Handling - Damaged It	2	5	4	3	5	2		3	1	1	1	3	30
Property - Special Handling - Damaged Items - Check	2	2	2	3					3		2	3	15
Property - Special Handling - Missing Item	2	7	3	4	2	1	5	6	2	3	1	3	39
Property - Special Handling - Missing Item	3	1	2	5	4	2	3	6	6	1	1	4	38
Request for Assistance					1	1					1		3
Request for Assistance - Other					1	1					1		3
Screening	43	24	32	26	20	28	52	52	39	48	41	56	461
Screening - Crew Member or Airline Empl	1	1	4	3		1	1	1		1		1	14
Screening - Inconsistency	6	4	4	1		2	3	3	4	6	5	4	42
Screening - International Screening						1				1			2
Screening - Lengthy Lines	17	5	8	6		5	19	14	16	12	5	16	123
Screening - Procedures/Process	19	13	16	15	17	19	29	31	18	27	31	35	270
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
2024	532												532
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	2												2
Civil Rights - Race	1												1
Civil Rights - Transgender Screening	1												1
Customer Service	56												56
Customer Service - TCC	1												1
Customer Service - TSO	55												55
Expedited Passenger Screening Program	377												377
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	7												7
Expedited Passenger Screening Program	368												368
Expedited Passenger Screening Program	1												1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found	3												3
Lost and Found - Airport/TSA	3												3
Mishandling of Passenger Property	7												7
Mishandling of Passenger Property - Dam	2												2
Mishandling of Passenger Property - Dam	5												5
No Jurisdiction	3												3
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP	2												2
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Hearing I	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	15												15
Property - Special Handling - Damaged It	3												3
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	7												7
Property - Special Handling - Missing Item	4												4
Screening	65												65
Screening - Inconsistency	7												7
Screening - Lengthy Lines	33												33
Screening - Procedures/Process	25												25

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
ATW	25	13	4	8	7	12	15	9	11	8	8	10	130
2022	4	5		2	2	6	8	1	5	5	5	5	48
Civil Rights									1				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	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	5	75
Civil Rights									1				1
Civil Rights - Race									1				1
Expedited Passenger Screening Program	13	8	4	6	4	6	6	7	6	1	3	5	69
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program	13	8	4	6	4	6	6	6	6	1	3	5	68
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
2024	7												7
Expedited Passenger Screening Program	6												6
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	5												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
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				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

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
AUG	1				3			1	1	1	1		8
2022					1			1		1			3
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program								1		1			2
Expedited Passenger Screening Program - TSA 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
2024	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
AUS	352	219	225	177	157	253	319	247	254	238	257	268	2,966
2022	59	92	97	60	59	130	167	136	137	111	136	137	1,321
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights	3		2	1		1	1		1	1	2	1	13
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns	1		1										2
Civil Rights - Race						1	1		1		1	1	5
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 - Damaged Item	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 Medical Devices	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 Implants	1						1	1					3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Prostheses	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/Gels	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 Items - Checked Baggage	1				1	1	1	1	1			1	7
Property - Special Handling - Missing Items - Carry-On	1			1		1	1		1			1	6
Property - Special Handling - Missing Items - Checked Baggage	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	121	131	1,495
Airline		1										1	2
Airline - Lost Baggage												1	1
Airline - Policy/Regulations/Service		1											1
Civil Rights		2	2		2	4	2	2	1	2	3	4	24
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights											1		1
Civil Rights - National Origin										1			1
Civil Rights - Not Specified										1			1
Civil Rights - Race		1	1			2			1		1	2	8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	1				2	2	2	2			1	2	12
Claims										1	1		2
Claims - General										1			1
Claims - Status											1		1
Customer Service	8	4	8	10	7	8	6	8	3	7	8	5	82
Customer Service - Others					1								1
Customer Service - TSO	8	4	8	10	6	8	6	8	3	7	8	5	81
Expedited Passenger Screening Program	122	101	103	83	79	95	124	81	91	93	89	98	1,159
Expedited Passenger Screening Program - Active Duty Military				1									1
Expedited Passenger Screening Program - DoD		1	1				1	1				1	5
Expedited Passenger Screening Program	5	4	2	3		4	1		5	5	2	1	32

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program	117	95	100	79	79	91	122	80	85	88	87	96	1,119
Expedited Passenger Screening Program - TSA/DHS		1							1				2
Intranet/Internet Inquiries										1			1
Intranet/Internet Inquiries - General										1			1
Locks											1	2	3
Locks - Missing or Damaged Lock											1	2	3
Lost and Found		1				1							2
Lost and Found - Airport/TSA		1				1							2
Mishandling of Passenger Property		4	3	6	1	2	1	2	5	3	4	5	36
Mishandling of Passenger Property - Damaged/Missii		1	2	4			1	1	3	3	4	4	23
Mishandling of Passenger Property - Damaged/Missii		3	1	2	1	1		1	1			1	11
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		3	24
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) - General												1	1
Persons w/ Disabilities (PWD) - Medical C	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1			1	1		2		1	6
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		1			2						4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
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	1	37
Property - Special Handling - Damaged It	3	2	2	1		1	1		2	3	1	1	17
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 Items	1		2								1		4
Screening	7	4	5	11	2	5	10	12	6	11	10	12	95
Screening - Crew Member or Airline Empl	1		2	1			1		1	1			7
Screening - Inconsistency	1	1		4						2	1	1	10
Screening - Lengthy Lines							1	1	2		4	1	9
Screening - Military										1			1
Screening - Procedures/Process	4	3	3	6	2	3	8	11	3	6	5	10	64
Screening - Retrieving Abandoned/Confis	1					2				1			4
2024	150												150
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	7												7
Customer Service - TSO	7												7
Expedited Passenger Screening Program	117												117
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	112												112
Locks	2												2
Locks - Missing or Damaged Lock	2												2
Mishandling of Passenger Property	5												5
Mishandling of Passenger Property - Dam	2												2
Mishandling of Passenger Property - Dam	2												2
Mishandling of Passenger Property - Dam	1												1
Patdown	4												4
Patdown - Flyer	4												4
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Property - Special Handling	5												5
Property - Special Handling - Damaged It	4												4
Property - Special Handling - Missing Item	1												1
Screening	8												8
Screening - Inconsistency	2												2
Screening - Lengthy Lines	2												2
Screening - Procedures/Process	4												4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AVL	53	19	28	16	5	19	26	21	28	25	35	21	296
2022	10	8	14	7	1	9	9	6	17	7	21	11	120
Customer Service		1	1						1	1			4
Customer Service - TSO		1	1						1	1			4
Expedited Passenger Screening Program	9	6	9	4	1	7	8	5	14	6	15	10	94
Expedited Passenger Screening Program	2	3		2		1		1	1		3		13
Expedited Passenger Screening Program	7	3	9	2	1	6	8	4	13	6	12	10	81
Identification (ID) Requirements		1											1
Identification (ID) Requirements - 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	10	148
Civil Rights		1								1	1	1	4
Civil Rights - Race		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1	1	1	3
Customer Service	1						1	2			1	1	6
Customer Service - TSO	1						1	2			1	1	6
Expedited Passenger Screening Program	8	10	12	8	3	9	16	10	11	15	12	6	120
Expedited Passenger Screening Program	1						2						3
Expedited Passenger Screening Program	7	10	12	8	3	9	14	10	11	15	12	6	117
Mishandling of Passenger Property	1			1				1				1	4
Mishandling of Passenger Property - Dam	1												1
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								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 It	2												2
Screening	2		2			1		1		2		1	9
Screening - Crew Member or Airline Empl	2		1										3
Screening - Lengthy Lines						1							1
Screening - Procedures/Process								1		2		1	4
Screening - Retrieving Abandoned/Confiscated Items			1										1
2024	28												28
Civil Rights	1												1
Civil Rights - Age	1												1
Customer Service	2												2
Customer Service - TCC	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	18												18
Expedited Passenger Screening Program	18												18
Patdown	1												1
Patdown - Flyer	1												1
Screening	6												6
Screening - Inconsistency	1												1
Screening - Lengthy Lines	4												4
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
AVP	7	6	7	2	2	7	7	3	6	6	5	7	65
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	5	32
Customer Service					1				1				2
Customer Service - TSO					1				1				2
Expedited Passenger Screening Program	1	4	1			3	4	3	3			5	24
Expedited Passenger Screening Program - TSA Application Program									2				2
Expedited Passenger Screening Program	1	4	1			3	4	3	1			5	22
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
2024	3												3
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	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
AZO	1	1	4	3		1		4	5	4	5	2	30
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	1	18
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
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Screening								1	1				2
Screening - Procedures/Process								1	1				2
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BBG										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	167	69	96	58	82	118	115	120	100	81	101	94	1,201
2022	31	27	48	21	33	66	60	60	54	50	49	48	547
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights	2		3		1	2	1	1		3	1		14
Civil Rights - Hair Patdowns			2										2
Civil Rights - Not Specified							1						1
Civil Rights - Profiling						1							1
Civil Rights - Race					1					2	1		4
Civil Rights - Racial Profiling or 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				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 Applicant		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
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	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		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	52	46	601
Airline									1			1	2
Airline - Lost Baggage									1				1
Airline - Policy/Regulations/Service												1	1
Civil Rights		1	1			3			2	1	1		9
Civil Rights - National Origin			1										1
Civil Rights - Race						2			1		1		4
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	7	54
Customer Service - CSM		1											1
Customer Service - TSO	6	10	1	2	2	5	2	7	2	3	6	7	53
Expedited Passenger Screening Program	63	29	40	33	42	41	46	50	35	20	39	33	471
Expedited Passenger Screening Program	1	1				1							3
Expedited Passenger Screening Program	4		2	1	3	1		2	1				14
Expedited Passenger Screening Program	58	28	38	32	39	39	46	48	34	20	39	33	454
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 - Disposition	1								1				2
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown	3			1			1			1	1		10
Patdown - Children												1	1
Patdown - Flyer	3		1				1			1	1	1	8
Patdown - Flyer as Observer												1	1
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) - Medically Necessary Medication and Medical Supplies										1	1		2
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
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	1												1
Property - Special Handling - Missing Items	2						2						4
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
Screening	5		2		2	2	4	1	3	1	3	2	25
Screening - Inconsistency					1							1	2
Screening - Lengthy Lines	2						2				1		5
Screening - Procedures/Process	2		2		1	2	2	1	3	1	2	1	17
Screening - Retrieving Abandoned/Confis	1												1
2024	53												53
Civil Rights	2												2
Civil Rights - Perceived Religion	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	4												4
Customer Service - TSO	4												4
Expedited Passenger Screening Program	42												42
Expedited Passenger Screening Program	42												42
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Screening	2												2
Screening - Inconsistency	1												1
Screening - Procedures/Process	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BET	1		6	2	1		1				2	2	15
2022	1		1	1	1		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

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Categories	10-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

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Categories	10-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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BFL	3	2		2		4	2	2	3	4	1	5	28
2022		2		1		2	1	1	1	4		3	15
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program			1				1		1	1		2	6
Expedited Passenger Screening Program - TSA PreC			1				1		1	1		2	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	2	10
Customer Service				1			1						2
Customer Service - TSO				1			1						2
Expedited Passenger Screening Program						2		1	1		1	2	7
Expedited Passenger Screening Program - TSA PreCheck						2		1	1		1	2	7
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Carry-On									1				1
2024	3												3
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	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
BFM	2	1		1					1	1			6
2023		1		1					1	1			4
Expedited Passenger Screening Program			1		1					1			3
Expedited Passenger Screening Program - TSA PreC			1		1					1			3
Patdown											1		1
Patdown - Flyer											1		1
2024	2												2
Expedited Passenger Screening Program		2											2
Expedited Passenger Screening Program		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
BGM	3						2	3	1	2	1	1	13
2022								1					1
Screening								1					1
Screening - Procedures/Process								1					1
2023	1						2	2	1	2	1	1	10
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Expedited Passenger Screening Program	1						1		1	1			4
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA PreCheck							1		1	1			3
Patdown								1					1
Patdown - Flyer								1					1
Screening							1			1		1	3
Screening - Procedures/Process							1			1		1	3
2024	2												2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Screening	1												1
Screening - Procedures/Process	1												1

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Categories	10-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	23	3	4	1	8	6	7	8	13	5	12	6	96
2022	5	1	2	1	6	4	5	3	10	2	6	5	50
Civil Rights	1												1
Civil Rights - Hair Patdowns	1												1
Customer Service	1		1			1		1		1			5
Customer Service - TSO	1		1			1		1		1			5
Expedited Passenger Screening Program	2	1		1	5	2	4		7		3	5	30
Expedited Passenger Screening Program - 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	1	34
Customer Service		1							1				2
Customer Service - TSO		1							1				2
Expedited Passenger Screening Program	4	1	2		2	2	2	4	1	2	4	1	25
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program	4	1	2		2	2	2	3	1	2	4	1	24
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - 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
2024	12												12
Customer Service	3												3
Customer Service - TSO	3												3
Expedited Passenger Screening Program	9												9
Expedited Passenger Screening Program	9												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
BHB	1												1
2022	1												1
Hazardous Materials Safety	1												1
Hazardous Materials Safety - 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
BHM	64	45	43	38	33	47	58	45	41	44	46	48	552
2022	13	20	10	8	15	27	28	19	24	27	23	22	236
Civil Rights							1		1				2
Civil Rights - Race							1		1				2
Customer Service	1	4	2	1	3	5	4	2	6	2	1	2	33
Customer Service - TSO	1	4	2	1	3	5	4	2	6	2	1	2	33
Duplicate E-mail		1											1
Duplicate E-mail - General		1											1
Expedited Passenger Screening Program	5	12	8	4	9	19	14	14	15	22	19	20	161
Expedited Passenger Screening Program - 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	23	26	287
Airline					1								1
Airline - Lost Baggage					1								1
Civil Rights		1				1				1	1		4
Civil Rights - Race		1								1	1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service	3	5	9	12	2	4	7	1	2		5	3	53
Customer Service - TSO	3	5	9	12	2	4	7	1	2		5	3	53
Expedited Passenger Screening Program	17	16	20	12	11	10	18	20	12	12	9	17	174
Expedited Passenger Screening Program - TSA Application Program						1	1				1		3
Expedited Passenger Screening Program	17	16	20	12	11	9	17	20	12	12	8	17	171
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property		1		1						1	2		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											2		2
Mishandling of Passenger Property - Damaged/Missing Items		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	5	29
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency				1				1					2
Screening - Lengthy Lines		1		1		1					1	3	7
Screening - Procedures/Process			2	2		1	4	2	2	1	2	2	18
Screening - Retrieving Abandoned/Confiscated Items			1										1
2024	29												29
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service	5												5
Customer Service - TSO	5												5
Expedited Passenger Screening Program	15												15
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	14												14
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged/Missing Items	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Cancer (genetic)	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Items	1												1
Screening	5												5
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency	2												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
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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BIL	18	11	16	9	12	8	10	8	14	10	19	9	144
2022	6	4	7		8	2	5	2	6	5	13	4	62
Civil Rights			1			1	1						3
Civil Rights - National Origin							1						1
Civil Rights - Sex/Gender/Gender Identity- Not 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	6	5	75
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	4	4	6	8	4	5	4	6	7	5	6	5	64
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA Appl		1	1										2
Expedited Passenger Screening Program	4	3	5	8	4	5	4	6	7	4	6	5	61
Locks		2											2
Locks - Missing or Damaged Lock		2											2
Mishandling of Passenger Property			1			1							2
Mishandling of Passenger Property - 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 Items	1												1
Property - Special Handling - Missing Items - Checked				1			1						2
Screening			1										1
Screening - Lengthy Lines			1										1
2024	7												7
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	4												4
Property - Special Handling	2												2
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items	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
BIS	14	6	5	7	5	8	7	10	3	10	8	11	94
2022	3	3	2	3	4	4	2	5	2	6	5	5	44
Customer Service										1	1		2
Customer Service - TSO										1	1		2
Expedited Passenger Screening Program	3	2	1	3	4	2	1	4	2	2	3	5	32
Expedited Passenger Screening Program - TSA 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	6	44
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights							1						1
Civil Rights - National Origin							1						1
Customer Service	1	1						1			1	2	6
Customer Service - TSO	1	1					1				1	2	6
Expedited Passenger Screening Program	4	1	2	4	1	3	3	2	1	2	1	2	26
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program	4	1	2	4	1	3	3	2		2	1	2	25
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		2	5
Screening - Inconsistency								1		1			2
Screening - Procedures/Process										1		2	3
2024	6												6
Expedited Passenger Screening Program	5												5
Expedited Passenger Screening Program	5												5
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												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
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		8
2022	1		1										2
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	1		1										2
2023		2	1		1		1				1		6
Expedited Passenger Screening Program		2	1		1		1						5
Expedited Passenger Screening Program - TSA PreC		2	1		1		1						5
Property - Special Handling											1		1
Property - Special Handling - Missing 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
BLI	5	4	1	3	4	3	6	10	4	7	9	11	67
2022		1		3	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	6	30
Customer Service			1				1				1		3
Customer Service - TSO			1				1				1		3
Expedited Passenger Screening Program	1	3		2			2	4			1	5	18
Expedited Passenger Screening Program	1						1						1
Expedited Passenger Screening Program - TSA PreC		3		2			2	4			1	5	17
Hazardous Materials Safety						1							1
Hazardous Materials Safety - General						1							1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												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
Property - Special Handling - Missing Items - Checked					1								1
Screening								1		1			2
Screening - Inconsistency								1					1
Screening - Procedures/Process										1			1
2024	3												3
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	2												2
Patdown	1												1
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
BLV	2	1	2	3	1		4	3	6	1	2	1	26
2022	1			2				1	5		1		10
Customer Service									3				3
Customer Service - TSO									3				3
Expedited Passenger Screening Program				1					1				2
Expedited Passenger Screening Program - TSA 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	1	15
Customer Service							1			1	1		3
Customer Service - TSO							1			1	1		3
Expedited Passenger Screening Program		1	1	1			3	2	1			1	10
Expedited Passenger Screening Program - TSA Application Process			1										1
Expedited Passenger Screening Program - TSA PreC		1		1			3	2	1			1	9
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Screening			1										1
Screening - Procedures/Process			1										1
2024	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
BMI	15	4	3		1	8	5	4	3	4	3	5	55
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	4	28
Customer Service	1							1	2				4
Customer Service - TSO	1							1	2				4
Expedited Passenger Screening Program	5	3	1			5	2			1	1	4	22
Expedited Passenger Screening Program	1		1							1			3
Expedited Passenger Screening Program	4	3				5	2				1	4	19
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Screening										1			1
Screening - Procedures/Process										1			1
2024	6												6
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	3												3
Patdown	1												1
Patdown - Flyer as Observer	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
BNA	268	199	159	126	157	181	199	230	215	173	183	228	2,318
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 It	1	2	2			1		1			1		8
Property - Special Handling - Missing Items	1	1		1			1		1				5
Property - Special Handling - Missing Items - Checke	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	97	128	1,271
Additional Information Required/Insufficient Inf	1							1			1	1	4
Additional Information Required/Insufficient	1							1			1	1	4
Airline		1							1			1	3
Airline - Policy/Regulations/Service		1							1			1	3
Civil Rights	1			1		1	2	1	2	3	2	3	16
Civil Rights - Civil Rights Violation (TSA Employee)										1			1
Civil Rights - Constitutional Rights												1	1
Civil Rights - Headwear						1							1
Civil Rights - National Origin									1		1		2
Civil Rights - Race	1			1			1		1	1		1	6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1			1	1	1	4
Civil Rights - Transgender Screening								1					1
Customer Service	7	4	7	6	9	11	10	9	7	6	10	8	94
Customer Service - Others			1										1
Customer Service - TSO	7	4	6	6	9	11	10	9	7	6	10	8	93
Expedited Passenger Screening Program	77	95	87	62	77	76	97	97	80	68	69	103	988
Expedited Passenger Screening Program - DoD										1	1		2
Expedited Passenger Screening Program	3	8	9				3	2	1		1	2	29
Expedited Passenger Screening Program	74	87	78	62	77	76	94	95	79	67	67	100	956
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Locks	1		2										3
Locks - Missing or Damaged Lock	1		2										3
Lost and Found								1		1	1	2	5
Lost and Found - Airport/TSA								1		1	1	2	5
Mishandling of Passenger Property	2	7	1	4	1	1	2	3	4		3	2	30
Mishandling of Passenger Property - Dam	1	3		2	1		1		3		2	2	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
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	1	15
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	1	4
Property - Special Handling	5	4	6	5	1	2	4	1	4	1	2	1	36
Property - Special Handling - Damaged It	1	2	4	2	1		3		1	1		1	16
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	6	56
Screening - Crew Member or Airline Employee		1											1
Screening - Gate Pass											1		1
Screening - Inconsistency			1	1	1	1		1	2	1	1	2	11
Screening - Lengthy Lines					1	1			1				3
Screening - Procedures/Process	1	5	2	1	6	8	2	2	2	4	3	4	40
2024	126												126
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Fly	1												1
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service	6												6
Customer Service - TSO	6												6
Expedited Passenger Screening Program	106												106
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	103												103
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	2												2
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Property - Special Handling	4												4
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Item	2												2
Screening	3												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
BOI	72	46	61	49	46	55	37	50	47	35	56	50	604
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	30	28	331
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	1	10
Customer Service - TSO	1		3	2					2		1	1	10
Expedited Passenger Screening Program	24	22	27	24	22	21	12	20	17	12	24	21	246
Expedited Passenger Screening Program - 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	23	21	237
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		2	10
Patdown - Flyer	1	1	1		1		1	2		1		2	10
Persons w/ Disabilities (PWD)	1			1		1	1		1			1	6
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medically	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					1	10
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						1	4
Screening	4	3	4	4	1	2		1	1	3	3	2	28
Screening - Inconsistency		1	2	2									5
Screening - International Screening						1							1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	3	2	2	2	1	1		1	1	3	3	2	21
2024	27												27
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	21												21
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	20												20

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		1											1
No Jurisdiction - Refer to Other		1											1
Screening		4											4
Screening - Procedures/Process		2											2
Screening - Retrieving Abandoned/Confis		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
BOS	873	542	528	421	439	534	580	550	559	557	569	635	6,787
2022	157	205	188	158	156	252	274	297	284	295	308	332	2,906
Additional Information Required/Insufficient Information				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/D		1	1										2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Hearing Impaired	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	1	3				1	1		2				8
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1					1					2
Persons w/ Disabilities (PWD) - Mobility Disability (N		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
Persons w/ Disabilities (PWD) - Respiratory and Inha		1					1						2
Persons w/ Disabilities (PWD) - Service Animals	1	2											3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							2		1				3
Persons w/ Disabilities (PWD) - Wheelchair	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 Items	7	8	3	9	2	6	5	1	4	5	3	4	57
Property - Special Handling - Damaged Items	2		1	1	1							1	6
Property - Special Handling - Missing Items	2	4	4	4	2	2	1	4	1	3	1	2	30
Property - Special Handling - Missing Items - Checked		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/Confiscated	1			2	1		1			1	2	2	10
Screening - Traveling with Cash											1		1
2023	359	337	340	263	283	282	306	253	275	262	261	303	3,524
Airline				1						3	1		5
Airline - Baggage Requirements				1									1
Airline - Policy/Regulations/Service										3	1		4
Civil Rights	2	6	5	3	2	11	9	4	3	8	2	10	65
Civil Rights - Age										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	
	Civil Rights - Constitutional Rights										1			1	
	Civil Rights - Headwear					1								1	
	Civil Rights - National Origin		1								1		1	3	
	Civil Rights - Not Specified				1									1	
	Civil Rights - Perceived Religion		1				3	1		1				6	
	Civil Rights - Profiling									1				1	
	Civil Rights - Race	2	2	3	2		3	2	3	1	3		5	26	
	Civil Rights - Sex/Gender/Gender Identity- Not Transgender	1	2			1	3	5				2	2	16	
	Civil Rights - Sexual Orientation - Not Transgender							1						1	
	Civil Rights - Transgender Screening		1				2		1		2		1	7	
	Claims			1						1				2	
	Claims - General			1										1	
	Claims - Status									1				1	
	Customer Service	9	15	16	15	16	22	13	8	27	26	24	32	223	
	Customer Service - CSM					1								1	
	Customer Service - Others						1							1	
	Customer Service - TCC					1							1	2	
	Customer Service - TSO	9	15	16	15	14	21	13	8	27	26	24	31	219	
	DHS TRIP				1						1			2	
	DHS TRIP - General				1						1			2	
	Expedited Passenger Screening Program	299	289	288	208	236	222	254	197	198	186	176	201	2,754	
	Expedited Passenger Screening Program - Active Duty		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	5	70	
	Expedited Passenger Screening Program	282	275	281	203	225	216	251	194	194	183	172	196	2,672	
	Expedited Passenger Screening Program - TSA/DHS Employees			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	3	7	
	Lost and Found - Airport/TSA		1							1	1	1	3	7	
	Mishandling of Passenger Property	4	5	7	7	3	4	8	6	6	4	10	7	71	
	Mishandling of Passenger Property - Damaged/Missing		1											1	
	Mishandling of Passenger Property - Damaged	2	2	3	5	2	2	4	5	6	2	4	4	41	
	Mishandling of Passenger Property - Damaged	2	2	4	1	1	2	3	1		2	6	3	27	
	Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1			1						2	
	No Jurisdiction	1			2		1					5		9	
	No Jurisdiction - No Referral											1		1	
	No Jurisdiction - Refer to CBP	1			2		1					1		5	
	No Jurisdiction - Refer to Other											3		3	
	Patdown	8	2	2	3	3	3	1	3	14	3	9	8	59	
	Patdown - Children									1	1		1	3	
	Patdown - Flyer	8	2	2	3	3	3	1	2	13	2	7	7	53	
	Patdown - Flyer as Observer											2		2	
	Patdown - Non-Flyer								1					1	
	Persons w/ Disabilities (PWD)	3	3	3	4	5	2	5	7	6	5	5	7	55	
	Persons w/ Disabilities (PWD) - Autism Spectrum					1	2				2			5	
	Persons w/ Disabilities (PWD) - Breast Cancer				1									1	
	Persons w/ Disabilities (PWD) - Cancer (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			1	3	
	Persons w/ Disabilities (PWD) - Hearing Impairment											1		1	
	Persons w/ Disabilities (PWD) - Internal Medical Devices							1					1	2	
	Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1	1							1	3	
	Persons w/ Disabilities (PWD) - Medically Necessary		1	1					3	1	1	3	2	12	
	Persons w/ Disabilities (PWD) - Metal Implants	1						1						2	
	Persons w/ Disabilities (PWD) - Mobility Devices	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	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	
	Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1					1	2	
	Persons w/ Disabilities (PWD) - Wounded Warrior										1			1	
	Property - Special Handling	8	6	8	6	6	2	2	11	5	6	4	8	72	
	Property - Special Handling - Damaged Items	6	4	4	2	2	1	2	3	5	2	2	4	37	
	Property - Special Handling - Damaged Items	2			1	1			1			1	1	7	
	Property - Special Handling - Missing Items - Carry-On		2	1	3	2			3		1	1	3	16	
	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	27	189	
	Screening - Crew Member or Airline Employee			1		1								2	
	Screening - Inconsistency	8	2	2	3	3	1	1	3	1	6	3	1	34	
	Screening - Lengthy Lines	4	1		1	1			1	1		1	1	11	
	Screening - Procedures/Process	13	6	6	6	6	13	12	13	10	9	18	25	137	
	Screening - Retrieving Abandoned/Confiscated Items				1		1	1		1	1			5	
2024		357													357
	Additional Information Required/Insufficient Information	1												1	
	Additional Information Required/Insufficient Information	1												1	
	Civil Rights	2												2	
	Civil Rights - Race	1												1	
	Civil Rights - Transgender 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
Customer Service	32												32
Customer Service - TSO	32												32
DHS TRIP	1												1
DHS TRIP - General	1												1
Expedited Passenger Screening Program	258												258
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	255												255
Mishandling of Passenger Property	8												8
Mishandling of Passenger Property - Dam	6												6
Mishandling of Passenger Property - Dam	2												2
No Jurisdiction	3												3
No Jurisdiction - Refer to CBP	2												2
No Jurisdiction - Refer to Other	1												1
Patdown	9												9
Patdown - Flyer	9												9
Persons w/ Disabilities (PWD)	5												5
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Hearing I	1												1
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Property - Special Handling	5												5
Property - Special Handling - Damaged It	5												5
Screening	33												33
Screening - Inconsistency	1												1
Screening - Lengthy Lines	4												4
Screening - Procedures/Process	28												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
BPT			3		1	1	4	1	1	1	3	2	17
2022			1				2	1			1		5
Customer Service			1					1					2
Customer Service - TSO			1					1					2
Expedited Passenger Screening Program							2				1		3
Expedited Passenger Screening Program - TSA PreCheck							2				1		3
2023			2		1	1	2		1	1	2	2	12
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	1	6
Expedited Passenger Screening Program - TSA PreCheck					1	1	1		1		1	1	6
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
BQK			2	3	1	2	1	3		1	2	1	16
2022			1	3		2		1			1		8
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program			1	1		2		1			1		6
Expedited Passenger Screening Program - TSA PreCheck			1	1		2		1			1		6
Screening				1									1
Screening - Procedures/Process				1									1
2023			1		1		1	2		1	1	1	8
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Expedited Passenger Screening Program			1		1		1				1	1	5
Expedited Passenger Screening Program - TSA PreCheck			1				1				1	1	4
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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BQN	4	3	3	2		5	2	4	3	5	4	9	44
2022		3	1			3		3	1		1	4	16
Civil Rights												2	2
Civil Rights - Race												2	2
Customer Service						1			1				2
Customer Service - Others						1							1
Customer Service - TSO									1				1
Expedited Passenger Screening Program			1	1		2		1			1	2	8
Expedited Passenger Screening Program - TSA PreC			1	1		2		1			1	2	8
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown			1										1
Patdown - General			1										1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medically Necessary			1										1
Screening								1					1
Screening - Procedures/Process								1					1
2023	1		2	2		2	2	1	2	5	3	5	25
Customer Service				1						2	1	4	8
Customer Service - TSO				1						2	1	4	8
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
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
2024	3												3
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	2												2
Property - Special Handling	1												1
Property - Special Handling - Damaged It	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
BRD	1	1	1		1					1	1	1	7
2022			1		1							1	3
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA 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

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Categories	10-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	2	1	1	2	5	4		3	2	3	4	4	31
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	4	18
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		1	1	2	1	1	9
Expedited Passenger Screening Program - TSA PreCheck					1	2		1	1	2	1	1	9
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	4
Screening - Procedures/Process											2	2	4
2024	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
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	1	7
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	1	3
Expedited Passenger Screening Program											1	1	2
Expedited Passenger Screening Program - TSA PreCheck											1	1	2
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	14	10	9	7	4	23	11	10	11	14	15	16	144
2022	4	4	3	3	2	8	7	3	7	9	9	10	69
Airline											1		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	6	67
Civil Rights						1							1
Civil Rights - Race						1							1
Customer Service				1					1	1			3
Customer Service - TSO				1					1	1			3
Expedited Passenger Screening Program	2	5	6	3	2	14	2	6	3	3	6	6	58
Expedited Passenger Screening Program	2	5	6	3	2	14	2	6	3	3	6	6	58
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property								1					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
2024	8												8
Expedited Passenger Screening Program	7												7
Expedited Passenger Screening Program	7												7
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
BTV	35	15	24	24	21	25	23	18	16	11	24	29	265
2022	6	4	8	6	8	9	15	10	9	3	14	12	104
Civil Rights		1	1	1									3
Civil Rights - Racial Profiling or 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 Proq			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	1	7
Screening - Inconsistency		1				1					1		3
Screening - Procedures/Process			1				1	1				1	4
2023	14	11	16	18	13	16	8	8	7	8	10	17	146
Additional Information Required/Insufficient Information												1	1
Additional Information Required/Insufficient Information - EMAIL ONLY												1	1
Civil Rights							3			1			4
Civil Rights - Hair Patdowns							1						1
Civil Rights - Race							2						2
Civil Rights - Transgender Screening										1			1
Customer Service		3		2	1			2			1	1	10
Customer Service - Others				1									1
Customer Service - TSO		3		1	1			2			1	1	9
Expedited Passenger Screening Program	10	6	11	14	7	10	4	6	5	5	3	11	92
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program	10	6	11	14	7	10	4	6	4	5	3	10	90
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1				1
Mishandling of Passenger Property	1				2					1			4
Mishandling of Passenger Property - Dam	1				2					1			4
Patdown				1		1					2		4
Patdown - Flyer				1		1					1		3
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)									1			1	2
Persons w/ Disabilities (PWD) - Autism Spectrum									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	3	2	4	1	3	5	1		1	1	4	3	28
Screening - Inconsistency				1	1	1					1	2	6
Screening - Lengthy Lines	1	2	4								1		8
Screening - Procedures/Process	2				2	3			1	1	2	1	12
Screening - Retrieving Abandoned/Confiscated Items						1	1						2
2024	15												15
Customer Service	3												3
Customer Service - TSO	3												3
Expedited Passenger Screening Program	8												8
Expedited Passenger Screening Program	8												8
Patdown	1												1
Patdown - Flyer	1												1
Screening	3												3
Screening - Procedures/Process	3												3

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Categories	10-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	63	39	33	44	42	60	46	44	40	50	63	53	577
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		1	2					1				2	6
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked									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	34	23	271
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	32	19	228
Expedited Passenger Screening Program	2	1	1	2							1	1	8
Expedited Passenger Screening Program	13	20	12	26	24	22	15	16	6	17	31	18	220
Mishandling of Passenger Property	1		1					2					4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1		1					2					4
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)	1		1	1	1	2		1					7
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Medical Conditions	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							1						1
Property - Special Handling - Missing Items - Checked								1					1
Screening	2	1		1		3	1	1	2	2	1	3	17
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	3	14
2024	30												30
Expedited Passenger Screening Program	29												29
Expedited Passenger Screening Program	29												29
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
BUR	93	51	63	41	46	61	53	60	56	56	74	75	729
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						1	3	4
Mishandling of Passenger Property - Damaged/Missii		1					1	1			1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
No Jurisdiction										1			1
No Jurisdiction - 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	36	378
Additional Information Required/Insufficient Information					1					1		1	3
Additional Information Required/Insufficient Information - EMAIL ONLY					1					1		1	3
Airline			2	1				1					4
Airline - Lost Baggage				1									1
Airline - Policy/Regulations/Service			2					1					3
Civil Rights		1		1		1	1				2		6
Civil Rights - National Origin						1					1		2
Civil Rights - Race				1							1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Civil Rights - Transgender Screening		1											1
Claims												1	1
Claims - Status												1	1
Customer Service	5	2	3	1	1	1	2	1	1	2	9	2	30
Customer Service - Others											1		1
Customer Service - TSO	5	2	3	1	1	1	2	1	1	2	8	2	29
Expedited Passenger Screening Program	33	21	24	17	26	23	12	21	21	20	19	21	258
Expedited Passenger Screening Program	2		2			1					1	1	7
Expedited Passenger Screening Program	31	21	22	17	26	22	11	21	21	20	18	19	249
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	2		1	2	2	2		1	2	14
Mishandling of Passenger Property - Dam	1			1					1			1	4
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1			2				1	1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1		2	1				4
Patdown			2	2	1	2	2					2	11
Patdown - Children												1	1
Patdown - Flyer			2	2	1	2	2					1	10
Persons w/ Disabilities (PWD)				2				2	1			2	7
Persons w/ Disabilities (PWD) - Autism 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 Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1				1	2
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

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Categories	10-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 - Checked							1						1
Screening	1	1	1	4		6	2	2	1	1	7	5	31
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	5	24
Screening - Retrieving Abandoned/Confiscated Items											1		1
2024	35												35
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program	23												23
Expedited Passenger Screening Program	23												23
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	2												2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Property - Special Handling	4												4
Property - Special Handling - Damaged It	3												3
Property - Special Handling - Missing Item	1												1
Screening	3												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
BWI	364	208	197	200	181	208	244	261	256	262	257	261	2,899
2022	71	90	71	70	73	89	117	132	121	126	125	121	1,206
Airline				1					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		2									2	4	8
Mishandling of Passenger Property - Damaged/Missing		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	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) - Wheelchairs	1											1	2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Medication/Prescription		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 Items - Checked	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	136	132	140	1,542
Additional Information Required/Insufficient Information												1	1
Additional Information Required/Insufficient Information - EMAIL ONLY												1	1
Civil Rights	1	3	1	1	2	2		3	3	7	2		25
Civil Rights - Age		1						1					2
Civil Rights - Constitutional Rights						1							1
Civil Rights - Headwear									1				1
Civil Rights - Race	1	2			1	1		2		5	2		14
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1					1				2
Civil Rights - Transgender Screening			1		1				1	2			5
Claims					1								2
Claims - General					1	1							2
Customer Service	11	9	16	10	10	13	9	16	13	15	22	21	165
Customer Service - TCC												1	1
Customer Service - TSO	11	9	16	10	10	13	9	16	13	15	22	20	164
Expedited Passenger Screening Program	111	92	97	100	81	85	98	90	88	79	73	94	1,088
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD		3	6	2	1	1	1	1				1	16
Expedited Passenger Screening Program	4	4	3	4	1	2	2	1	3	2	3	3	32
Expedited Passenger Screening Program	107	85	87	94	78	81	95	88	85	77	70	90	1,037

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 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			2	10
Locks - Missing or Damaged Lock	1					2	2	1	2			2	10
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	10	44
Mishandling of Passenger Property - Damaged/Missin		2			1			2	2	2	1	4	14
Mishandling of Passenger Property - Dam	4	1	2	2	2		1	3	1	1	3	6	26
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	1	24
Patdown - Flyer	2		3	1	1	2	2	1	1	8	2		23
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)	1	2	1	1	1	1	1	1	2	5	3	1	20
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) - 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				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	3	38
Property - Special Handling - Damaged It	1			1			1		2	1	3	2	11
Property - Special Handling - Damaged It	1			1			2	1	1				6
Property - Special Handling - Missing Items - Carry-On				1	1		1	2		1	2	1	9
Property - Special Handling - Missing Item	3			1	4	1				2	1		12
Screening	5	8	6	10	4	10	9	7	19	13	19	7	117
Screening - Children						1				1			2
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency				5		1	1	2	3	2	4	1	19
Screening - Lengthy Lines	1						1		3	2	2	2	11
Screening - Procedures/Process	4	6	6	4	3	8	6	5	13	8	13	4	80
Screening - Retrieving Abandoned/Confiscated Items		1		1	1		1						4
2024	151												151
Airline	1												1
Airline - Lost Baggage	1												1
Customer Service	23												23
Customer Service - TCC	1												1
Customer Service - TSO	22												22
Expedited Passenger Screening Program	105												105
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	103												103
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	2												2
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to Other	1												1
Patdown	4												4
Patdown - Flyer	4												4
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Ostomy/C	1												1
Property - Special Handling	3												3
Property - Special Handling - Damaged It	2												2
Property - Special Handling - Missing Item	1												1
Screening	9												9
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	8												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
BZN	39	20	18	22	28	30	21	26	24	29	45	20	322
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	9	182
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	1	20
Customer Service - TSO		4		2		1		4	2	2	4	1	20
Expedited Passenger Screening Program	15	9	7	14	17	8	11	4	9	10	17	7	128
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	15	9	7	13	17	8	11	4	9	10	17	7	127
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--Carry-on or 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				1	5
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1				1	2
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
2024	15												15
Customer Service	3												3
Customer Service - TSO	3												3
Expedited Passenger Screening Program	9												9
Expedited Passenger Screening Program	9												9
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
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
CAE	31	8	19	14	23	19	17	21	21	19	20	19	231
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	5	115
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	4	86
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	4	80
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	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												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
2024	9												9
Expedited Passenger Screening Program	9												9
Expedited Passenger Screening Program	9												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
CAK	10	6	6	5	5	9	8	9	4	7	10	7	86
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	4	46
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	4	34
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program	5	4	1	4	3	3	2	2		4	2	3	33
Mishandling of Passenger Property	1									1			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
2024	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
CDB			1										1
2022			1										1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreC			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
CDC	2	1	1	1		5	2			1	1		14
2022			1	1		3	2			1			8
Expedited Passenger Screening Program				1		3	1			1			6
Expedited Passenger Screening Program - TSA 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
2024	2												2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	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
CDR	1		1										2
2023			1										1
Customer Service			1										1
Customer Service - TSO			1										1
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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	1										1	1	3
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 - Missing Items - Checked											1	1	
2023	1										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

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Categories	10-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
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
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CHA	17	10	18	9	14	4	16	7	12	11	12	12	142
2022	6	5	9	5	4	3	10	5	6	7	6	7	73
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service	1	1	2					1	1		1	1	8
Customer Service - TSO	1	1	2					1	1		1	1	8
Expedited Passenger Screening Program	2	4	6	3	4	2	7	4	4	6	5	6	53
Expedited Passenger Screening Program - 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	6	5	64
Civil Rights										1			1
Civil Rights - Headwear										1			1
Customer Service		1	1		2		1					1	6
Customer Service - TSO		1	1		2		1					1	6
DHS TRIP										1			1
DHS TRIP - General										1			1
Expedited Passenger Screening Program	6	3	5	3	6	1	5	1	6	2	6	2	46
Expedited Passenger Screening Program	6	3	5	3	6	1	5	1	6	2	6	2	46
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - 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				2	5
Screening - Crew Member or Airline Employee			1										1
Screening - Procedures/Process					1			1				2	4
2024	5												5
Expedited Passenger Screening Program	5												5
Expedited Passenger Screening Program	5												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
CHO	14	8	7	12	14	12	18	15	9	14	8	9	140
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	7	73
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	6	56
Expedited Passenger Screening Program	4	4	4	7	5	3	6	6	3	5	3	6	56
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) - Prosthesis/Amputees and Casts								1					1
Screening			1					1		2			4
Screening - Procedures/Process			1					1		2			4
2024	4												4
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	3												3
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
CHS	150	77	60	67	52	82	91	99	99	64	88	83	1,012
2022	28	23	18	23	22	42	46	45	56	32	57	40	432
Civil Rights						2			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	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	1	3	10
Screening - Retrieving Abandoned/Confiscated Items									1		1		2
2023	52	54	42	44	30	40	45	54	43	32	31	43	510
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		3		1	1	1	1	1			1	1	10
Civil Rights - Race		2		1							1	1	5
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	4	34
Customer Service - TSO	2	6	1		3	3		5	2	4	4	4	34
Expedited Passenger Screening Program	38	40	38	37	20	30	38	39	34	20	20	30	384
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program	1	3	2	2					1	3		1	13
Expedited Passenger Screening Program	37	37	36	35	20	30	38	37	33	17	20	29	369
Expedited Passenger Screening Program - 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		1	12
Mishandling of Passenger Property - Dam	1			1	1		1		1	1		1	7
Mishandling of Passenger Property - Damaged/Missii		1	1					1		2			5
Patdown	2		1		3					2		2	10
Patdown - Children					2								2
Patdown - Flyer	2				1					2		2	7
Patdown - General			1										1
Persons w/ Disabilities (PWD)								1	1	1	2	1	6
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices												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	3	36
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
Screening - Inconsistency										1		1	2
Screening - Lengthy Lines	1							1	1				3
Screening - Procedures/Process	6			4	2	3	3	4	2	1	2	2	29
Screening - Retrieving Abandoned/Confiscated Items						1							1
2024	70												70
Customer Service	6												6
Customer Service - TSO	6												6
Expedited Passenger Screening Program	58												58
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	56												56
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	2												2
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling	2												2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	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
CID	21	25	12	18	14	30	21	15	22	15	21	23	237
2022	3	8	5	4	4	19	11	7	6	8	6	13	94
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program	3	7	5	4	4	16	10	5	4	7	6	12	83
Expedited Passenger Screening Program - 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	10	128
Civil Rights									1				1
Civil Rights - Headwear									1				1
Expedited Passenger Screening Program	3	15	7	14	9	11	10	7	13	6	13	8	116
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program	3	15	7	13	9	11	10	7	12	6	13	8	114
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1									1
Mishandling of Passenger Property					1				1	1		1	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1		1	3
Screening		2						1	1		2	1	7
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency		1											1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process									1		2	1	4
2024	15												15
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	12												12
Expedited Passenger Screening Program	12												12
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
CIU	2				1			1		1		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
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
2024	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	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
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	227	145	143	166	177	197	202	173	184	138	148	140	2,040
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--Checked			1					2			1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				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		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	1		1	1	1					1			5
2023	82	98	80	110	92	91	100	95	98	64	78	59	1,047
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	1	11
Civil Rights - Headwear						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	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	4	58
Customer Service - Others											1		1
Customer Service - TSO	8	6		5	3	5	5	3	6	5	7	4	57
Expedited Passenger Screening Program	62	75	73	96	76	76	76	80	76	47	54	50	841
Expedited Passenger Screening Program - DoD				2		1							3
Expedited Passenger Screening Program	2	2	2	4	2	1		1	1				15
Expedited Passenger Screening Program	60	73	71	90	74	74	76	79	75	47	54	50	823
Locks			1		2		1	1	1				6
Locks - Missing or Damaged Lock			1		2		1	1	1				6
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	1	2	2	2	1		2	2	2	3	1	1	19
Mishandling of Passenger Property - Damaged/Missing Items		1	1				2	2		2		1	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown	4	1		1		2	2	1	1				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	2	17
Property - Special Handling - Damaged Items - Carry-On						1	1		1		1	1	5
Property - Special Handling - Damaged Items - Checked					1	1				1		1	4
Property - Special Handling - Missing Items - Carry-On					1						1		2
Property - Special Handling - Missing Item	1			1	1		1		1		1		6
Screening	2	9	2	4	5	4	10	6	5	7	8	1	63
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	1	32
Screening - Retrieving Abandoned/Confiscated Items						1			1				2
Screening - Traveling with Cash										1			1
2024	95												95
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insufficient	1												1
Customer Service	6												6
Customer Service - TSO	6												6
Expedited Passenger Screening Program	73												73
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	71												71
Locks	2												2
Locks - General	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	2												2
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Property - Special Handling	4												4
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	2												2
Screening	6												6
Screening - Inconsistency	1												1
Screening - Lengthy Lines	2												2
Screening - Procedures/Process	3												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
CLL	3	2	4	3	2	2	4	1	1	1	3	1	27
2022	1	2		1	2	2	4	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
2024	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
CLT	431	237	269	185	191	257	286	294	321	315	268	316	3,370
2022	78	83	85	64	84	104	117	137	144	136	123	147	1,302
Airline					1				2	1	2		6
Airline - Lost Baggage										1	1		2
Airline - Policy/Regulations/Service					1				2		1		4
Civil Rights	2	1	2		1			1	1	1	2		11
Civil Rights - Race								1	1	1	2		5
Civil Rights - Racial Profiling or 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	2	10	2	4	5	1	4	5	3	4	4	4	48
Expedited Passenger Screening Program	42	47	46	44	63	83	76	102	106	95	77	106	887
Expedited Passenger Screening Program - TSA/DHS		1											1
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	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/Gel	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
Property - Special Handling - Damaged Items - Checked				1	1		2		4				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	145	169	1,886
Airline	2	1	4						1	1	1		10
Airline - Lost Baggage			3										3
Airline - Policy/Regulations/Service	2	1	1							1	1		6
Airline - Wheelchair Assistance									1				1
Civil Rights	1	2	3	3	1	2	4	2	1	4	2	1	26
Civil Rights - Age							1	1		1			3
Civil Rights - Constitutional Rights			1			1							2
Civil Rights - Not Specified			1										1
Civil Rights - Race	1	2	1	2			1	1				1	9
Civil Rights - Sex/Gender/Gender Identity- Not 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	16	159

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 - Others			1	1									2
Customer Service - TSO	17	10	16	7	11	13	12	11	15	16	13	16	157
DHS TRIP				1									1
DHS TRIP - General				1									1
Expedited Passenger Screening Program	126	123	127	89	83	116	134	119	129	123	102	133	1,404
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	5	3	5	4	1	5		4	2	3	2	3	37
Expedited Passenger Screening Program	120	119	122	85	82	111	134	114	127	120	100	130	1,364
Expedited Passenger Screening Program - TSA/DHS		1						1					2
Freedom of Information Act (FOIA)											1		1
Freedom of Information Act (FOIA) - General											1		1
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Locks	2	1				1	2		2				8
Locks - Missing or Damaged Lock	2	1				1	2		2				8
Lost and Found						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/Missed		1	2	1		1	3	4	2	3	4		21
Mishandling of Passenger Property - Damaged	4	1	1	2		2	1	2	1	2	2		18
No Jurisdiction	2	1				1	1		2	2		2	11
No Jurisdiction - No Referral	1								1			1	3
No Jurisdiction - Refer to CBP	1	1					1		1	1			5
No Jurisdiction - Refer to Other						1				1		1	3
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	2	20
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 Equipment	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Equipment				1	1	1				1		1	5
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) - Respiratory and Inhaler Equipment												1	1
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	2	41
Property - Special Handling - Damaged Items	2		1		3	1	1		1		3		12
Property - Special Handling - Damaged Items - Checked			1	1									2
Property - Special Handling - Missing Items - Carry-Covered		2		2	1		1	4	4	2		2	18
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	12	145
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	1	10
Screening - Procedures/Process	8	6	5	5	4	7	7	11	8	13	10	11	95
Screening - Retrieving Abandoned/Confiscated	1	1		1		1				1			5
2024	182												182
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Customer Service	14												14
Customer Service - TSO	14												14
Expedited Passenger Screening Program	146												146
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	141												141
Lost and Found	2												2
Lost and Found - Airport/TSA	2												2
Mishandling of Passenger Property	3												3
Mishandling of Passenger Property - Damaged	3												3
No Jurisdiction	2												2
No Jurisdiction - Refer to Other	2												2
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling	2												2
Property - Special Handling - Missing Items	1												1
Property - Special Handling - Missing Items	1												1
Screening	10												10
Screening - Crew Member or Airline Employee	1												1
Screening - Lengthy Lines	2												2
Screening - Procedures/Process	7												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
CMH	175	95	99	96	104	121	130	104	105	130	116	104	1,379
2022	28	38	39	35	27	61	62	50	46	60	54	50	550
Civil Rights		1		1					1			2	5
Civil Rights - Race												1	1
Civil Rights - Racial Profiling or 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						2			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 It	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	62	54	757
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	10	75
Customer Service - TSO	4	3	6	9	9	2	7	2	9	10	4	10	75
Expedited Passenger Screening Program	59	46	43	37	54	43	47	34	42	34	45	34	518
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	45	33	507
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	2	2	2		1	1	3		4	18
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1		2			1	1		3	9
Mishandling of Passenger Property - Dam	1	1		1	2			1		2		1	9
No Jurisdiction										1		1	2
No Jurisdiction - No Referral												1	1
No Jurisdiction - Refer to Other										1			1
Patdown	1	2	3	3	5	2	2	5	1	3	2	2	31
Patdown - Children										1			1
Patdown - Flyer	1	2	3	3	5	2	2	5	1	2	2	2	30
Persons w/ Disabilities (PWD)	4		1		1	1	1	3	2	2	4		19
Persons w/ Disabilities (PWD) - Autism S	1					1							2
Persons w/ Disabilities (PWD) - Breast 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 tr			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

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Categories	10-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	2									1			3
Property - Special Handling	1	2			2		1		1	2	2		11
Property - Special Handling - Damaged Items - Carry-On		1											1
Property - Special Handling - Damaged Items - Checked					1				1				2
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items	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	3	65
Screening - Crew Member or Airline Employee				1								1	2
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	2	46
Screening - Shoe Screening	1												1
2024	72												72
Civil Rights	2												2
Civil Rights - Race	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	12												12
Customer Service - TSO	12												12
Expedited Passenger Screening Program	47												47
Expedited Passenger Screening Program	47												47
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Patdown	4												4
Patdown - Flyer	4												4
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Items	1												1
Screening	4												4
Screening - Inconsistency	1												1
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
CMI	2	2	2			2	4	3	3	2	2	2	24
2022		1	1			1	2	2	1	1		1	10
Civil Rights							1						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	1	13
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service								1	1				2
Customer Service - TSO								1	1				2
Expedited Passenger Screening Program	1		1			1	2		1	1	1		8
Expedited Passenger Screening Program	1		1			1	2		1	1	1		8
Patdown												1	1
Patdown - Flyer												1	1
Screening											1		1
Screening - Procedures/Process											1		1
2024	1												1
Customer Service	1												1
Customer Service - TSO	1												1

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Categories	10-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	1	3					1	2	2	1			10
2022		1					1	2	1	1			6
Expedited Passenger Screening Program								2	1				3
Expedited Passenger Screening Program - TSA 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
2024	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
COD	4	1				3	1	2	2	1	2	3	19
2022						2	1	2	2	1	2	3	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						3	7
Customer Service												3	3
Customer Service - TSO												3	3
Expedited Passenger Screening Program	2					1							3
Expedited Passenger Screening Program	2					1							3
Patdown		1											1
Patdown - Flyer		1											1
2024	2												2
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	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
COS	48	33	33	24	21	37	29	45	31	39	37	52	429
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 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
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 Items - Checked	1									1			2
Screening	1	1	2	1	1		1	1	1	1	2	6	18
Screening - Inconsistency	1											3	4
Screening - Lengthy Lines												1	1
Screening - Procedures/Process		1	2	1	1		1	1	1	1	2	2	13
TWIC										1			1
TWIC - Status									1				1
2023	20	15	19	12	7	16	10	21	20	22	20	25	207
Civil Rights			1				1			1			3
Civil Rights - Age										1			1
Civil Rights - Transgender Screening			1				1						2
Customer Service	1		1			1	1	1		4	1	2	12
Customer Service - TSO	1		1			1	1	1		4	1	2	12
Expedited Passenger Screening Program	16	15	13	9	5	14	5	19	14	11	16	18	155
Expedited Passenger Screening Program - TSA Appl		2										1	3
Expedited Passenger Screening Program	16	13	13	9	5	14	5	19	14	11	15	17	151
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		1	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
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	1	9
Patdown - Children											1		1
Patdown - Flyer	1		1	1					2			1	6
Patdown - Flyer as Observer									1				1
Patdown - General							1						1
Persons w/ Disabilities (PWD)							1			1			2
Persons w/ Disabilities (PWD) - Medically Necessary 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	3	16
Screening - Inconsistency			2			1					1		4
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2				1				2	1	1	3	10
Screening - Retrieving Abandoned/Confiscated Items							1						1
2024	21												21
Expedited Passenger Screening Program	18												18
Expedited Passenger Screening Program	18												18
Patdown	1												1
Patdown - Children	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility Device	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
COU	7	3	6	11	1	7	5	5	3	3	2	1	54
2022		3	3	7		5	3	2	2		1	1	27
Civil Rights			1										1
Civil Rights - Racial Profiling or 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
2024	2												2
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	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
CPR	4	3	1	3	3	3	1	3	2	2		2	27
2022		1			1	2	1	1	1	1			8
Expedited Passenger Screening Program		1				2		1		1			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		2	16
Expedited Passenger Screening Program		2	1	2	2	1		2		1		1	12
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreC		2	1	2	2			2		1		1	11
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)		1											1
Persons w/ Disabilities (PWD) - Medically		1											1
Screening									1				1
Screening - Procedures/Process									1				1
2024	3												3
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	3												3

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Categories	10-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	11	8	6	11	8	11	9	10	8	12	10	13	117
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	5	6	56
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service		3						1	2				6
Customer Service - TSO		3						1	2				6
Expedited Passenger Screening Program	3	4	3	4	2		2	7	1	6	4	6	42
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program	3	4	3	4	2		2	7	1	6	4	5	41
Mishandling of Passenger Property	1				1								2
Mishandling of Passenger Property - 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
2024	5												5
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	3												3
Property - Special Handling	1												1
Property - Special Handling - Damaged 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
CRW	4	3	7		6	5	2	7	5	5	6	2	52
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	1	31
Customer Service			2			1		1					4
Customer Service - TSO			2			1		1					4
Expedited Passenger Screening Program	1	2	3		2	1	2	1	1	1		1	15
Expedited Passenger Screening Program	1	2	3		2	1	2	1	1	1		1	15
Mishandling of Passenger Property								2		1			3
Mishandling of Passenger Property - 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
2024	2												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
CSG	8	3	3	5	5	5	3	3	4	4	5	3	51
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	1	30
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Expedited Passenger Screening Program	2	2	3	2	3	3		2	2	1	4	1	25
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	2	2	3	1	3	3		1	2	1	4	1	23
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
2024	3												3
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	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
CVG	200	92	118	106	96	131	97	150	131	142	108	109	1,480
2022	45	33	47	43	34	56	50	73	70	75	62	68	656
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - 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 Bag				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			2	2	1	2	15
Property - Special Handling - Damaged Items - Carry-On									1	1		1	3
Property - Special Handling - Damaged Items - Checked Bag	2				1				1			1	5
Property - Special Handling - Missing Items - Carry-On						2				1			3
Property - Special Handling - Missing Items - Checked Bag	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	41	742
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information - Flyer	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	2	34
Customer Service - Others		2		1									3
Customer Service - TCC					1								1
Customer Service - TSO	2	4		4	1	1	1	4	2	6	3	2	30
Expedited Passenger Screening Program	64	46	60	53	50	66	40	64	49	49	35	30	606
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	1	15
Expedited Passenger Screening Program	62	41	56	51	47	66	40	63	47	49	32	29	583
Expedited Passenger Screening Program - TSA/DHS Employees			2	1									3
Locks				1	2	1	1						6
Locks - Missing or Damaged Lock				1	2	1	1						6
Mishandling of Passenger Property	1	1	2	1		1	1	1	1			1	10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	1	2				1					1	6
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		1	6
Patdown - Flyer		1						1		3		1	6
Persons w/ Disabilities (PWD)	2							1	5	2	1	2	13
Persons w/ Disabilities (PWD) - Diabetes									1		1		2
Persons w/ Disabilities (PWD) - General									1				1

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) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1		1		2	4
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	4	54
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			2	8
Screening - Procedures/Process	2	3	6	1	6	3	2	1	1	4	5	2	36
Screening - Retrieving Abandoned/Confiscated Items											1		1
2024	82												82
Customer Service	5												5
Customer Service - TSO	5												5
Expedited Passenger Screening Program	71												71
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	70												70
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Patdown	1												1
Patdown - Flyer	1												1
Screening	4												4
Screening - Inconsistency	1												1
Screening - Lengthy Lines	2												2
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
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

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
CWA	5	6	2	2	5	3	1	3	4	1		2	34
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			1	13
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
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Screening	1	1	1										3
Screening - Inconsistency			1										1
Screening - Procedures/Process	1	1											2
2024	2												2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1

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
CYS	3	1	1		1			2		1		2	11
2022								2		1		1	4
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program								1		1		1	3
Expedited Passenger Screening Program - TSA PreCheck								1		1		1	3
2023	3	1	1		1							1	7
Expedited Passenger Screening Program	1		1		1								3
Expedited Passenger Screening Program	1		1		1								3
Mishandling of Passenger Property	2											1	3
Mishandling of Passenger Property - Dam	2											1	3
Screening			1										1
Screening - Procedures/Process			1										1

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
DAB	14	11	5	9	10	9	10	16	18	11	8	7	128
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	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	2	67
Civil Rights						1	1	1					3
Civil Rights - Headwear						1							1
Civil Rights - Race							1	1					2
Customer Service	1							1	1				3
Customer Service - TSO	1							1	1				3
Expedited Passenger Screening Program	2	2	2	6	1	3	6	7	8	7	2	1	47
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA PreC		2	2	6	1	3	6	7	8	7	2	1	45
Expedited Passenger Screening Program	1												1
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			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
2024	6												6
Expedited Passenger Screening Program	5												5
Expedited Passenger Screening Program	5												5
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Prosthesis	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
DAL	185	121	95	72	90	93	112	141	116	120	117	133	1,395
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/Missin		1						1	1	2		2	7
Mishandling of Passenger Property - Damaged/Missin		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		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	59	68	752
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	2	14
Civil Rights - Race		1		1		1		1	1	2		1	8
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1				1			2		1	5
Claims	1												1
Claims - General	1												1
Customer Service	4	10	4	2		4	4	1	4	2	2	4	41
Customer Service - TSO	4	10	4	2		4	4	1	4	2	2	4	41
Expedited Passenger Screening Program	46	49	43	33	42	42	40	58	44	48	37	47	529
Expedited Passenger Screening Program - DoD								1		1		1	3
Expedited Passenger Screening Program	2	2		1	4			2	3	2		1	17
Expedited Passenger Screening Program	44	47	43	32	38	42	40	55	41	44	37	45	508
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										1			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

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
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	2	28
Patdown - Children	1												1
Patdown - Flyer	3	2	1	1			3	6	6	1	1	2	26
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)	2	1	1	2	3	2	1		2	1	4	2	21
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - General	1									1		1	3
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Medically Necessary		1		1	2				1		2	1	8
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	2	18
Property - Special Handling - Damaged Items	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				2	5
Property - Special Handling - Missing Items	1	1				1		1	1				5
Screening	6	2	3	2	5	3	1	4	5	12	10	9	62
Screening - Inconsistency			2	1	2			1	1	3	1	2	13
Screening - Lengthy Lines	1									1	2		4
Screening - Military												1	1
Screening - Procedures/Process	5	2	1		3	3	1	3	4	7	7	6	42
Screening - Retrieving Abandoned/Confiscated Items				1						1			2
2024	94												94
Civil Rights	1												1
Civil Rights - Sexual Orientation - Not Tra	1												1
Customer Service	6												6
Customer Service - TSO	6												6
Expedited Passenger Screening Program	71												71
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	68												68
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	4												4
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	3												3
Patdown	4												4
Patdown - Flyer	3												3
Patdown - Flyer as Observer	1												1
Property - Special Handling	2												2
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Damaged Items	1												1
Screening	5												5
Screening - Inconsistency	1												1
Screening - Procedures/Process	4												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
DAY	31	12	13	17	16	13	13	19	16	15	18	18	201
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	11	96
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		4	9
Customer Service - TSO	1			1	1					2		4	9
Expedited Passenger Screening Program	9	2	9	10	7	5	4	8	7	4	2	5	72
Expedited Passenger Screening Program - DoD			1							1			2
Expedited Passenger Screening Program	9	2	8	10	7	5	4	8	7	3	2	5	70
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	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			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
2024	10												10
Civil Rights	1												1
Civil Rights - Sexual Orientation - Not Transgender	1												1
Expedited Passenger Screening Program	6												6
Expedited Passenger Screening Program	6												6
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling	2												2
Property - Special Handling - Damaged 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
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

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
DCA	481	298	298	203	254	362	398	344	349	352	344	372	4,055
2022	93	123	109	66	111	158	203	170	189	193	200	166	1,781
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Information - EMAIL		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 - Civilian	3	6	6	1		6	2	1	6	1	3	2	37
Expedited Passenger Screening Program - Civilian	4	6	5	2	1	2	6	4	6	10	6	3	55
Expedited Passenger Screening Program - Civilian	50	69	67	40	79	111	149	127	136	134	151	136	1,249
Expedited Passenger Screening Program - Civilian	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/Missing		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 Conditions	1										1		2
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 (Non-ambulatory)		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) - Wheelchair	1	1				1	1			1	2		7
Prohibited & Permitted Items	1	1											2
Prohibited & Permitted Items - Firearm/Arms	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 Items	3	3		3	1	1		1	2	4	1	2	21
Property - Special Handling - Damaged Items - Checked		2	2	2	2		2		1				11
Property - Special Handling - Missing Items	2				1	1	1	2	1	1	2	1	12
Property - Special Handling - Missing Items - Checked	1			2			1		1				5
Request for Assistance			1		1								2
Request for Assistance - Other			1		1								2
Screening	5	7	7	4	5	7	10	10	10	12	8	5	90
Screening - Crew Member or Airline 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	144	206	2,075
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

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 - 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	15	139
Customer Service - Others							1	2					3
Customer Service - TSO	7	10	12	7	8	8	12	14	13	19	11	15	136
DHS TRIP												1	1
DHS TRIP - Status												1	1
Expedited Passenger Screening Program	161	147	160	117	119	162	153	132	133	116	101	158	1,659
Expedited Passenger Screening Program - Active Du		1	1	2									4
Expedited Passenger Screening Program	1	5	1		1	2	3	3	1	4		1	22
Expedited Passenger Screening Program	3	1	9	1	2	3	5		2			3	29
Expedited Passenger Screening Program	157	137	149	114	115	156	145	129	130	112	100	154	1,598
Expedited Passenger Screening Program - TSA/DHS		3			1	1					1		6
Hazardous Materials Safety			1						1				2
Hazardous Materials Safety - General			1						1				2
Human Capital								1					1
Human Capital - Prospective 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										1	3
Lost and Found - Airport/TSA		2										1	3
Mishandling of Passenger Property	4	3	1			2	2	3	1	4	6	2	28
Mishandling of Passenger Property - Dam	1		1			1	2	2		3	4	2	16
Mishandling of Passenger Property - Dam	1	1				1		1	1	1	2		8
Mishandling of Passenger Property - Disa	2	2											4
No Jurisdiction	1						2						3
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP							1						1
No Jurisdiction - Refer to Other							1						1
Notice of Violation/Civil Penalties												1	1
Notice of Violation/Civil Penalties - General												1	1
Patdown	2	3	2	3	1	7	4	1	2	2	3	2	32
Patdown - Flyer	2	3	2	3	1	7	3	1	2	2	3	2	31
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)	1	1	4		2	2	5	2	2	1	2	4	26
Persons w/ Disabilities (PWD) - Autism Spectrum							1					1	2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cai			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						1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - 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	5	29
Property - Special Handling - Damaged Items - Carry-On			1	1		1	1			2		3	9
Property - Special Handling - Damaged Items - Checked						1	2						3
Property - Special Handling - Missing Item	1		2		2	1				1	1	1	9
Property - Special Handling - Missing Items - Checked				1	2	3				1		1	8
Request for Assistance					1						1		2
Request for Assistance - Other					1						1		2
Screening	7	8	4	7	8	13	8	13	7	8	17	17	117
Screening - Children	1												1
Screening - Crew Member or Airline Employee		1		1		1						1	4
Screening - Inconsistency			1		2	1	1	3	2	1	3	1	15
Screening - Lengthy Lines	1			1		2	2	1			3	3	13
Screening - Procedures/Process	5	6	3	5	5	9	4	9	5	7	11	12	81
Screening - Retrieving Abandoned/Confiscated Items		1			1		1						3
2024	199												199
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	11												11
Customer Service - TSO	11												11
Expedited Passenger Screening Program	168												168
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	160												160
Expedited Passenger Screening Program	1												1
Mishandling of Passenger Property	3												3
Mishandling of Passenger Property - Dam	2												2
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction	1												1
No Jurisdiction - No Referral	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	3												3
Property - Special Handling - Damaged It	2												2
Property - Special Handling - Missing Item	1												1
Screening	11												11
Screening - Inconsistency	1												1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	9												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
DDC		1				1	1					1	4
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
2023												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
DEC		1	1	1		1		1			2	4	11
2022			1	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	4	7
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program						1						2	3
Expedited Passenger Screening Program - TSA PreCheck						1						2	3
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

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	1,176	663	624	519	623	875	840	884	812	902	828	874	9,620
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				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		1	2	1	2	8
Locks - General							1						1
Locks - Missing or Damaged Lock		1							1	2	1	2	7
Lost and Found		1		2				1	1		1	1	7
Lost and Found - Airport/TSA		1		2				1	1		1	1	7
Mishandling of Passenger Property	1	2	3	4	4		7	5	9	7	9	7	58
Mishandling of Passenger Property - 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	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 (Nurse)		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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - International Screening						1							1
Screening - Lengthy Lines	8	2		1	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	508	422	431	5,128
Additional Information Required/Insufficient Information		1		2	3				1				7
Additional Information Required/Insufficient Information - General		1		2	3				1				7
Airline	1		2			1		2		1		1	8
Airline - Lost Baggage			1			1							2
Airline - Policy/Regulations/Service	1		1					2		1		1	6
Civil Rights	2	2	2	4	6	6	9	7	4	8	2	4	56
Civil Rights - Age	1					1			2	1		2	7
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	2	21
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	30	362
Customer Service - CSM							1						1
Customer Service - Others						1	2			1	2		6
Customer Service - TCC										1			1
Customer Service - TSO	38	22	25	20	19	26	27	41	32	41	33	30	354
DHS TRIP								2					2
DHS TRIP - General								2					2
Expedited Passenger Screening Program	329	340	312	283	277	324	287	332	295	313	282	304	3,678
Expedited Passenger Screening Program - Active Duty Military			2				1	1					4
Expedited Passenger Screening Program - General	1	2		2		1	1	4	3	3	1		18
Expedited Passenger Screening Program - International	12	12	13	9	10	11	6	5	3	6	4	4	95
Expedited Passenger Screening Program - TSA/DHS	316	325	297	272	267	311	279	322	289	304	277	300	3,559
Hazardous Materials Safety			1			1							2
Hazardous Materials Safety - General			1			1							2
Intranet/Internet Inquiries							1					1	2
Intranet/Internet Inquiries - General						1						1	2
Locks		1		1	2	1	2		1	3	1	1	13
Locks - Missing or Damaged Lock		1		1	2	1	2		1	3	1	1	13
Lost and Found	1			1				1			1		4
Lost and Found - Airport/TSA	1			1				1			1		4
Mishandling of Passenger Property	7	2	3	2	11	4	10	4	13	8	19	9	92
Mishandling of Passenger Property - Damaged	4		2		5		6	2	8	6	10	6	49
Mishandling of Passenger Property - Damaged - General	2	1	1	2	5	4	4	2	5	2	8	3	39
Mishandling of Passenger Property - Damaged - TSA/DHS	1	1			1						1		4
No Jurisdiction	1	1	1	4		3	1	2	2	1		3	19
No Jurisdiction - No Referral	1		1	1		1						2	6
No Jurisdiction - Refer to CBP				1				1	1				3
No Jurisdiction - Refer to Other		1		2		2	1	1	1	1		1	10
Ombudsman										1			1
Ombudsman - General										1			1
Patdown	11	7	3	9	5	1	4	7	3	13	8	3	74
Patdown - Children	1	1	1				2	1		1	1		8
Patdown - Flyer	9	5	2	8	4	1	2	5	2	9	6	3	56
Patdown - Flyer as Observer	1	1			1			1	1	3	1		9
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)	1	2	4	6	8	5	6	10	17	13	10	6	88
Persons w/ Disabilities (PWD) - Assistive Technology									1				1
Persons w/ Disabilities (PWD) - Autism 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	1	7
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					1				1			1	3
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	1	14
Persons w/ Disabilities (PWD) - Metal Implants (joint)						2	1		3	1			7
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			2			1	2	2		1	1	1	10
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	2	6
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	5	97
Property - Special Handling - Damaged Items	4	4	1	2	4	2	3		1	4	3	1	29

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 Item	2				1	2	1	1			1		8
Property - Special Handling - Missing Item	4	2	6	5	2	4	3	3	1	2	5	2	39
Property - Special Handling - Missing Item	1	1	1	1	5	3	1	2	1	1	2	2	21
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	64	617
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	3	83
Screening - Lengthy Lines	12	5	3	3	12	11	12	20	20	24	7	20	149
Screening - Opposite Gender												2	2
Screening - Procedures/Process	27	15	20	17	24	38	26	30	22	58	38	39	354
Screening - Rail										1			1
Screening - Retrieving Abandoned/Confiscated Items			1	3	1	3	1	1	3	1			14
Screening - Security Breach								1					1
2024	487												487
Additional Information Required/Insufficient Information	3												3
Additional Information Required/Insufficient Information	3												3
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service	42												42
Customer Service - TCC	1												1
Customer Service - TSO	41												41
Expedited Passenger Screening Program	375												375
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	9												9
Expedited Passenger Screening Program	364												364
Expedited Passenger Screening Program	1												1
Locks	2												2
Locks - Missing or Damaged Lock	2												2
Lost and Found	2												2
Lost and Found - Airport/TSA	2												2
Mishandling of Passenger Property	6												6
Mishandling of Passenger Property - Damaged Item	2												2
Mishandling of Passenger Property - Damaged Item	4												4
No Jurisdiction	1												1
No Jurisdiction - Refer to CBP	1												1
Patdown	3												3
Patdown - Children	1												1
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	4												4
Persons w/ Disabilities (PWD) - Hearing Impaired	1												1
Persons w/ Disabilities (PWD) - Prostheses	2												2
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling	7												7
Property - Special Handling - Damaged Item	3												3
Property - Special Handling - Damaged Item	1												1
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Item	2												2
Screening	41												41
Screening - Inconsistency	5												5
Screening - Lengthy Lines	2												2
Screening - Procedures/Process	33												33
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
DFW	709	459	439	393	415	598	546	593	579	493	515	544	6,283
2022	131	194	187	134	166	241	228	276	261	230	233	280	2,561
Additional Information Required/Insufficient 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 Ceremonial Items		1									1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2		1	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-Carriers			2		2		3	5	1		2	1	16
Mishandling of Passenger Property - Disposition	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/Medications			2										2
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		2			1	1				1			3
Persons w/ Disabilities (PWD) - Medically Necessary		2	1			1		1	2	1	1		9
Persons w/ Disabilities (PWD) - Metal Implants	1		1		1								3
Persons w/ Disabilities (PWD) - Mobility Devices	2		1	1	1		1	1					7
Persons w/ Disabilities (PWD) - Prostheses	1	1			1				1	1			5
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1			1		1	1				4
Prohibited & Permitted Items	1	2	1										4
Prohibited & Permitted Items - Alcohol and Tobacco	1		1										2
Prohibited & Permitted Items - Firearm/Ammunition		1											1
Prohibited & Permitted Items - Knives/Tools/Razors/Scissors		1											1
Property - Special Handling	9	8	8	8	5	10	8	12	10	18	15	6	117
Property - Special Handling - Damaged Items	2	5	5	3	2	2	5	4	4	9	2	2	45
Property - Special Handling - Damaged Items - Checked	3	2		1	2	4		5	2	4	2	2	27
Property - Special Handling - Missing Items	4		1	2	1	1	3	3	3	3	8	1	30
Property - Special Handling - Missing Items - Checked		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 Employee	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	282	264	3,433

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Categories	10-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	3			1	3					1	3		11
Additional Information Required/Insufficient Information - General	3			1	3					1	3		11
Airline	2	1		1		1	1		1	2	1	1	11
Airline - Lost Baggage	1			1								1	3
Airline - Policy/Regulations/Service	1					1			1	1	1		5
Airline - Wheelchair Assistance		1					1			1			3
Civil Rights	4	3	3	3	4	4	6	2	4	4	9	4	50
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	1	28
Civil Rights - Screening of Religious or Cultural Garments												1	1
Civil Rights - Sex/Gender/Gender Identity	1	1					2			1	2	2	9
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	29	33	452
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	29	33	443
DHS TRIP			1										1
DHS TRIP - General			1										1
Expedited Passenger Screening Program	201	188	185	164	163	237	213	199	209	168	183	178	2,288
Expedited Passenger Screening Program - Active Duty Military					1		1				1		3
Expedited Passenger Screening Program - DoD		1				1							2
Expedited Passenger Screening Program - General	12	5	11			8	1	3	6	1	7	4	58
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	189	182	174	164	161	228	211	195	202	167	175	173	2,221
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1			1	1			1	4
Hazardous Materials Safety	1								1			1	3
Hazardous Materials Safety - General	1								1			1	3
Intranet/Internet Inquiries											1		1
Intranet/Internet Inquiries - General											1		1
Locks	1		1	4	1			1	2		1		11
Locks - General	1			1									2
Locks - Missing or Damaged Lock			1	3	1			1			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	8	84
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor								1					1
Mishandling of Passenger Property - Damaged Item	4	3	1	4	1	3	5	3	5	3	5	3	40
Mishandling of Passenger Property - Damaged Item	1	1	2	5	1	4	3	6	3	4	3	2	35
Mishandling of Passenger Property - Disarrayed Item		1	1	1		1		1				3	8
No Jurisdiction					3	1		3	4	3	2	2	18
No Jurisdiction - No Referral					1				1				2
No Jurisdiction - Refer to CBP					1			1	2	1		1	6
No Jurisdiction - Refer to Other					1	1		2	1	2	2	1	10
Patdown	1	2	4	5	4	7	3	9	3	7	7	3	55
Patdown - Children											1	1	2
Patdown - Flyer	1	2	4	5	4	6	2	9	3	5	6	2	49
Patdown - Flyer as Observer						1	1						2
Patdown - Non-Flyer										2			2
Persons w/ Disabilities (PWD)	8	4	3	4	4	4	2	10	4	3	8	4	58
Persons w/ Disabilities (PWD) - Autism Spectrum						1		2					3
Persons w/ Disabilities (PWD) - Breast Cancer					1				1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental			1										1
Persons w/ Disabilities (PWD) - Diabetes	1		1					1					3
Persons w/ Disabilities (PWD) - General								1				1	3
Persons w/ Disabilities (PWD) - Medical Conditions	2										2		4
Persons w/ Disabilities (PWD) - Medically Necessary		1		1		2		1	1	1	1	2	10
Persons w/ Disabilities (PWD) - Metal Implants (Joint)		1			1			1			2		5
Persons w/ Disabilities (PWD) - Mobility Devices	1			1			1	1		2			6
Persons w/ Disabilities (PWD) - Prostheses	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 Impairment	1							1				1	3
Persons w/ Disabilities (PWD) - Wheelchair	1		1	2	1	1		1	2				9
Property - Special Handling	4	5	3	8	4	5	11	9	4	6	3	5	67
Property - Special Handling - Damaged Item	1	3		3	2	3	3	1	1	2	1	2	22
Property - Special Handling - Damaged Item	1	1			2		2	3				1	10
Property - Special Handling - Missing Item	1		3	2			3	3	1	1	2	1	17
Property - Special Handling - Missing Item	1	1		3		2	3	2	2	3		1	18
Request for Assistance									1			1	2
Request for Assistance - Other									1			1	2
Screening	19	22	21	21	25	32	34	27	35	26	27	24	313
Screening - Crew Member or Airline Employee	1	4	8	2	1	2		1	1	1	4	1	26
Screening - Inconsistency	3	2	4	8	4	2	5	3	3	4	2	5	45
Screening - International Screening								1					1
Screening - Lengthy Lines	3	8	3	4	7	5	4	7	9	4	2	2	58
Screening - Procedures/Process	10	7	6	7	11	22	24	13	19	16	18	16	169
Screening - Retrieving Abandoned/Confiscated	2	1			2	1	1	2	3	1			13
Screening - Shoe Screening											1		1
2024	289												289

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights	2												2
Civil Rights - Perceived Religion	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Claims	1												1
Claims - Status	1												1
Customer Service	28												28
Customer Service - TSO	28												28
Expedited Passenger Screening Program	216												216
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	213												213
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	4												4
Mishandling of Passenger Property - Dam	3												3
Mishandling of Passenger Property - Disa	1												1
Patdown	5												5
Patdown - Children	1												1
Patdown - Flyer	4												4
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling	4												4
Property - Special Handling - Damaged It	2												2
Property - Special Handling - Missing Item	2												2
Screening	26												26
Screening - Crew Member or Airline Empl	2												2
Screening - Inconsistency	3												3
Screening - Lengthy Lines	6												6
Screening - Procedures/Process	15												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
DHN	2	5	2	2	1	3	1	3	5	1	1	3	29
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									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	2	15
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program			3			1				1	1	2	8
Expedited Passenger Screening Program - TSA PreC			3			1				1	1	2	8
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
2024	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
DIK	1		3		1	1		1	2	1	4	1	15
2022											1	1	2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown												1	1
Patdown - Children												1	1
2023			3		1	1		1	2	1	3		12
Customer Service							1				1		2
Customer Service - TSO						1					1		2
Expedited Passenger Screening Program			3		1			1	2	1	1		9
Expedited Passenger Screening Program - TSA PreCheck			3		1			1	2	1	1		9
Screening											1		1
Screening - Inconsistency											1		1
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DLG							1			2		1	4
2022							1			1		1	3
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA 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	3	7	5	5	4	3	5	1	3	1	6	5	48
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	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	4	34
Customer Service			1									1	2
Customer Service - TSO			1									1	2
Expedited Passenger Screening Program	1	3	2	1	3	2	2	1	3		5	3	26
Expedited Passenger Screening Program	1	3	2	1	3	2	2	1	3		5	3	26
Patdown			1	1									2
Patdown - Flyer			1	1									2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Screening			1	2									3
Screening - Inconsistency				1									1
Screening - Procedures/Process				1									1
Screening - Retrieving Abandoned/Confiscated Items			1										1
2024	2												2
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	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
DRO	11	11	5	5	9	5	5	7	7	8	3	7	83
2022	1	5	2		5	2	2	3	3	2	1	1	27
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program	1	4	2		4	2	1	2	3	1	1	1	22
Expedited Passenger Screening Program - TSA 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	6	50
Civil Rights								2					2
Civil Rights - Age								1					1
Civil Rights - Race								1					1
Customer Service	1			1	1								3
Customer Service - TSO	1			1	1								3
Expedited Passenger Screening Program	3	5	2	4	3	3	3	2	3	4	1	6	39
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	3	5	2	4	2	3	3	2	3	4	1	6	38
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - 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
2024	6												6
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	2												2
Screening	3												3
Screening - Inconsistency	1												1
Screening - Procedures/Process	2												2

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
DRT		2	1	1	1	4			1		2	2	14
2022					1				1		2	2	6
Expedited Passenger Screening Program					1				1		1	2	5
Expedited Passenger Screening Program - TSA 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

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
DSM	69	50	29	26	36	54	49	47	33	35	44	43	515
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 - Missing Items - Carry-On	2	3	1				1	1			1		9
Expedited Passenger Screening Program - Missing Items - Checked	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/Carry-on	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	25	256
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service					1			1	1	1	1	2	7
Customer Service - TSO					1			1	1	1	1	2	7
Expedited Passenger Screening Program	19	21	20	13	22	19	22	18	16	14	17	21	222
Expedited Passenger Screening Program - Missing Items - Carry-On	1			1	2	1			1	1			7
Expedited Passenger Screening Program - Missing Items - Checked	18	21	20	12	20	18	22	18	15	13	17	21	215
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	1	6
Patdown - Children				1									1
Patdown - Flyer	1				1						1		3
Patdown - Flyer as Observer	1											1	2
Persons w/ Disabilities (PWD)						1		1			1		3
Persons w/ Disabilities (PWD) - Breast 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-On		1						1	1				3
Screening		3			1	1		2		1		1	9
Screening - Lengthy Lines		2			1								3
Screening - Procedures/Process		1				1		2		1		1	6
2024	39												39
Expedited Passenger Screening Program	38												38
Expedited Passenger Screening Program - Missing Items - Carry-On	1												1
Expedited Passenger Screening Program - Missing Items - Checked	2												2
Expedited Passenger Screening Program - Missing Items - TSA/DHS Employees - Opt In	35												35
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
DTW	468	312	329	297	329	378	338	379	335	295	345	374	4,179
2022	81	137	121	130	137	173	158	171	163	137	187	194	1,789
Airline			2		1					1			4
Airline - Policy/Regulations/Service			2		1					1			4
Civil Rights	3	4	1	1	1	2	2	2	4	2		4	26
Civil Rights - Age									1				1
Civil Rights - Perceived Religion									1				1
Civil Rights - Profiling						1	1						2
Civil Rights - Race						1	1	1	1	2		3	9
Civil Rights - Racial Profiling or 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	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--Carry-on Luggage			2			1			1	2	2	2	10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	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 Medical Condition	1			1									2
Persons w/ Disabilities (PWD) - Medically Unstable	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/ Mobility Device		1						3	1				5
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects			1										1
Property - Special Handling	2	6	5	4	2	7	2	3	3	5	4	1	44
Property - Special Handling - Damaged Items	1	3		3		5	1	1	1	1	2		18
Property - Special Handling - Damaged Items - Checked			1	1				1	2	2	1		8
Property - Special Handling - Missing Items - Carry-on	1	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	158	180	2,166
Airline			1			2			1	1	2	1	8
Airline - Lost Baggage			1										1
Airline - Policy/Regulations/Service						2			1	1	2	1	7
Animals				1									1
Animals - Carry-On				1									1
Civil Rights	2	1	1	1			1	3	2	4			15
Civil Rights - Age									1				1
Civil Rights - National Origin		1											1
Civil Rights - Race	1		1	1				2		3			8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	1						1	1		1			4
Civil Rights - Transgender Screening									1				1
Current Topic												1	1
Current Topic - Current Topic												1	1
Customer Service	10	8	6	12	16	14	11	43	16	19	10	17	182
Customer Service - Others				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
Customer Service - TCC		1						1					2
Customer Service - TSO	10	7	6	11	16	14	11	42	16	19	10	17	179
Expedited Passenger Screening Program	138	149	184	132	159	170	148	137	120	95	116	130	1,678
Expedited Passenger Screening Program - 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	2	2	3	39
Expedited Passenger Screening Program	133	141	177	130	155	167	145	134	119	92	113	127	1,633
Hazardous Materials Safety											1		1
Hazardous Materials Safety - General											1		1
Locks		1	2		3			1	1			1	9
Locks - Missing or Damaged Lock		1	2		3			1	1			1	9
Lost and Found								2					2
Lost and Found - Airport/TSA								2					2
Mishandling of Passenger Property	3	2	4	3	4	3	7	4	3	5	2	3	43
Mishandling of Passenger Property - Dam	2	1	2	2	2	2	4	3	2	3	2	2	27
Mishandling of Passenger Property - Dam	1		2		2		2	1		2		1	11
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1		1	1		1				4
No Jurisdiction	1			3	2		1	2				1	10
No Jurisdiction - No Referral							1	2					3
No Jurisdiction - Refer to CBP	1			1								1	3
No Jurisdiction - Refer to Other				2	2								4
No Subject												1	1
No Subject - General												1	1
Patdown	2		1	1	1	3	3	3	3	6	3	3	29
Patdown - Children									1		1		2
Patdown - Flyer	2		1	1	1	3	3	3	2	5	2	2	25
Patdown - Flyer as Observer										1		1	2
Persons w/ Disabilities (PWD)	1	4	1			2	1	2	1		1	2	15
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Medical C	1					1							2
Persons w/ Disabilities (PWD) - Medically Necessary		1										1	2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		2										1	3
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	4	41
Property - Special Handling - Damaged Items - Carry		1	3	1	1	1		2	6	1	1		17
Property - Special Handling - Damaged Items - Checked							1					1	2
Property - Special Handling - Missing Item	1	1		3		1	1	2				1	10
Property - Special Handling - Missing Items - Checked					2	1	2	2			3	2	12
Screening	5	8	5	10	4	8	4	5	19	27	19	16	130
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	3	28
Screening - Military									1				1
Screening - Procedures/Process	3	7	3	7	3	5	2	3	8	19	10	13	83
Screening - Retrieving Abandoned/Confiscated Items						1		1					2
2024	224												224
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insufficient	1												1
Civil Rights	3												3
Civil Rights - Screening of Religious Cultu	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Civil Rights - Transgender Screening	1												1
Claims	1												1
Claims - Status	1												1
Customer Service	17												17
Customer Service - TSO	17												17
Expedited Passenger Screening Program	177												177
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	175												175
Mishandling of Passenger Property	3												3
Mishandling of Passenger Property - Dam	3												3
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling	9												9
Property - Special Handling - Damaged It	6												6
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	2												2
Screening	12												12
Screening - Inconsistency	3												3
Screening - Lengthy Lines	2												2
Screening - Procedures/Process	7												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
DUJ										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
DVL						1	1						2
2022						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
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		16
2022			1		1	1	2	1	2		1		9
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program					1	1	2		1				5
Expedited Passenger Screening Program - TSA 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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ECP	25	14	7	12	12	17	13	25	20	15	16	15	191
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	9	94
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	7	79
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	7	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		1											1
Patdown												1	1
Patdown - Flyer												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		1	6
Screening - Crew Member or Airline Employee					1								1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process				1				1		1		1	4
2024	7												7
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	4												4
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged/Missing Items	1												1
Screening	2												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
EGE	2	1	14	10	14	22	2	5	3	3	8	3	87
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	2	48
Customer Service				1		3							4
Customer Service - TSO				1		3							4
Expedited Passenger Screening Program			7	4	9	7	2			1	3	1	34
Expedited Passenger Screening Program - TSA PreCheck			7	4	9	7	2			1	3	1	34
Patdown	1				1								2
Patdown - Flyer	1				1								2
Persons w/ Disabilities (PWD)					1						1	1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Property - Special Handling			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
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EKO	2				1	1			1	1			6
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
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ELM	2	2	2	1	3	2	2			3	1	1	19
2022		1		1	1	1				3		1	8
Expedited Passenger Screening Program				1	1	1				2		1	6
Expedited Passenger Screening Program - TSA 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
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ELP	58	21	35	32	18	50	47	43	30	38	40	37	449
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 - Checked	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	22	25	232
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	2	12
Customer Service - TSO	1		1	1	1	3			1		2	2	12
Expedited Passenger Screening Program	14	9	20	15	8	18	22	14	12	20	15	15	182
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	15	15	175
Expedited Passenger Screening Program - TSA/DHS Employee			1										1
Mishandling of Passenger Property			1		1			4			1	3	10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1			1			1	2	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked			1					3				1	5
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	2
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked							1						1
Screening			2	2		2	1	1		2	3	4	17
Screening - Inconsistency			1	1		1				1			4
Screening - Lengthy Lines											1		1
Screening - Procedures/Process			1	1		1	1	1		1	2	4	12
2024	32												32
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information	1												1
Expedited Passenger Screening Program	24												24
Expedited Passenger Screening Program	24												24
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Mobility Disability	1												1
Screening	5												5
Screening - Inconsistency	1												1
Screening - Lengthy Lines	1												1
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
ERI	2	1	4	1	2	2	3	2	1	1	3	7	29
2022	2					2	1	1	1	1		5	13
Civil Rights	1									1			2
Civil Rights - Race										1			1
Civil Rights - Racial Profiling or 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	2	16
Expedited Passenger Screening Program			2	1	2		2				2	2	11
Expedited Passenger Screening Program - TSA PreCheck			2	1	2		2				2	2	11
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

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Categories	10-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

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Categories	10-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	27	16	24	9	9	15	18	18	19	17	21	17	210
2022	5	1	9	2	3	4	10	9	12	8	9	11	83
Civil Rights												1	1
Civil Rights - Race												1	1
Customer Service											1		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	6	118
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	5	96
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	5	90
Lost and Found			2								1		3
Lost and Found - Airport/TSA			2								1		3
Mishandling of Passenger Property	2			2			1			1	1	1	8
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		1	3
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
2024	9												9
Expedited Passenger Screening Program	7												7
Expedited Passenger Screening Program	7												7
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	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
EVV	7	3	1	1	8	5	6	3	1	3	8	2	48
2022	1				3	3	5	2			5	1	20
Expedited Passenger Screening Program		1			2	3	5	1				4	1
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	1	25
Civil Rights							1			1			2
Civil Rights - Race							1			1			2
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Expedited Passenger Screening Program	2	2	1		4	1	1	1			3		15
Expedited Passenger Screening Program - TSA 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	2
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked					1								1
2024	3												3
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	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
EWN	1	2	1	1		3	1	1			1		11
2022		2	1	1		1	1	1					7
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Expedited Passenger Screening Program		2		1		1	1	1					6
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA PreC		1		1		1	1	1					5
2023						2					1		3
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA 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
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EW2022	1,375	818	893	739	772	1,249	1,187	1,147	937	915	991	997	12,020
Additional Information Required/Insufficient Information	198	255	302	175	274	664	632	595	478	461	496	472	5,002
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 Ceremonial Items		1											1
Civil Rights - Screening of Religious or Cultural Garments						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		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 - Airline	1	2				1	3	4		1	2	1	15
Expedited Passenger Screening Program - Airport	1												1
Expedited Passenger Screening Program - Border	10	25	20	4	13	12	16	19	13	13	10	6	161
Expedited Passenger Screening Program - General	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
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 testing)	1												1
Persons w/ Disabilities (PWD) - Cognitive Disabilities	1								1				2
Persons w/ Disabilities (PWD) - Diabetes						1	2					1	4
Persons w/ Disabilities (PWD) - Diapers/Changing	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 Devices		1	1				1		1			1	5
Persons w/ Disabilities (PWD) - Medical Equipment	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 Devices	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

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
Prohibited & Permitted Items - Knives/Tools/Razors/ETC		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	495	525	6,381
Additional Information Required/Insufficient Information												1	1
Additional Information Required/Insufficient Information - EMAIL ONLY												1	1
Airline	1		1	3	1		1	1	3	1		1	13
Airline - Lost Baggage				1			1		1	1			4
Airline - Policy/Regulations/Service	1		1	1				1	2			1	7
Airline - Wheelchair Assistance				1	1								2
Animals		1											1
Animals - Carry-On		1											1
Civil Rights	5	2	3	7	3	1	4	3	5	5	5	2	45
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	1	7
Civil Rights - Sexual Orientation - Not Transgender			1									1	2
Civil Rights - Transgender Screening				1			1			1	2		5
Claims								1	1			1	3
Claims - General								1					1
Claims - Status									1			1	2
Customer Service	29	39	35	29	22	33	33	27	24	34	52	38	395
Customer Service - CSM					1								1
Customer Service - Others												1	1
Customer Service - TCC			1									1	2
Customer Service - TSO	29	39	34	29	21	33	33	27	24	34	52	36	391
DHS TRIP								1					1
DHS TRIP - Status								1					1
Expedited Passenger Screening Program	428	449	476	449	416	489	468	442	364	342	346	402	5,071
Expedited Passenger Screening Program - Active Duty Military				1				1					2
Expedited Passenger Screening Program - Checked	1	2			4	3		2	1		2		15
Expedited Passenger Screening Program - Damaged	15	10	10	9	14	5	4	6	3	8	6	6	96
Expedited Passenger Screening Program - Damaged/Missing Items	412	436	466	438	397	481	464	433	360	334	338	396	4,955
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	3	15
Lost and Found - Airport/TSA	1	1		1			2	2	2	2	1	3	15
Mishandling of Passenger Property	7	8	7	10	7	5	9	15	4	15	8	9	104
Mishandling of Passenger Property - Damaged	3	3	4	6	4	2	4	9	2	12	5	4	58
Mishandling of Passenger Property - Damaged/Missing Items	4	4	3	3	2	2	4	5	2	3	3	5	40
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	5	3	2	32
No Jurisdiction - No Referral		1		1				1		2			5
No Jurisdiction - Refer to CBP	3	2	1	3		1	1	1	2	2	3	2	21
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	3	52
Patdown - Children							1						1
Patdown - Flyer	3	5	5	3	2	2	3	3	3	6	6	3	44
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	5	59
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	2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						3				1		2	6
Persons w/ Disabilities (PWD) - Medically	1			2	3	1	1	3	3	1	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
Persons w/ Disabilities (PWD) - Mobility D	2			1			1	1	2		1	1	9
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1	1									2
Persons w/ Disabilities (PWD) - Service Animals										2		1	3
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	5	95
Property - Special Handling - Damaged It	2	5	2	3	1	5	3	3	3	3	3	4	37
Property - Special Handling - Damaged It	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	1	21
Screening	49	37	48	39	36	36	16	39	31	30	57	53	471
Screening - Crew Member or Airline Employee			2	1	3						2		8
Screening - Inconsistency	10	8	7	4	3	3	3	5	5	5	7	2	62
Screening - Lengthy Lines	13	8	11	14	9	7	1	7	5	2	15	13	105
Screening - Opposite Gender										1			1
Screening - Procedures/Process	23	20	25	18	20	24	9	26	20	20	32	37	274
Screening - Retrieving Abandoned/Confis	3	1	3	2	1	2	3	1	1	2		1	20
Screening - Traveling with Cash											1		1
Transportation Security Operations Center	1												1
Transportation Security Operations Cente	1												1
TWIC						1							1
TWIC - General						1							1
2024	637												637
Airline	1												1
Airline - Wheelchair Assistance	1												1
Civil Rights	5												5
Civil Rights - Age	1												1
Civil Rights - Race	4												4
Customer Service	39												39
Customer Service - TCC	2												2
Customer Service - TSO	37												37
Duplicate E-mail	1												1
Duplicate E-mail - General	1												1
Expedited Passenger Screening Program	535												535
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	5												5
Expedited Passenger Screening Program	528												528
Expedited Passenger Screening Program	1												1
Intranet/Internet Inquiries	1												1
Intranet/Internet Inquiries - General	1												1
Locks	4												4
Locks - Missing or Damaged Lock	4												4
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	4												4
Mishandling of Passenger Property - Dam	2												2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction	3												3
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP	2												2
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	6												6
Persons w/ Disabilities (PWD) - Medically	2												2
Persons w/ Disabilities (PWD) - Mobility D	3												3
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	11												11
Property - Special Handling - Damaged It	4												4
Property - Special Handling - Damaged It	2												2
Property - Special Handling - Missing Item	3												3
Property - Special Handling - Missing Item	2												2
Screening	25												25
Screening - Inconsistency	1												1
Screening - Lengthy Lines	3												3
Screening - Procedures/Process	21												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
EYW	19	19	16	16	17	19	20	16	18	13	13	6	192
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	4	94
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	2	65
Expedited Passenger Screening Program	4	11	1	4	7	8	9	6	6	3	4	2	65
Patdown			1			1							2
Patdown - Flyer						1							1
Patdown - Flyer as Observer			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			3	1	5	2	1	13
Screening - Inconsistency								1					1
Screening - Lengthy Lines									1	4	1		6
Screening - Procedures/Process					1			2		1	1	1	6
2024	10												10
Expedited Passenger Screening Program	9												9
Expedited Passenger Screening Program	9												9
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
FAI	9	11	9	11	6	14	7	12	13	12	12	12	128
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	7	78
Airline						1							1
Airline - Baggage Requirements						1							1
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		1		1		3	1		10
Customer Service - TSO		1	1	2		1		1		3	1		10
Expedited Passenger Screening Program	4	7	2	5	3	6	1	6	3	4		4	45
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Application Program								1				1	2
Expedited Passenger Screening Program	4	6	2	5	3	6	1	5	3	4		3	42
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 Baggage				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 Conditions	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	1	8
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency												1	1
Screening - Procedures/Process		2						2			2		6
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAR	12	10	19	14	21	17	7	14	20	12	14	17	177
2022	3	5	10	5	5	10	4	6	12	5	6	6	77
Civil Rights									1				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	11	94
Civil Rights										1		1	2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1		1	2
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	7	72
Expedited Passenger Screening Program	3	5	8	7	15	4	1	6	7	3	6	7	72
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						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) - 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	2	7
Screening - Crew Member or Airline Employee						1							1
Screening - Lengthy Lines							1		1		1	1	4
Screening - Procedures/Process						1						1	2
2024	6												6
Expedited Passenger Screening Program	5												5
Expedited Passenger Screening Program	5												5
Property - Special Handling	1												1
Property - Special Handling - Missing Item	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	42	27	16	12	13	27	35	39	24	26	24	31	316
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	16	185
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	1	19
Customer Service - TSO	2	1	2		1	2	4	2	2		2	1	19
Expedited Passenger Screening Program	13	15	8	9	7	13	14	13	14	12	7	13	138
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	13	133
Mishandling of Passenger Property		2							1				3
Mishandling of Passenger Property - Damaged/Missin		1											1
Mishandling of Passenger Property - Damaged/Missin		1							1				2
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
Patdown - Flyer as Observer							1		1				2
Persons w/ Disabilities (PWD)								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) - 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
2024	17												17
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program	12												12
Expedited Passenger Screening Program	12												12
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Screening	2												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
FAY	8	4	4	3	2	9	9	2	5	6	7	8	67
2022	3	1		1	2	3	2	2	2	3		5	24
Civil Rights	1				1								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	3	39
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	3	23
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program - TSA PreC		2	3			4	5		1		4	3	22
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
2024	4												4
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	4												4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FLG	3	2	1	1		4	2	3	4	1	2	3	26
2022	1		1	1		2	2	2	4	1	2	3	19
Customer Service									2		1		3
Customer Service - TSO									2		1		3
Expedited Passenger Screening Program	1		1	1		1	2	2	2	1	1	3	15
Expedited Passenger Screening Program - TSA 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
2024	2												2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1

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Categories	10-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	425	308	328	323	312	395	362	363	285	286	293	255	3,935
2022	84	103	145	118	124	185	184	211	152	150	162	115	1,733
Airline		1					1	1	1			1	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								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 Wheelchair)			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
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/Tools	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	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	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	131	140	2,023
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information	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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights			1	1									2
Civil Rights - Perceived Religion			1										1
Civil Rights - Race	2				2			1			1		6
Civil Rights - Sex/Gender/Gender Identity	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	13	13	151
Customer Service - TSO	9	18	10	14	11	14	18	11	10	10	13	13	151
DHS TRIP	1											1	2
DHS TRIP - General	1											1	2
Expedited Passenger Screening Program	121	141	132	144	145	160	116	115	103	96	87	108	1,468
Expedited Passenger Screening Program	1		1								2		4
Expedited Passenger Screening Program - Known Crew Membe			1										1
Expedited Passenger Screening Program	4	6	6		5	2		1	2	1	2	1	30
Expedited Passenger Screening Program	116	134	124	144	140	158	115	114	101	95	83	107	1,431
Expedited Passenger Screening Program - TSA/DHS		1					1						2
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	7	71
Mishandling of Passenger Property - Dam	1	5	2	3	2	3	2	3	4	2	4	3	34
Mishandling of Passenger Property - Dam	3	3	2	1	2	5	1	3	2	5	1	4	32
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Check				1	2	1	1						5
No Jurisdiction		2	1	3	4	1	5	2		2	5	2	27
No Jurisdiction - No Referral							1	1			1		3
No Jurisdiction - Refer to CBP		1	1	2	4	1	2	1		1	2	2	17
No Jurisdiction - Refer to Other		1		1			2			1	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	1	31
Patdown - Children	1	1											2
Patdown - Flyer	2	4	5	1	1	1	1		3	3	2	1	24
Patdown - Flyer as Observer				1		1		2			1		5
Persons w/ Disabilities (PWD)	2	2	1	4	3	2	4	1	2	3	1	2	27
Persons w/ Disabilities (PWD) - Autism 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 /Ment			1	1									2
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1			1						2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1	1				1			1	4
Persons w/ Disabilities (PWD) - Mobility [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/		1								1			2
Property - Special Handling	4	9	9	8	6	5	5	3	2	3	2	1	57
Property - Special Handling - Damaged It	2	3	4	4	3	4	1	1	1	2	1		26
Property - Special Handling - Damaged Items - Check	1	2	2	1			1						7
Property - Special Handling - Missing Item	2	4	3	2		1	3	1	1	1			18
Property - Special Handling - Missing Items - Checke		1			2			1			1	1	6
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening	11	17	14	21	9	15	21	9	6	11	11	5	150
Screening - Children						1							1
Screening - Crew Member or Airline Empl	1	1		2	2		1			1			8
Screening - Inconsistency	1	2	1	2	1		2		1		1		11
Screening - Lengthy Lines		2	1	2		2		1	2	2		1	13
Screening - Procedures/Process	9	9	9	11	6	12	18	7	3	7	10	4	105
Screening - Retrieving Abandoned/Confiscated Items		3	3	4				1		1			12
2024	179												179
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insufficient	1												1
Airline	1												1
Airline - Lost Baggage	1												1
Customer Service	7												7
Customer Service - TSO	7												7
Expedited Passenger Screening Program	136												136
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	134												134
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	7												7
Mishandling of Passenger Property - Dam	3												3
Mishandling of Passenger Property - Dam	3												3
Mishandling of Passenger Property - Disa	1												1
Patdown	3												3
Patdown - Flyer	3												3
Persons w/ Disabilities (PWD)	3												3
Persons w/ Disabilities (PWD) - Autism S	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1

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

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FNL	7	1	5	1	5	6		9	6	5	3	4	52
2022					1	3		7	2	2		3	18
Customer Service													1
Customer Service - Others													1
Expedited Passenger Screening Program					1	3		7	2	2		2	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	1	31
Customer Service	1												1
Customer Service - Others	1												1
Expedited Passenger Screening Program	3	1	5	1	4	3		2	4	3	3	1	30
Expedited Passenger Screening Program	3	1	5	1	4	3		2	4	3	3	1	30
2024	3												3
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	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
FNT	3	4	8	5	15	10	5	5	3	3	3	5	69
2022	2	4	6	3	8	5	4	3	2		2	3	42
Customer Service		1	1		1			1					4
Customer Service - Others			1										1
Customer Service - TSO		1			1			1					3
Expedited Passenger Screening Program	2	1	2	2	7	3	3	2	1		2	3	28
Expedited Passenger Screening Program - TSA 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	2	26
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program			1	2	7	4	1	1	1	2	1	2	22
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck			1	2	7	4	1	1	1	2		2	21
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
2024	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
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

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
FOE					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
FPR												1	1
2023												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												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
FSD	27	13	7	21	16	18	19	15	17	9	10	16	188
2022	7	4	4	11	7	6	7	8	7	3	2	11	77
Civil Rights								1					1
Civil Rights - Race								1					1
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	6	2	3	10	6	5	6	7	5	1	2	10	63
Expedited Passenger Screening Program - TSA 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	5	100
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Expedited Passenger Screening Program	7	8	3	9	8	11	10	5	9	3	5	3	81
Expedited Passenger Screening Program - TSA Application Program					1						1		2
Expedited Passenger Screening Program	7	8	3	9	7	11	10	5	9	3	4	3	79
Mishandling of Passenger Property							1		1	1		1	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
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	1	11
Screening - Crew Member or Airline Empl	1				1						1		3
Screening - Inconsistency	1					1	1				1		4
Screening - Procedures/Process				1				1		1		1	4
2024	11												11
Expedited Passenger Screening Program	10												10
Expedited Passenger Screening Program	10												10
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
FSM	3	1	1		1	2	2	2	3	1	6	2	24
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	2	11
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Expedited Passenger Screening Program	1								2		2	1	6
Expedited Passenger Screening Program - TSA Application Program											1		1
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
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening												1	1
Screening - Procedures/Process												1	1
2024	2												2
Civil Rights	1												1
Civil Rights - Race	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
FWA	11	10	8	10	15	7	8	17	5	6	10	7	114
2022		7	3	1	4	3	5	9	1	3	8	5	49
Airline					1								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	2	58
Customer Service				1	2			3	1				7
Customer Service - TSO				1	2			3	1				7
Expedited Passenger Screening Program	3	3	3	7	8	3	3	4	3	3	2	2	44
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program - TSA PreC	3	3	3	7	7	3	3	4	3	3	2	2	43
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 - Checked Baggage	1												1
Screening			1										1
Screening - Procedures/Process			1										1
2024	7												7
Expedited Passenger Screening Program	7												7
Expedited Passenger Screening Program - TSA PreC	7												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
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

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
GCK	2	1	1	1	1					2	1	2	11
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		1	5
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	1		1										2
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			1										1

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
GEG	91	54	47	36	43	53	74	47	34	50	62	63	654
2022	25	17	14	12	15	19	33	15	12	21	38	31	252
Airline						1				1			2
Airline - Policy/Regulations/Service						1				1			2
Civil Rights	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	32	376
Civil Rights				1									1
Civil Rights - Age				1									1
Customer Service	6	5	5	1	4	1	1	1	1	3	2	2	32
Customer Service - TCC					1								1
Customer Service - TSO	6	5	5	1	3	1	1	1	1	3	2	2	31
Expedited Passenger Screening Program	28	31	25	20	21	28	31	24	17	18	16	19	278
Expedited Passenger Screening Program - TSA Application Pro		1	1	1	1			2		1			6
Expedited Passenger Screening Program	28	31	24	19	20	28	31	22	17	17	16	19	272
HAZMAT Endorsement											1		1
HAZMAT Endorsement - General											1		1
Locks								2					2
Locks - Missing or Damaged Lock								2					2
Mishandling of Passenger Property	3		1			3							7
Mishandling of Passenger Property - Dam	1		1										2
Mishandling of Passenger Property - Dam	1					2							3
Mishandling of Passenger Property - Disa	1					1							2
No Jurisdiction											1		1
No Jurisdiction - No Referral											1		1
Patdown					1	1			1	1		2	6
Patdown - Flyer					1	1			1	1		2	6
Persons w/ Disabilities (PWD)						1	1	2		2		1	7
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	2
Property - Special Handling	2				1				1		1	2	7
Property - Special Handling - Damaged It	1				1							1	3
Property - Special Handling - Damaged Items - Checked									1		1		2
Property - Special Handling - Missing Item	1											1	2
Screening	1	1	2	2	1		8	3	2	5	3	6	34
Screening - Crew Member or Airline Employee					1						1		2
Screening - Inconsistency			1	1			1	2		2	1	1	9
Screening - International Screening												1	1
Screening - Lengthy Lines							1			1	1	2	5
Screening - Procedures/Process	1	1	1	1			6	1	2	2		2	17
2024	26												26
Civil Rights	2												2
Civil Rights - Race	2												2
Customer Service	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
Customer Service - TSO	2												2
Expedited Passenger Screening Program	18												18
Expedited Passenger Screening Program	18												18
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown	1												1
Patdown - Flyer	1												1
Screening	2												2
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1												1

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	4	6	2	4	7	3	3	3	1	3		5	41
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		5	35
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		2	21
Expedited Passenger Screening Program	2	3	1	2	5		2	3		1		2	21
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) - 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	1			4
Screening - Inconsistency				1									1
Screening - Procedures/Process		1							1	1			3
2024	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
GGG		1			1		1		2		1	2	8
2022					1				1			1	3
Customer Service												1	1
Customer Service - TSO												1	1
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Checked					1								1
2023		1					1		1		1	1	5
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program									1		1		2
Expedited Passenger Screening Program - TSA 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				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	17	7	6	7	8	5	15	6	8	5	9	6	99
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	4	55
Customer Service					1	1						1	3
Customer Service - TSO					1	1						1	3
Expedited Passenger Screening Program	3	4	1	6	4	2	8	3	4	2	4	2	43
Expedited Passenger Screening Program	3	4	1	6	4	2	8	3	4	2	4	2	43
Patdown									1	1			2
Patdown - Flyer									1	1			2
Screening	1						1	1	1		2	1	7
Screening - Crew Member or Airline Employee											1		1
Screening - Procedures/Process							1	1	1		1	1	5
Screening - Retrieving Abandoned/Confis	1												1
2024	10												10
Customer Service	3												3
Customer Service - TCC	1												1
Customer Service - TSO	2												2
Expedited Passenger Screening Program	5												5
Expedited Passenger Screening Program	5												5
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	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
GLH	4	2	1				2			1		1	11
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
2024	2												2
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	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
GNV	13	9	3	8	8	2	6	5	8	4	9	6	81
2022	3	2	1	2	6	2	4	1	6	2	7	3	39
Customer Service					1		1				1		3
Customer Service - TSO					1		1				1		3
Expedited Passenger Screening Program	3	1	1	1	2	2	2	1	5	1	4	3	26
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	1	1	1	1	2	2	2	1	5	1	4	3	24
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - 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	3	39
Customer Service		1					1			1			3
Customer Service - TSO		1					1			1			3
Expedited Passenger Screening Program	3	5	1	2	2		1	4	1	1	1	1	22
Expedited Passenger Screening Program	3	5	1	2	2		1	4	1	1	1	1	22
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property				1							1		2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1							1		2
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Patdown	1			1									2
Patdown - Flyer				1									1
Patdown - Flyer as Observer	1												1
Property - Special Handling	2												2
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items	1												1
Screening		1	1	2					1			1	6
Screening - Inconsistency				1					1				2
Screening - Procedures/Process		1	1	1								1	4
2024	3												3
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	3												3

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	11	5	5	7	2	6	4	9	6	9	16	9	89
2022	3	3	1	5	2	3	1	3	2	5	4	7	39
Customer Service		2							1				3
Customer Service - TSO		2							1				3
Expedited Passenger Screening Program	3		1	5	2	3	1	3	1	4	3	5	31
Expedited Passenger Screening Program - TSA 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/Missin		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	2	45
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Expedited Passenger Screening Program	2	2	4	2		3	3	4	3	3	6	2	34
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1	2	4	2		3	3	4	3	3	6	2	33
Mishandling of Passenger Property								1			1		2
Mishandling of Passenger Property - 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
2024	5												5
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	4												4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GPT	23	21	14	11	17	16	6	15	9	12	14	21	179
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													
Customer Service		1		1								1	2
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	9	18	82
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		1		3			1	1	8
Customer Service - TSO		1		1		1		3			1	1	8
Expedited Passenger Screening Program	4	5	4	5	7	3	3	4	3	4	8	11	61
Expedited Passenger Screening Program - Active Duty Military												1	1
Expedited Passenger Screening Program - TSA Application Proç			1		1								2
Expedited Passenger Screening Program	4	5	3	5	6	3	3	4	3	4	8	10	58
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Patdown												2	2
Patdown - Flyer												2	2
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Property - Special Handling								1				1	2
Property - Special Handling - Damaged Items - Checked								1				1	2
Screening			1		1							2	4
Screening - Inconsistency												1	1
Screening - Procedures/Process			1		1							1	3
2024	13												13
Expedited Passenger Screening Program	10												10
Expedited Passenger Screening Program	10												10
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	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
GRB	8	7	7	4	10	9	10	5	4	6	9	5	84
2022	3	2	3	3	5	2	7	4	3	3	6	4	45
Civil Rights		1											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	1	35
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program		5	3	1	5	7	3			3	3	1	31
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreC		5	3	1	5	7	2			3	3	1	30
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Screening								1	1				2
Screening - Lengthy Lines								1					1
Screening - Procedures/Process									1				1
2024	4												4
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	3												3

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRI	3	2	2	3	1	5	5	1	1	4	1		28
2022				1		4	1		1		1		8
Expedited Passenger Screening Program				1		4	1					1	7
Expedited Passenger Screening Program - TSA PreCheck				1		4	1					1	7
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
2023		2	2	2	1	1	4	1		4			17
Expedited Passenger Screening Program		2	2		1	1	3	1		3			13
Expedited Passenger Screening Program - TSA Application Pro			1										1
Expedited Passenger Screening Program - TSA PreC		2	1		1	1	3	1		3			12
Patdown				2									2
Patdown - Children				1									1
Patdown - Flyer				1									1
Screening							1			1			2
Screening - Procedures/Process										1			1
Screening - Retrieving Abandoned/Confiscated Items							1						1
2024	3												3
Civil Rights	2												2
Civil Rights - Age	2												2
Customer Service	1												1
Customer Service - TSO	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
GRK	1	6	3	4	2	3	4	2	2	4	5	36	
2022	2				2	2	1	2	2	2	3	1	17
Customer Service						1	1				1		3
Customer Service - TSO						1	1				1		3
Expedited Passenger Screening Program			2		2			2	2	2	1	1	12
Expedited Passenger Screening Program - TSA 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	4	19
Customer Service					2			1			1		4
Customer Service - TSO					2			1			1		4
Expedited Passenger Screening Program	1	4	2				2	1				3	13
Expedited Passenger Screening Program - DoD	1												1
Expedited Passenger Screening Program - TSA PreCheck		4	2				2	1				3	12
Persons w/ Disabilities (PWD)												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
GRR	61	38	41	36	44	49	60	35	34	35	43	37	513
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--Carry-on or 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	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	18	267
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	17	229
Expedited Passenger Screening Program - TSA Appl		2			1								3
Expedited Passenger Screening Program	28	21	27	21	21	19	23	21	11	6	11	17	226
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property		1			1				1		1		4
Mishandling of Passenger Property - 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 Issues	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Property - Special Handling				2	1	1		1				1	6
Property - Special Handling - Damaged Items - Carry-On				1	1	1							3
Property - Special Handling - Missing Items - Carry-On				1				1				1	3
Screening		1				1	1		2	1	3		9
Screening - Inconsistency						1			1				2
Screening - Procedures/Process		1					1		1	1	3		7
2024	24												24
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	21												21
Expedited Passenger Screening Program	21												21
Property - Special Handling	2												2
Property - Special Handling - Damaged Items - Carry-On	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
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

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Categories	10-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	29	24	21	18	18	40	30	26	24	22	24	32	308
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		1			4
Mishandling of Passenger Property - Damaged/Missin		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 - Checked	1	1	1	1	2							1	7
Property - Special Handling - Damaged Items - Checked			2						1				3
Property - Special Handling - Missing Items - Checked	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	21	152
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	3	14
Customer Service - Others												1	1
Customer Service - TSO	1		2	1		2	2	1			2	2	13
Expedited Passenger Screening Program	9	12	4	8	6	10	8	10	9	9	9	16	110
Expedited Passenger Screening Program	1			1		2			1				5
Expedited Passenger Screening Program	8	12	4	7	6	8	8	10	8	9	9	16	105
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		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	1	6
Screening - Children												1	1
Screening - Inconsistency							1						1
Screening - Procedures/Process						1	2				1		4
2024	11												11
Expedited Passenger Screening Program	7												7
Expedited Passenger Screening Program	7												7
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medical D	1												1
Screening	2												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
GSP	50	34	31	39	31	36	38	42	48	20	48	39	456
2022	15	15	11	16	14	19	18	20	31	10	29	20	218
Additional Information Required/Insufficient 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 Item	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				5
2023	20	19	20	23	17	17	20	22	17	10	19	19	223
Civil Rights		1					1	2	1				5
Civil Rights - Civil Rights Violation (TSA 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	14	14	165
Expedited Passenger Screening Program - TSA Appl		1	1								1		3
Expedited Passenger Screening Program	18	12	15	19	14	16	12	12	11	6	13	14	162
Mishandling of Passenger Property				1			1		1		1		4
Mishandling of Passenger Property - 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				1	8
Patdown - Flyer		2					2	2				1	7
Patdown - General	1												1
Persons w/ Disabilities (PWD)								1	1			1	3
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/ Scooter/ Segway								1					1
Property - Special Handling			1	1						1	1	1	5
Property - Special Handling - Damaged Items - Carry-On			1							1		1	3
Property - Special Handling - Missing Items - Checked				1							1		2
Screening	1	1	2	1	2		2	3	1	2	3	2	20
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency	1		1							1		1	4
Screening - Procedures/Process		1	1	1	2		2	2		1	3	1	14
Screening - Retrieving Abandoned/Confiscated Items								1					1
2024	15												15
Expedited Passenger Screening Program	12												12
Expedited Passenger Screening Program	12												12
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Screening	2												2
Screening - Procedures/Process	1												1
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
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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GTF	8	2	5	9	3	4	7	7	4	4	5	2	60
2022	2	1	1	3	2	4	5	4	2	1	3	2	30
Expedited Passenger Screening Program	1	1		3	1	3	5	3	1		2	2	22
Expedited Passenger Screening Program	1	1		3	1	3	5	3	1		2	2	22
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown	1						1						2
Patdown - Flyer	1						1						2
Persons w/ Disabilities (PWD)									1				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
2024	3												3
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	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
GTR	4	1	3		1	3	3		3	2	2	1	23
2022		1	1		1	2	2		2	1	1	1	12
Civil Rights									1				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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GUC	1		1		2	2	1	2	1	4	1	1	16
2022					1	1	1	2		2	1	1	9
Expedited Passenger Screening Program							1	2		2	1	1	7
Expedited Passenger Screening Program - TSA 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
2024	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
GUM	10	10	8	9	8	14	13	15	11	10	13	18	139
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	5	4	71
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program	5	9	8	6	6	5	6	5	3	4	4	4	65
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	4	4	59
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 Item	1												1
Screening											1		1
Screening - Procedures/Process											1		1
2024	4												4
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	3												3
Property - Special Handling	1												1
Property - Special Handling - Missing Item	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
HDN	4	5	5	7	7	9	4	3	2	6	7	3	62
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	1		6	3		20
Expedited Passenger Screening Program - TSA PreCheck				2	4	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
2024	4												4
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	3												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
HGR	1	1		1	3		2		1	1		2	12
2022	1			1	2		1			1		1	7
Expedited Passenger Screening Program					2		1					1	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			1	5
Expedited Passenger Screening Program									1			1	2
Expedited Passenger Screening Program - TSA PreCheck									1			1	2
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling			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
HIB	3	2	1	1		1				1	1	1	11
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
2024	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
HLN	4	5	3	3	5	3	2	4	5	12	5	4	55
2022		3	2	3	1	1	1	1	2	11	3	2	30
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Expedited Passenger Screening Program			1	2	1	1		1		2	11	3	24
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreC			1	2	1	1		1		2	11	3	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	2	23
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights			1									1	2
Civil Rights - Sex/Gender/Gender Identity- Not Transg			1									1	2
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Expedited Passenger Screening Program	2	1	1		1	1	1	3	2	1		1	14
Expedited Passenger Screening Program - TSA Application Program					1				1	1			3
Expedited Passenger Screening Program	2	1	1			1	1	3	1			1	11
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Patdown											1		1
Patdown - Flyer											1		1
Screening					2								2
Screening - Procedures/Process					2								2
2024	2												2
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	2												2

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Categories	10-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	229	177	197	173	178	207	208	232	205	198	173	205	2,382
2022	39	62	80	67	86	100	88	97	108	90	86	104	1,007
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	1		5	1	2				2	1	2	4	18
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		2	3	1	1	3	2	2	2	18
Expedited Passenger Screening Program - TSA/DHS	4	5	2	1	3	7	3	2	1	2	6	2	38
Expedited Passenger Screening Program - TSA/DHS	18	34	54	43	60	65	58	71	84	63	58	78	686
Identification (ID) Requirements				1		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			2	4	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	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 Baggage		3	3			1	1		1				9
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked Baggage	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	87	101	1,272
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Information - Checked Baggage		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	1	15
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
Civil Rights - Screening of Religious Cultural and Ceremonial Items								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1			1		1	1	4
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	5	105
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	5	102
Expedited Passenger Screening Program	76	90	89	82	73	82	85	105	76	69	59	79	965
Expedited Passenger Screening Program - Active Duty		1				1				1			3
Expedited Passenger Screening Program - TSA/DHS	2		1	1	1	1		1			1	2	10
Expedited Passenger Screening Program - TSA/DHS	4	5	5		2	1		1	2			4	24
Expedited Passenger Screening Program - TSA/DHS	70	82	83	81	70	79	85	103	74	67	58	73	925
Expedited Passenger Screening Program - TSA/DHS		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
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		3	27
Mishandling of Passenger Property - Damaged	1	1	1	1		1			1	5		1	12
Mishandling of Passenger Property - Damaged or Lost	2	1	4	1		1			1	2		2	14
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		2	20
Patdown - Flyer		3	1	2	1	2	3	1	1	3		2	19
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)		1	1	3	1	2	4			3	5	2	22
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							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	1	7
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	3	28
Property - Special Handling - Damaged Items - Carry		1						1	2	1		1	6
Property - Special Handling - Damaged Items - Checked			1		1		1	1		1	1	1	7
Property - Special Handling - Missing Items	3					2	2				1	1	9
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	6	71
Screening - Crew Member or Airline Employee			2				2						4
Screening - Inconsistency	1		2	2	1	1	2	1		2		3	15
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	3	36
Screening - Retrieving Abandoned/Confiscated Items		1	1								3		5
2024	103												103
Civil Rights	2												2
Civil Rights - Race	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program	80												80
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	79												79
Mishandling of Passenger Property	3												3
Mishandling of Passenger Property - Damaged	2												2
Mishandling of Passenger Property - Damaged or Lost	1												1
Patdown	4												4
Patdown - Children	2												2
Patdown - Flyer	1												1
Patdown - General	1												1
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Autism Spectrum	1												1
Persons w/ Disabilities (PWD) - General	1												1
Property - Special Handling	5												5
Property - Special Handling - Damaged Items	2												2
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Missing Items	2												2
Screening	5												5
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	4												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
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	173	102	91	92	74	118	108	100	101	105	134	147	1,345
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) - Wheelcha	1				1	1						1	4
Prohibited & Permitted Items		1	1										2
Prohibited & Permitted Items - Breast Milk/Baby Form		1											1
Prohibited & Permitted Items - Firearm/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	98	710
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
Civil Rights - Transgender Screening			1					1					2
Claims												1	1
Claims - General												1	1
Customer Service	6	5	3	7	6	6	10	8	3	9	21	16	100
Customer Service - TSO	6	5	3	7	6	6	10	8	3	9	21	16	100
Expedited Passenger Screening Program	44	41	31	38	27	36	31	36	37	36	30	58	445
Expedited Passenger Screening Program	2				1		2	1	1	1		1	9
Expedited Passenger Screening Program	42	41	31	38	26	36	29	35	36	35	30	57	436
Locks	1					2			2				5
Locks - Missing or Damaged Lock	1					2			2				5
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property	1	2	2	3		4		1	1	3	4	3	24
Mishandling of Passenger Property - Damaged/Missin		1	2	1		3				2	2	2	13
Mishandling of Passenger Property - Dam	1	1		2		1		1	1	1	2	1	11
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	2	10
Patdown - Flyer					2	1	1	1			2	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
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	1			3		2		1	2	3	1	1	14
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) - Respiratory	1					1							2
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1		1	2
Property - Special Handling	3	3	4	5	2	2	3	2	1	1	2	5	33
Property - Special Handling - Damaged Items	2		2	1			3					2	10
Property - Special Handling - Damaged Items - Checked							1			1		1	3
Property - Special Handling - Missing Items - Carry-On		2	1	1	2	1		1	1		2		11
Property - Special Handling - Missing Items	1	1	1	3				1				2	9
Screening	5	1	7	2	5	6	6	3	4	3	7	11	60
Screening - Inconsistency			2		1		1		1	2	3	2	12
Screening - Lengthy Lines	1				1							2	4
Screening - Procedures/Process	4	1	5	2	3	6	5	3	3	1	4	7	44
2024	74												74
Customer Service	9												9
Customer Service - TSO	9												9
Expedited Passenger Screening Program	45												45
Expedited Passenger Screening Program	45												45
Mishandling of Passenger Property	3												3
Mishandling of Passenger Property - Damaged	1												1
Mishandling of Passenger Property - Damaged	2												2
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medical Conditions	1												1
Property - Special Handling	2												2
Property - Special Handling - Missing Items	2												2
Screening	11												11
Screening - Children	1												1
Screening - Inconsistency	2												2
Screening - Lengthy Lines	2												2
Screening - Procedures/Process	6												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
HPN	50	38	34	36	35	44	41	36	45	34	28	32	453
2022	11	11	5	8	9	8	10	11	23	16	17	18	147
Customer Service		1			1		1		1	1		1	6
Customer Service - TSO		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 Baggage				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	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	11	14	284
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service	1	1	1	1	2		1	1		1	1		10
Customer Service - TSO	1	1	1	1	2		1	1		1	1		10
Expedited Passenger Screening Program	16	24	26	27	22	32	23	16	18	10	8	14	236
Expedited Passenger Screening Program - DoD					1						1		2
Expedited Passenger Screening Program - TSA Appl		3	1	3		1						1	9
Expedited Passenger Screening Program	16	21	25	24	21	31	23	16	18	10	7	13	225
Mishandling of Passenger Property			1				1	1		2			5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			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
2024	22												22
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	17												17
Expedited Passenger Screening Program	17												17
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Patdown	2												2
Patdown - Flyer	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
HRL	9	5	8	5	8	9	6	8	8	6	9	9	90
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/Missin		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			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	6	41
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	4	20
Expedited Passenger Screening Program	1	1	2		5	3				2	2	4	20
Mishandling of Passenger Property								1			1	2	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
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
2024	4												4
Civil Rights	1												1
Civil Rights - Race	1												1
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	2												2
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	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
HSV	33	29	17	21	16	35	27	33	30	24	35	27	327
2022	4	9	4	5	6	19	13	16	9	12	16	18	131
Customer Service	1			1		1	2						5
Customer Service - CSM	1												1
Customer Service - TCC				1									1
Customer Service - TSO						1	2						3
Expedited Passenger Screening Program	3	9	4	4	5	15	10	14	8	9	13	18	112
Expedited Passenger Screening Program	2							2		1	1		6
Expedited Passenger Screening Program - TSA Appl		2		2	1	1	1	1			1	3	12
Expedited Passenger Screening Program	1	7	4	2	4	14	9	11	8	8	11	15	94
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling								1		1			2
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - 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	19	9	185
Civil Rights						2					1		3
Civil Rights - Age											1		1
Civil Rights - Not Specified						1							1
Civil Rights - Race						1							1
Customer Service	1	3	1		1		1	1	1		1	1	11
Customer Service - TSO	1	3	1		1		1	1	1		1	1	11
Expedited Passenger Screening Program	15	17	12	11	6	12	13	14	18	9	12	7	146
Expedited Passenger Screening Program - 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	7	142
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	2	1	14
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency									1		1		2
Screening - Lengthy Lines				1								1	2
Screening - Procedures/Process				2	1	1		1		2	1		8
Screening - Retrieving Abandoned/Confiscated Items							1						1
2024	11												11
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	6												6
Expedited Passenger Screening Program	6												6
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening	3												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
HTS	3	2	4	1			3	2	3	4	1	4	27
2022			2	1			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	2	14
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		1	8
Expedited Passenger Screening Program - TSA Appl			1										1
Expedited Passenger Screening Program - TSA PreCheck				2			1			3		1	7
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
Screening												1	1
Screening - Procedures/Process												1	1
2024	3												3
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	2												2
Patdown	1												1
Patdown - Flyer as Observer	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
HVN	11	2	3	5	11	9	8	9	13	10	4	8	93
2022			1	2	2	3	2	3		3	1	6	23
Airline								1					1
Airline - Lost Baggage								1					1
Customer Service					1			1					2
Customer Service - TSO					1			1					2
Expedited Passenger Screening Program			1		1	2	2	1		1	1	6	15
Expedited Passenger Screening Program - TSA 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	2	61
Airline	1						1						2
Airline - Lost Baggage	1												1
Airline - Policy/Regulations/Service							1						1
Civil Rights							1						1
Civil Rights - Not Specified							1						1
Customer Service					2						1	1	4
Customer Service - TSO					2						1	1	4
Expedited Passenger Screening Program	1		2	3	7	4	3	4	8	6	1		39
Expedited Passenger Screening Program - TSA 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
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Patdown			1						1	1			3
Patdown - Flyer			1										1
Patdown - Flyer as Observer									1	1			2
Property - Special Handling						1							1
Property - Special Handling - Damaged 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
2024	9												9
Animals	1												1
Animals - Carry-On	1												1
Expedited Passenger Screening Program	7												7
Expedited Passenger Screening Program	7												7
Screening	1												1
Screening - Inconsistency	1												1

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
HVR	1												1
2024	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
HXD	5	3	5	1		5	6	6	2	5	4	2	44
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
2024	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
HYA											1		1
2022											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
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

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
IAD	471	251	259	249	209	375	410	429	418	361	357	424	4,213
2022	66	72	70	52	59	191	211	211	226	174	183	217	1,732
Additional Information Required/Insufficient 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 - TSA/DOJ	1	3	3	3	1	1	8	4	3	6	8	5	46
Expedited Passenger Screening Program - TSA/DOJ	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			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	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
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	174	207	2,273
Airline				1									1
Airline - Lost Baggage				1									1
Civil Rights	3	1	1	2		2	1	2			1	2	15
Civil Rights - Constitutional Rights	1	1		1									3
Civil Rights - National Origin							1						1
Civil Rights - Race	1		1			2		2				2	8
Civil Rights - Screening of Religious 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	7	87
Customer Service - Others								1				1	2
Customer Service - TSO	11	7	9	7	8	8	7	6	5	8	3	6	85
Expedited Passenger Screening Program	171	154	154	164	128	143	169	191	165	158	144	170	1,911
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program - DoD	1	2	1	3			1	1			1		10
Expedited Passenger Screening Program - TSA/DOJ	3	4	2	4	1	5	2	2	1	3	1	3	31
Expedited Passenger Screening Program - TSA/DOJ	167	147	149	156	125	135	165	187	163	152	141	166	1,853
Expedited Passenger Screening Program - TSA/DHS		1	2	1	2	3	1	1	1	2	1	1	16

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Categories	10-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												1	1
Hazardous Materials Safety - General												1	1
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	7	47
Mishandling of Passenger Property - Damaged/Missing Items--C			1	3	2	1	2	2	1	1	4	3	20
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I	1	2		2	2	1	2	3		2	1	2	18
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1		1	2	1					1	3
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			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		4	14
Persons w/ Disabilities (PWD) - Autism Spectrum							1		1	1		1	4
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		2	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	1												1
Property - Special Handling	3	5	6	4	1	9	5	2	4	2	4	5	50
Property - Special Handling - Damaged Items - Carry		1	5	4		3	1	1	2	1	1		19
Property - Special Handling - Damaged Items - Missing	1	2				1		1	2		1	1	9
Property - Special Handling - Missing Items - Carry-C	1	1			1	1	3			1		2	10
Property - Special Handling - Missing Items - Carry-C	2	1				4	1				2	2	12
Screening	5	6	9	9	5	12	8	8	12	9	9	11	103
Screening - Children										1			1
Screening - Crew Member or Airline Employee		1				2			1				4
Screening - Inconsistency			1	1		2		1	1	1		1	8
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	9	64
Screening - Retrieving Abandoned/Confiscated	2	1							1			1	5
2024	208												208
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information	1												1
Customer Service	5												5
Customer Service - TSO	5												5
Expedited Passenger Screening Program	184												184
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	181												181
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	4												4
Mishandling of Passenger Property - Damaged/Missing Items	4												4
No Jurisdiction	3												3
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to Other	2												2
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling	4												4
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items	1												1
Property - Special Handling - Missing Items	2												2
Screening	5												5
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	3												3
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
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

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Categories	10-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	663	407	384	361	389	603	618	628	559	512	490	565	6,179
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 - TSA	4	6	7	5	4	4	3	5	9	8	8	3	66
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	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	5
Lost and Found - Airport/TSA				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 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
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 Device		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 Device	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/ Mobility Device		2		2			2						6
Prohibited & Permitted Items	2	1											3
Prohibited & Permitted Items - Alcohol and Tobacco		1											1
Prohibited & Permitted Items - Chemical/Flammable	1												1
Prohibited & Permitted Items - Knives/Tools	1												1
Property - Special Handling	5	7	4	8	13	12	13	8	2	10	2	3	87
Property - Special Handling - Damaged Item	2	2	3	2	6	3	4	2		5		1	30
Property - Special Handling - Damaged Item - Carry-On	2			2	1		1		1				8
Property - Special Handling - Missing Items - Carry-On		4	1	3	2	8	3	5		3	1		30
Property - Special Handling - Missing Items - Checked Baggage	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 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
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	261	293	3,286
Additional Information Required/Insufficient Information	1			1	1				1		1		5
Additional Information Required/Insufficient Information - General	1			1	1				1		1		5
Airline		2		1		1				1		1	6
Airline - Lost Baggage		2								1			3
Airline - Policy/Regulations/Service				1								1	2
Airline - Wheelchair Assistance						1							1
Civil Rights	5	2	3	4	1	1	7	4	2	3	1	2	35
Civil Rights - Age	1							1					2
Civil Rights - Constitutional 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 Items			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1			2					2	5
Customer Service	22	25	22	19	19	35	37	35	36	32	26	19	327
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	19	319
Expedited Passenger Screening Program	201	189	208	161	199	213	190	230	193	154	189	223	2,350
Expedited Passenger Screening Program - Active Duty Military				1	1							2	4
Expedited Passenger Screening Program - DoD							1	1			1		3
Expedited Passenger Screening Program - General	5	4	7	5	8	6	3	2	2	4	2	7	55
Expedited Passenger Screening Program - International	195	185	201	155	190	206	186	227	191	150	186	213	2,285
Expedited Passenger Screening Program - Not Specified	1					1						1	3
Freedom of Information Act (FOIA)												1	1
Freedom of Information Act (FOIA) - General												1	1
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Locks	1		1	2		1	1		1	1		2	10
Locks - Missing or Damaged Lock	1		1	2		1	1		1	1		2	10
Lost and Found	1			3		2		2		1	1	1	11
Lost and Found - Airport/TSA	1			3		2		2		1	1	1	11
Mishandling of Passenger Property	6	3	7	6	5	2	9	10	12	9	4	5	78
Mishandling of Passenger Property - Damaged	3	2	4	4	4	2	5	9	8	3	3	3	50
Mishandling of Passenger Property - Damaged - General	1	1	3	1	1		3	1	3	6	1	1	22
Mishandling of Passenger Property - Disposition	2			1			1		1			1	6
No Jurisdiction	1	5	3	2	4		2	3		5		1	26
No Jurisdiction - No Referral							1	3		1			5
No Jurisdiction - Refer to CBP		5	1	2	4		1			4		1	18
No Jurisdiction - Refer to Other	1		2										3
Patdown	2	4	3	3	5	7	3	7	1	8	9	8	60
Patdown - Flyer	2	3	2	1	5	5	3	7	1	7	8	8	52
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	2	50
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		1	4
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 Scooter)				1				1					2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1			1								2
Persons w/ Disabilities (PWD) - Service Animal	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		2	1				1						4
Persons w/ Disabilities (PWD) - Visual Impairment	1							1					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1	3	1	1	2		1		1	11
Property - Special Handling	6	12	8	6	6	8	13	9	7	8	7	10	100
Property - Special Handling - Damaged Items	4	3	3			3	4	3	4	2	3	3	38
Property - Special Handling - Damaged Items - Checked				1			1	1		2		1	6
Property - Special Handling - Missing Items	1	5	4	4	3	2	6	3		3	4	3	38
Property - Special Handling - Missing Items - General	1	4	1	1		2	3	1	1	1		3	18
Screening	16	9	13	14	15	29	27	23	23	17	22	18	226
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	3	30
Screening - International Screening	1											1	2
Screening - Lengthy Lines	2	2	1		2			1	1	1	3	3	16
Screening - Opposite Gender							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 - Procedures/Process	11	3	8	11	7	24	19	19	15	15	15	10	157
Screening - Retrieving Abandoned/Confiscated	1	2	1	1	1	1		2			1	1	11
2024	276												276
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information	1												1
Civil Rights	3												3
Civil Rights - Profiling	1												1
Civil Rights - Race	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	28												28
Customer Service - TSO	28												28
Expedited Passenger Screening Program	206												206
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	203												203
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged Item	1												1
Patdown	8												8
Patdown - Children	1												1
Patdown - Flyer	7												7
Persons w/ Disabilities (PWD)	5												5
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1												1
Persons w/ Disabilities (PWD) - Cancer (current or past)	1												1
Persons w/ Disabilities (PWD) - Medically Necessary	1												1
Persons w/ Disabilities (PWD) - Prostheses	1												1
Persons w/ Disabilities (PWD) - Wheelchairs	1												1
Property - Special Handling	8												8
Property - Special Handling - Damaged Item	1												1
Property - Special Handling - Damaged Item	3												3
Property - Special Handling - Missing Item	2												2
Property - Special Handling - Missing Item	2												2
Screening	16												16
Screening - Crew Member or Airline Employee	2												2
Screening - Inconsistency	1												1
Screening - Procedures/Process	13												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
ICT	24	26	21	16	23	31	20	13	20	26	15	19	254
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	7	128
Civil Rights									1				1
Civil Rights - Race									1				1
Customer Service	1	1					2	1		2			7
Customer Service - TSO	1	1					2	1		2			7
Expedited Passenger Screening Program	4	15	8	6	13	11	12	5	9	7	9	6	105
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - TSA Application Program									1		1	1	3
Expedited Passenger Screening Program	4	15	8	6	13	11	12	4	8	7	8	5	101
Locks		2	1										3
Locks - Missing or Damaged Lock		2	1										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	1	7
Screening - Inconsistency		1	1								1		3
Screening - Procedures/Process						1	1		1			1	4
2024	14												14
Customer Service	6												6
Customer Service - TCC	1												1
Customer Service - TSO	5												5
Expedited Passenger Screening Program	6												6
Expedited Passenger Screening Program	6												6
Screening	2												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
IDA	9	4	7	9	6	10	9	3	8	11	5	8	89
2022	1	3	4	4	1	1	5	2	4	7	3	4	39
Customer Service			1	1					2				4
Customer Service - Others			1	1									2
Customer Service - TSO									2				2
Expedited Passenger Screening Program	1	1	1	2	1		4	2	1	6	2	3	24
Expedited Passenger Screening Program - 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	4	43
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	3	35
Expedited Passenger Screening Program - TSA PreC		1	2	5	3	8	3	1	4	3	2	3	35
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Patdown						1	1						2
Patdown - Flyer as Observer						1	1						2
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - General			1										1
Screening					1								1
Screening - Procedures/Process					1								1
2024	7												7
Expedited Passenger Screening Program	5												5
Expedited Passenger Screening Program	5												5
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	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	2	1			2		1		2	2	1	1	12
2022		1			2		1		2	1		1	8
Customer Service		1								1			2
Customer Service - TSO		1								1			2
Expedited Passenger Screening Program					2		1						3
Expedited Passenger Screening Program - TSA 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
2024	2												2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ILG	2	1	1		3	3	1	2	7	4	2	4	30
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	3	25
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Expedited Passenger Screening Program	2	1			2	1			2	2		1	11
Expedited Passenger Screening Program	1					1							2
Expedited Passenger Screening Program	1	1			2				2	2		1	9
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		2	7
Screening - Lengthy Lines			1							1			2
Screening - Procedures/Process					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
ILM	20	19	19	14	11	22	19	21	26	19	26	15	231
2022	2	5	7	5	5	13	9	11	11	5	12	7	92
Civil Rights							1			1			2
Civil Rights - Age										1			1
Civil Rights - Race							1						1
Customer Service		1	1	1		1	1				1		6
Customer Service - TSO		1	1	1		1	1				1		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	8	127
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	2	8
Customer Service - TSO							1	1	1	2	1	2	8
Expedited Passenger Screening Program	5	8	8	7	3	8	9	7	9	12	12	5	93
Expedited Passenger Screening Program - TSA Appl		1							1				2
Expedited Passenger Screening Program	5	7	8	7	3	8	9	7	8	12	12	5	91
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	1	13
Screening - Crew Member or Airline Employee			1		1							1	3
Screening - Inconsistency					1			1					2
Screening - Procedures/Process		5		1		1					1		8
2024	12												12
Civil Rights	1												1
Civil Rights - Race	1												1
Expedited Passenger Screening Program	9												9
Expedited Passenger Screening Program	9												9
Screening	2												2
Screening - Crew Member or Airline Empl	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
IMT	1	2	6	1	1	2	2	3	1		4	3	26
2022		2	3		1	2	1	2	1		2	3	17
Customer Service			1									1	2
Customer Service - TSO			1									1	2
Expedited Passenger Screening Program			1	2	1	2	1	1			1	2	11
Expedited Passenger Screening Program - TSA PreC			1	2	1	2	1	1			1	2	11
Patdown		1											1
Patdown - Flyer		1											1
Screening								1	1		1		3
Screening - Crew Member or Airline Employee									1				1
Screening - Procedures/Process								1			1		2
2023	1		3	1			1	1			2		9
Civil Rights			1										1
Civil Rights - Race			1										1
Expedited Passenger Screening Program	1		2	1							2		6
Expedited Passenger Screening Program	1		2	1							2		6
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								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
IND	147	103	89	98	82	136	97	137	107	118	109	115	1,338
2022	32	37	38	34	29	64	37	49	45	47	54	51	517
Airline	1												1
Airline - Lost Baggage	1												1
Civil Rights	2			1					1		1		5
Civil Rights - Race									1		1		2
Civil Rights - Racial Profiling or 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 - Other	3	2	3	4		2	1	2		1		1	19
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	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 Luggage				2									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
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				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 (Nurse)		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ 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	55	64	766
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	1	15
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	1	6
Civil Rights - Transgender Screening									1	1			2
Customer Service	1	2	2		3	2	1	9	1	6	6	2	35
Customer Service - TCC						1							1
Customer Service - TSO	1	2	2		3	1	1	9	1	6	6	2	34
Expedited Passenger Screening Program	54	61	41	57	48	64	51	42	34	45	35	48	580
Expedited Passenger Screening Program - Other	2	1											3
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	4	6	4	1	3	2	1	1	1	1	3		27
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	48	54	37	56	45	62	50	41	33	44	32	48	550
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found											1		1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	1	1			1		1	3	4			3	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1			1	2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1	1					1	2	3			2	10
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	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
Patdown - Children			1										1
Patdown - Flyer			2	2				2	1		3	3	13
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		1	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								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	6	74
Screening - Crew Member or Airline Employee						1					1		2
Screening - Inconsistency					1		1	1		3			6
Screening - Lengthy Lines						1	2	12	5		2	2	24
Screening - Procedures/Process	2	1	4			2	2	9	5	8	5	4	42
2024	55												55
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	3												3
Customer Service - TSO	3												3
Expedited Passenger Screening Program	36												36
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	34												34
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Damaged	1												1
Mishandling of Passenger Property - Damaged	1												1
Patdown	4												4
Patdown - Children	1												1
Patdown - Flyer	3												3
Persons w/ Disabilities (PWD)	3												3
Persons w/ Disabilities (PWD) - Breast Cancer	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Prostheses	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Items	1												1
Screening	5												5
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	4												4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
INL	1	2					1				1	1	6
2022		2									1		3
Patdown											1		1
Patdown - Flyer											1		1
Screening			2										2
Screening - Inconsistency			2										2
2023	1						1					1	3
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												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		5
2022	1		1		1						1		4
Expedited Passenger Screening Program	1										1		2
Expedited Passenger Screening Program	1										1		2
No Jurisdiction				1		1							2
No Jurisdiction - Refer to CBP				1		1							2
2023										1			1
Screening										1			1
Screening - Procedures/Process										1			1

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Categories	10-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					2
2022							1	1					2
Civil Rights								1					1
Civil Rights - Race								1					1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA 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	20	20	15	19	17	28	16	20	14	13	12	11	205
2022	11	11	5	8	12	10	9	8	3	8	7	7	99
Airline							1						1
Airline - Policy/Regulations/Service							1						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	4	104
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	1	82
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	1	76
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					1	4
Patdown - Flyer				1			2					1	4
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	2	8
Screening - Inconsistency										1		1	2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process							1		3			1	5
2024	2												2
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	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
ITH	4	2		1	1	2	3	1	2				16
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
2024	3												3
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	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
ITO	22	8	11	8	7	18	6	20	14	17	12	10	153
2022	6	1	4	3	5	6	3	6	8	12	6	5	65
Civil Rights					1					2			3
Civil Rights - Profiling										1			1
Civil Rights - Race										1			1
Civil Rights - Racial Profiling or 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	5	79
Civil Rights			1							1			2
Civil Rights - National Origin			1										1
Civil Rights - Race										1			1
Customer Service						2					1		3
Customer Service - TSO						2					1		3
Expedited Passenger Screening Program	4	4	4	4	2	3	3	11	6	3	4	3	51
Expedited Passenger Screening Program - TSA Application Program				1				1				1	3
Expedited Passenger Screening Program	4	4	4	3	2	3	3	10	6	3	4	2	48
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property	1	1	2			2						1	7
Mishandling of Passenger Property - Damaged/Missii		1	2			1						1	5
Mishandling of Passenger Property - Disa	1					1							2
No Jurisdiction						1							1
No Jurisdiction - Refer to Other						1							1
Patdown	1	1		1									3
Patdown - Flyer	1			1									2
Patdown - Flyer as Observer		1											1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Screening	1	1						3				1	10
Screening - Lengthy Lines						3		1				1	5
Screening - Procedures/Process		1				1		2					4
Screening - Retrieving Abandoned/Confis	1												1
2024	9												9
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program	6												6
Expedited Passenger Screening Program	6												6
Screening	1												1
Screening - Procedures/Process	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IWA	17	15	23	10	18	28	18	9	15	12	10	15	190
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	7	89
Airline								1					1
Airline - Lost Baggage								1					1
Civil Rights			1				1				1		3
Civil Rights - Race			1								1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service	1	1	2	1	1	2	2			1	1	1	13
Customer Service - TSO	1	1	2	1	1	2	2			1	1	1	13
Expedited Passenger Screening Program	2	4	8	2	9	6	5	3	7	2	2	5	55
Expedited Passenger Screening Program - TSA Application Program			1			1			1			1	4
Expedited Passenger Screening Program	2	4	7	2	9	5	5	3	6	2	2	4	51
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property			1		1		1	1					4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							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						1	4
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1	1							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
2024	11												11
Expedited Passenger Screening Program	11												11
Expedited Passenger Screening Program	11												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
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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JAC	10	5	7	9	3	14	3		8	19	15	9	102
2022		1	6	3	1	9	1		8	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	4	58
Customer Service									1	3			4
Customer Service - TSO									1	3			4
Expedited Passenger Screening Program	2	4	1	4	2	5	2		6	10	5	2	43
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	2	3	1	4	2	5	2		6	10	5	2	42
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	2
Property - Special Handling - Missing Items - Checked				1								1	2
Screening	1			1					1	2		1	6
Screening - Procedures/Process	1			1					1	2		1	6
2024	5												5
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	4												4
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
JAN	21	13	12	15	18	12	12	23	15	24	18	14	197
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 Pro			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 th			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-C		1										1	2
Property - Special Handling - Missing Item	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	6	82
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	1	6
Customer Service - TSO	2		1							1	1	1	6
Expedited Passenger Screening Program	6	5	3	9	5	2	5	5	3	2	4	2	51
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	6	5	3	9	4	2	5	5	3	2	4	2	50
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property				1						2		1	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1		1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				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	1	11
Screening - Inconsistency									1	1			2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process						1	1	2			2	1	7
Screening - Retrieving Abandoned/Confiscated Items			1										1
2024	9												9
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	7												7
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	6												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
JAX	165	101	93	91	80	135	120	144	143	97	119	131	1,419
2022	26	38	35	29	35	74	56	69	58	42	59	53	574
Airline						1			1				2
Airline - Policy/Regulations/Service						1			1				2
Civil Rights		1	2		1	1	1		1	1			8
Civil Rights - Headwear							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 - Checked	1	1										1	3
Property - Special Handling - Missing Items	1			1		1		1			1	1	6
Property - Special Handling - Missing Items - Checked		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									1
Screening - Inconsistency		1			1		1						3
Screening - Procedures/Process	1	1		5		5	2	1	2	3	1	3	24
Screening - Shoe Screening		1											1
2023	62	63	58	62	45	61	64	75	85	55	60	78	768
Additional Information Required/Insufficient Information										1			1
Additional Information Required/Insufficient Information - EMAIL ONLY										1			1
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Civil Rights	1			2			1	3	3		1	2	13
Civil Rights - Profiling									1				1
Civil Rights - Race	1						1	2	2		1	2	9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2									2
Civil Rights - Transgender Screening								1					1
Customer Service	1	4	2	4	3	5	2	9	6	2	2	3	43
Customer Service - TSO	1	4	2	4	3	5	2	9	6	2	2	3	43
Expedited Passenger Screening Program	54	52	52	47	42	52	52	52	68	44	44	64	623
Expedited Passenger Screening Program - Active Duty Military											1		1
Expedited Passenger Screening Program - DoD			1			1			1				3
Expedited Passenger Screening Program	2	3	1	4	4	1			2	1	1		19
Expedited Passenger Screening Program	52	49	49	42	38	50	52	51	65	43	42	64	597
Expedited Passenger Screening Program - TSA/DHS Employees			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 - Damaged/Missing Items	1							2					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1	1			1				4	2		9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown	1			3					3	1	2	1	11
Patdown - Children				1					1				2
Patdown - Flyer	1			2					1	1	2	1	8
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)	1			1			2	1	2	2	1	1	11

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Categories	10-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
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	2
Property - Special Handling		1					2	2	1	1	1	1	9
Property - Special Handling - Damaged Items - Carry-On							1	1		1			3
Property - Special Handling - Missing Items - Carry-On								1	1		1	1	4
Property - Special Handling - Missing Items - Checke		1					1						2
Screening		3	4	3	5		1	5	5		7	5	40
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	2	10
Screening - Procedures/Process		1	2	1	4			1	3		4	3	19
Screening - Retrieving Abandoned/Confiscated Items							1						1
2024		77											77
Customer Service		7											7
Customer Service - TSO		7											7
Expedited Passenger Screening Program		54											54
Expedited Passenger Screening Program		4											4
Expedited Passenger Screening Program		49											49
Expedited Passenger Screening Program		1											1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property		2											2
Mishandling of Passenger Property - Dam		2											2
Patdown		2											2
Patdown - Flyer		2											2
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Ostomy/C		1											1
Property - Special Handling		2											2
Property - Special Handling - Damaged It		1											1
Property - Special Handling - Missing Item		1											1
Screening		8											8
Screening - Crew Member or Airline Empl		1											1
Screening - Inconsistency		1											1
Screening - Lengthy Lines		2											2
Screening - Procedures/Process		4											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
JFK	1,051	648	697	652	653	766	687	745	762	790	831	747	9,029
2022	163	210	263	228	260	302	310	356	364	407	467	363	3,693
Additional Information Required/Insufficient 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	2	7	3	1		1	3	2	1		5	1	26
Mishandling of Passenger Property - Damaged	4		2	6	2	2	4		5	3	5	7	40
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				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		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 Implants	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/ Mobility Device		2	1			1		1	1				6
Prohibited & Permitted Items	3	3	5										11
Prohibited & Permitted Items - Alcohol and Tobacco	1	1	3										5
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump			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
Prohibited & Permitted Items - Electronic Devices			1										1
Prohibited & Permitted Items - Food/Beverage	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 - Missing Item	5	1	3	3	1		3	1	4	2	3	1	27
Property - Special Handling - Missing Item	2	9	9	4	7	4	7	3	5	7	2	6	65
Property - Special Handling - Missing Item - Damaged	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			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	364	384	4,865
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	4	19
Airline - Lost Baggage			4				1		1		1	1	8
Airline - Policy/Regulations/Service	1		1			1			1	1	1	3	9
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	4	75
Civil Rights - Age							1	1				1	3
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	2	36
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		1	6
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	46	41	556
Customer Service - Others		1			1								2
Customer Service - TCC		1										2	3
Customer Service - TSO	35	53	51	52	40	53	41	46	45	50	46	39	551
DHS TRIP							1				1	1	3
DHS TRIP - General							1				1	1	3
Expedited Passenger Screening Program	290	291	294	285	284	313	261	239	253	237	211	264	3,222
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD						1				1			2
Expedited Passenger Screening Program - TSA/DHS	13	13	7	8	7	5	4	7	1	7	4	3	79
Expedited Passenger Screening Program - TSA/DHS	277	277	285	274	277	307	257	232	252	229	207	261	3,135
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		1	23
Locks - Missing or Damaged Lock		1	5	2	2	2	1	3	4	2		1	23
Lost and Found	2	1	1						1	2	1	1	9
Lost and Found - Airport/TSA	2	1	1						1	2	1	1	9
Mishandling of Passenger Property	19	12	12	7	7	12	7	13	12	6	18	7	132
Mishandling of Passenger Property - Damaged	8	4	5	5	4	7	5	7	9	5	10	1	70
Mishandling of Passenger Property - Damaged	10	7	5	2	3	5	1	6	3	1	8	5	56
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disposition	1	1	2				1						5
No Jurisdiction	7	4	1	2	11	7	3	2	7	4	9	4	61
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	4	46
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	3	72
Patdown - Children						1							1
Patdown - Flyer	4	7	3	6	7	5	3	14	2	6	2	2	61
Patdown - Flyer as Observer		4	2	1								1	8
Patdown - General			1							1			2
Persons w/ Disabilities (PWD)	6	12	8	2	3	8	8	14	8	14	8	7	98
Persons w/ Disabilities (PWD) - Autism Spectrum	1	1	1				2	2	1	5		2	15
Persons w/ Disabilities (PWD) - Cognitive /Developmental		1						1	2	2		1	7
Persons w/ Disabilities (PWD) - Diabetes			2			1	2		1	1	1		7
Persons w/ Disabilities (PWD) - General				1						3	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
Persons w/ Disabilities (PWD) - Hearing Impairment					1			1		1			3
Persons w/ Disabilities (PWD) - Internal Medical Dev			1	1									2
Persons w/ Disabilities (PWD) - Medical [1	1				1	1		1				5
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1	1		1	5			2		10
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1			1							2
Persons w/ Disabilities (PWD) - Mobility Disability (N		4	1			2		1	1			2	11
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 Equipm			1						1				2
Persons w/ Disabilities (PWD) - Service A	1		1			1	1		1	1			6
Persons w/ Disabilities (PWD) - Wheelcha	3	2	1			2		4	1	1	3	2	19
Property - Special Handling	17	18	14	19	8	14	10	10	16	12	10	15	163
Property - Special Handling - Damaged It	12	6	5	5	1		2	6	4	5	3	3	52
Property - Special Handling - Damaged It	3		1	2	1	6	3	2	3	1	1		23
Property - Special Handling - Missing Item	2	8	4	4	2	2	1	1	3	2	3	6	38
Property - Special Handling - Missing Items - Checke		4	4	8	4	6	4	1	6	4	3	6	50
Request for Assistance							1		2				3
Request for Assistance - Other							1		2				3
Screening	28	24	30	35	28	38	27	40	39	37	45	32	403
Screening - Crew Member or Airline Employee			5	1	1	1					1	1	10
Screening - Inconsistency	6	2	6	10	1	5	6	8	9	4	6	2	65
Screening - International Screening		1		1			2			1			5
Screening - Lengthy Lines	5	4	3	2	2	1	2	2	3	8	7	5	44
Screening - Procedures/Process	15	17	15	18	17	29	17	29	24	24	31	23	259
Screening - Retrieving Abandoned/Confis	1		1	3	7	2		1	3			1	19
Screening - Security Breach	1												1
2024	471												471
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insufficient	1												1
Airline	2												2
Airline - Lost Baggage	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	3												3
Civil Rights - Race	1												1
Civil Rights - Screening of Religious or Cu	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	43												43
Customer Service - TSO	43												43
DHS TRIP	1												1
DHS TRIP - General	1												1
Expedited Passenger Screening Program	348												348
Expedited Passenger Screening Program	5												5
Expedited Passenger Screening Program	342												342
Expedited Passenger Screening Program	1												1
Locks	2												2
Locks - Missing or Damaged Lock	2												2
Mishandling of Passenger Property	5												5
Mishandling of Passenger Property - Dam	3												3
Mishandling of Passenger Property - Dam	2												2
No Jurisdiction	5												5
No Jurisdiction - No Referral	2												2
No Jurisdiction - Refer to CBP	1												1
No Jurisdiction - Refer to Other	2												2
Patdown	3												3
Patdown - Flyer	2												2
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	7												7
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Service A	1												1
Persons w/ Disabilities (PWD) - Visual Im	1												1
Property - Special Handling	11												11
Property - Special Handling - Damaged It	3												3
Property - Special Handling - Missing Item	5												5
Property - Special Handling - Missing Item	3												3
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	38												38
Screening - Children	1												1
Screening - Crew Member or Airline Empl	2												2
Screening - Inconsistency	5												5
Screening - Lengthy Lines	5												5
Screening - Procedures/Process	24												24
Screening - Retrieving Abandoned/Confis	1												1
TWIC	1												1
TWIC - General	1												1

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
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

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
JMS				1					1			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 - Children									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
JNU	11	7	6	5	3	6	15	10	12	10	13	12	110
2022	3	1	3	2	1	1	6	3	5	4	8	6	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	6	62
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	5	36
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	5	34
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	1	6
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency							1		1		1		3
Screening - Procedures/Process							1	1					2
2024	5												5
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Patdown	2												2
Patdown - Flyer as Observer	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
JQF	3	1	2	2		2	2		3	1		1	17
2022	1	1	1	1		2	2		3				11
Customer Service									1				1
Customer Service - TSO									1				1
DHS TRIP	1												1
DHS TRIP - General	1												1
Expedited Passenger Screening Program		1	1			1			2				5
Expedited Passenger Screening Program - TSA PreC		1	1			1			2				5
Property - Special Handling				1									1
Property - Special Handling - Damaged 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		1	5
Expedited Passenger Screening Program	1		1	1								1	4
Expedited Passenger Screening Program	1		1	1								1	4
Screening										1			1
Screening - Procedures/Process										1			1
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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
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	43	30	40	43	28	52	38	58	49	29	42	33	485
2022	7	17	19	18	16	25	28	31	27	19	25	23	255
Civil Rights		1	2			2	1					2	8
Civil Rights - Race						1	1					1	3
Civil Rights - Racial Profiling or Discrimination			2										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						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		3	1	5	3	3	1		19
Screening - Inconsistency						1		1			1		3
Screening - Lengthy Lines						1		1					2
Screening - Procedures/Process	1		1	1		1	1	2	3	3			13
Screening - Shoe Screening								1					1
Transfer to Security Specialist		1											1
Transfer to Security Specialist - Reportable Communication		1											1
2023	16	13	21	25	12	27	10	27	22	10	17	10	210
Civil Rights								1			1	1	3
Civil Rights - Perceived Religion												1	1
Civil Rights - Race								1					1
Civil Rights - Sex/Gender/Gender Identity- Not 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	5	149
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	5	144
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	2	10
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	4
Patdown		1		1		1	1	1	1	1	1		8
Patdown - Flyer				1		1	1	1	1	1	1		7
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)				1	1		1		1		1		5
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Hearing 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			2	11
Screening - Children						1							1
Screening - Inconsistency	1			1									2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process				1	1				2			1	5
Screening - Retrieving Abandoned/Confiscated Items					1							1	2
2024	20												20
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program	13												13
Expedited Passenger Screening Program	13												13
Mishandling of Passenger Property	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
Mishandling of Passenger Property - Dam		1											1
Mishandling of Passenger Property - Dam		2											2
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Metal Imp		1											1
Screening		1											1
Screening - Procedures/Process		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
KTN	5	3	3	3	3	3		2	2	5	1	5	35
2022	1	1	1	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
2024	2												2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing 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
LAN	3	3	2	4	4	1	2	3		1	5	1	29
2022	1	1	2	2	1		2	1			5	1	16
Civil Rights			1										1
Civil Rights - Racial Profiling or 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
2024	2												2
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	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
LAR	2			1		2		1	1			3	10
2022						1		1	1			3	6
Expedited Passenger Screening Program									1			1	2
Expedited Passenger Screening Program - TSA 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
2024	2												2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Screening	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
LAS	718	388	380	338	382	493	392	449	478	344	404	450	5,216
2022	168	178	163	130	159	222	166	217	222	150	205	209	2,189
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Information		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 Garment		1				1							2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1			1							3
Civil Rights - Sexual Orientation - Not Transgender						1							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 - Damaged	2	3	2	2		2	3	7	5	2	5	1	34
Mishandling of Passenger Property - Damaged	2		3	5	1	1	2	3	6	5	2	3	33
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 /Mental			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 Device		1						1			1		3
Persons w/ Disabilities (PWD) - Medical Condition	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 Wheelchair)		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) - Wheelchair	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 Formula		1											1
Prohibited & Permitted Items - Food/Beverages			2										2
Prohibited & Permitted Items - General	1	1											2
Prohibited & Permitted Items - Knives/Tools	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 Items	13	4	9	6	6	10	1	10	6	2	7	9	83
Property - Special Handling - Damaged Items	2	1	1	1	1	3			2	1	4	1	17
Property - Special Handling - Missing Items	4	2	4		5	3	3		8	3	6	4	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
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	199	241	2,730
Additional Information Required/Insufficient Information		1	2		1						1		5
Additional Information Required/Insufficient Information		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	1	39
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	1	24
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	32	23	327
Customer Service - Others	2												2
Customer Service - TCC										1			1
Customer Service - TSO	31	24	25	21	20	24	33	31	34	26	32	23	324
Expedited Passenger Screening Program	168	138	147	130	161	170	135	135	167	110	111	152	1,724
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	6	52
Expedited Passenger Screening Program	158	130	139	121	161	162	130	131	165	108	107	145	1,657
Expedited Passenger Screening Program - TSA/DHS		1		1								1	3
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	10	8	14	117
Mishandling of Passenger Property - Damaged	3	6	2	15	4	6	4	5	2	5	4	10	66
Mishandling of Passenger Property - Damaged	5	7	3	4	4	4	3	2	1	5	4	4	46
Mishandling of Passenger Property - Disposition	1	1	2			1							5
No Jurisdiction	1		1		1					1	1	3	8
No Jurisdiction - No Referral										1		1	2
No Jurisdiction - Refer to CBP											1	1	2
No Jurisdiction - Refer to Other	1		1		1							1	4
Ombudsman									1				1
Ombudsman - General									1				1
Patdown	4	3	7	2	1	2	3	1	2	6	2	1	34
Patdown - Children										1			1
Patdown - Flyer	4	3	7	2	1	2	3	1	2	5	2	1	33
Persons w/ Disabilities (PWD)	2	2	3		3	5	2	7	6	1	6	8	45
Persons w/ Disabilities (PWD) - Autism Spectrum											2		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes	1				1	2			3			1	8
Persons w/ Disabilities (PWD) - General							1	1					2
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medical [redacted]	1		1		1				1			1	5
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1					3			2	1	7
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) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1				1		2		1	1	3	9
Property - Special Handling	12	8	6	14	4	13	13	13	6	9	4	10	112
Property - Special Handling - Damaged Item	4	4	3	9	4	4	4	6	2	3	3	7	53
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		1	23
Property - Special Handling - Missing Item	4	2		2		3	2	1		3		2	19
Request for Assistance						1				1			2
Request for Assistance - Other						1				1			2
Screening	23	16	13	21	19	39	24	27	31	23	27	29	292
Screening - Crew Member or Airline Employee	2					1			3				6
Screening - Inconsistency	4	2	3	4	4	7	5	1	8	5	6	4	53
Screening - International Screening				1					1				2
Screening - Lengthy Lines	4	2	2	4		1	2	5	2	1		5	28
Screening - Procedures/Process	12	11	7	11	13	28	16	20	17	17	20	20	192
Screening - Retrieving Abandoned/Confiscated Items	1	1	1	1	2	2	1				1		10
Screening - Security Breach								1					1
2024	297												297
Additional Information Required/Insufficient Information	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
Additional Information Required/Insufficient	1												1
Civil Rights	4												4
Civil Rights - National Origin	1												1
Civil Rights - Race	1												1
Civil Rights - Transgender Screening	2												2
Customer Service	36												36
Customer Service - TSO	36												36
Expedited Passenger Screening Program	190												190
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	188												188
Locks	3												3
Locks - Missing or Damaged Lock	3												3
Mishandling of Passenger Property	10												10
Mishandling of Passenger Property - Dam	7												7
Mishandling of Passenger Property - Dam	3												3
No Jurisdiction	3												3
No Jurisdiction - Refer to CBP	2												2
No Jurisdiction - Refer to Other	1												1
Patdown	5												5
Patdown - Flyer	5												5
Persons w/ Disabilities (PWD)	10												10
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Diabetes	2												2
Persons w/ Disabilities (PWD) - Medical D	1												1
Persons w/ Disabilities (PWD) - Medically	3												3
Persons w/ Disabilities (PWD) - Mobility D	2												2
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	19												19
Property - Special Handling - Damaged It	12												12
Property - Special Handling - Missing Item	2												2
Property - Special Handling - Missing Item	5												5
Screening	16												16
Screening - Crew Member or Airline Empl	2												2
Screening - Lengthy Lines	4												4
Screening - Procedures/Process	10												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
LAW	2		2			1	4	2	1	3	1	3	19
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		2	9
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program			1				3		1			2	7
Expedited Passenger Screening Program - TSA PreCheck			1				3		1			2	7
Screening							1						1
Screening - Crew Member or Airline Employee							1						1
2024		1											1
Patdown		1											1
Patdown - 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
LAX	1,076	665	717	511	523	748	822	827	832	828	751	764	9,064
2022	206	266	276	187	224	355	424	395	418	412	372	402	3,937
Airline	1		3	1	1		1	1	4	1		1	14
Airline - Lost Baggage					1				2				3
Airline - Policy/Regulations/Service	1		3	1			1	1	2	1		1	11
Cargo											1		1
Cargo - Indirect Air Carrier (IAC)											1		1
Civil Rights	3	5	5		4	4	6	9	6	4	1	5	52
Civil Rights - Age							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	1	2	3		1	1	3	3		4		4	22
Mishandling of Passenger Property - Damaged/Missing	1	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		6	3	30
No Jurisdiction - No Referral							1	1		1			3
No Jurisdiction - Refer to CBP			1		1		3	3	3	1	2	3	17
No Jurisdiction - Refer to FAA			1										1
No Jurisdiction - Refer to Other		1			1		2			1	4		9
Patdown	3	5	4	8	2	5	9	6	7	3	4	4	60
Patdown - Children				1			1						2
Patdown - Flyer	3	3	4	5	2	5	8	5	5	3	4	4	51
Patdown - Flyer as Observer		2		2									4
Patdown - General									1				1
Patdown - Non-Flyer								1	1				2
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 /Developmental		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 Loss	1					1				2			4
Persons w/ Disabilities (PWD) - Internal Medical	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		3	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

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 - 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	379	362	4,676	
Additional Information Required/Insufficient Information		1	1									1	3	
Additional Information Required/Insufficient Informatic		1	1									1	3	
Airline		2					1		2	1	1	1	8	
Airline - Lost Baggage							1		1				2	
Airline - Policy/Regulations/Service		2							1	1	1	1	6	
Business, Suggestions, and Ideas												1	1	
Business, Suggestions, and Ideas - General												1	1	
Civil Rights	3	8	4	4	5	8	6	10	8	7	6	3	72	
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	1	4	
Civil Rights - Profiling								2				1	3	
Civil Rights - Race	3	4	3	2	2	4		2	3	3	4	1	31	
Civil Rights - Screening of Religious Cultural and Ceremonial Items								1					1	
Civil Rights - Sex/Gender/Gender Identity- Not Transg		1	1	1	1	2	3	2	1	1			13	
Civil Rights - Transgender Screening		2			2			1	1	1	1		8	
Claims	2		1						1		1		5	
Claims - General	1								1				2	
Claims - Status	1		1								1		3	
Customer Service	29	16	14	15	15	22	22	19	26	26	20	28	252	
Customer Service - CSM	1												1	
Customer Service - Others			1										1	
Customer Service - TCC												1	1	
Customer Service - TSO	28	16	13	15	15	22	22	19	26	26	20	27	249	
DHS TRIP										2			2	
DHS TRIP - General										2			2	
Expedited Passenger Screening Program	344	326	368	259	231	310	319	329	308	308	283	271	3,656	
Expedited Passenger Screening Program - Active Duty Military									1				1	
Expedited Passenger Screening Program	3					1	3	2	1				10	
Expedited Passenger Screening Program	12	13	7	6	4	1	9	7	5	7	9	7	87	
Expedited Passenger Screening Program	329	313	361	253	226	307	307	319	301	301	274	263	3,554	
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1	1		1				1	4	
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	3	27	
Lost and Found - Airport/TSA	1	2	1	1			3	3	1	5	7	3	27	
Mishandling of Passenger Property	5	8	6	3	11	16	7	16	8	16	13	8	117	
Mishandling of Passenger Property - Dam	2	5	3	2	7	7	2	11	6	8	5	3	61	
Mishandling of Passenger Property - Dam	2	1	3	1	2	8	5	5	2	7	7	3	46	
Mishandling of Passenger Property - Disa	1	2		2	1					1	1	2	10	
No Jurisdiction	1	1	4	3	1	1	2	1	6	3	2	6	31	
No Jurisdiction - No Referral					1				1		1	1	4	
No Jurisdiction - Refer to CBP	1	1	3	1			1	1	3	3		5	19	
No Jurisdiction - Refer to Other			1	2		1	1		2		1		8	
Patdown	6	7	6	2	6	3	6	7	8	4	5	7	67	
Patdown - Children						1	2						3	
Patdown - Flyer	6	7	6	2	4	2	3	7	8	4	5	7	61	
Patdown - Flyer as Observer					2		1						3	
Persons w/ Disabilities (PWD)	3	4	7	3	2	2	1	4	4	5	5	9	49	
Persons w/ Disabilities (PWD) - Autism S	1	1							1				3	
Persons w/ Disabilities (PWD) - Breast Cancer				1									1	
Persons w/ Disabilities (PWD) - Diabetes										1	2	1	4	
Persons w/ Disabilities (PWD) - General		2										1	3	
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1	
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1	
Persons w/ Disabilities (PWD) - Medically Necessary		1	1		1			2	1	2	1	3	12	
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			2		1	1		1				1	6	
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												2	2	
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm			1										1	
Persons w/ Disabilities (PWD) - Service A	1												1	
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1	
Persons w/ Disabilities (PWD) - Visual Im	1												1	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			3	2		1	1	1	1	1		1	11	
Property - Special Handling	8	10	12	10	7	11	14	24	18	16	17	11	158	
Property - Special Handling - Damaged It	1	2	2	1	2	4	1	5	5	3	6	3	35	
Property - Special Handling - Damaged Items - Check	2	1	1	1	1	2	5	2	3	4	2	1	24	
Property - Special Handling - Missing Item	4	2	5	4		2	3	15	9	5	6	2	57	
Property - Special Handling - Missing Item	3	4	4	4	4	3	5	2	1	4	3	5	42	
Screening	17	13	16	20	18	17	14	15	19	22	16	13	200	
Screening - Crew Member or Airline Empl	2		1					1		2			6	
Screening - Gate Pass										1			1	
Screening - Inconsistency	3	3		7	4	1	2	2	1	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
Screening - International Screening			1	1									2
Screening - Lengthy Lines		1		2		3			1	1		1	9
Screening - Military									1				1
Screening - Procedures/Process	12	9	12	9	11	12	12	10	15	16	13	8	139
Screening - Retrieving Abandoned/Confiscated Items			2	1	3	1		2	1	1	1	2	14
TWIC				1							1		2
TWIC - General				1							1		2
2024	451												451
Airline	1												1
Airline - Lost Baggage	1												1
Civil Rights	2												2
Civil Rights - Race	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	23												23
Customer Service - TCC	1												1
Customer Service - TSO	22												22
Expedited Passenger Screening Program	370												370
Expedited Passenger Screening Program	11												11
Expedited Passenger Screening Program	359												359
HAZMAT Endorsement	1												1
HAZMAT Endorsement - General	1												1
Lost and Found	2												2
Lost and Found - Airport/TSA	2												2
Mishandling of Passenger Property	7												7
Mishandling of Passenger Property - Dam	4												4
Mishandling of Passenger Property - Dam	3												3
No Jurisdiction	7												7
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP	5												5
No Jurisdiction - Refer to Other	1												1
Patdown	7												7
Patdown - Children	1												1
Patdown - Flyer	6												6
Persons w/ Disabilities (PWD)	3												3
Persons w/ Disabilities (PWD) - Autism S	1												1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Respirato	1												1
Property - Special Handling	15												15
Property - Special Handling - Damaged It	3												3
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	8												8
Property - Special Handling - Missing Item	3												3
Screening	13												13
Screening - Inconsistency	1												1
Screening - Procedures/Process	12												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
LBB	15	14	15	10	8	10	15	19	14	13	7	14	154
2022	5	5	6	7	4	5	3	5	3	4	4	9	60
Civil Rights						1							1
Civil Rights - Race						1							1
Customer Service	2	1		1	1	1	1	1	1			1	10
Customer Service - Others									1				1
Customer Service - TSO	2	1		1	1	1	1	1				1	9
Expedited Passenger Screening Program	2	3	4	5	2	3	2	3	1	3	4	7	39
Expedited Passenger Screening Program - 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	5	91
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	3	60
Expedited Passenger Screening Program	6	5	5	3	1	4	9	6	9	6	2	3	59
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					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		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												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
2024	3												3
Customer Service	2												2
Customer Service - TSO	2												2
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
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		8
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

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
LCH	5	1		2	3	3	2	3	5	2	4	6	36
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
Patdown - Flyer													1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
Screening								1			1		2
Screening - Procedures/Process								1			1		2
2023	1	1		1	2	2	2	1	5	2	2	2	21
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	1	14
Expedited Passenger Screening Program	1	1		1	2	2		1	2	2	1	1	14
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			1	3
Screening - Lengthy Lines							1						1
Screening - Procedures/Process									1			1	2
2024	3												3
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	3												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
LCK	1	2	1	1	2	4	4	6	5	5	7	3	41
2022				1		3	3	3	4	3	2	1	20
Civil Rights							2						2
Civil Rights - Transgender Screening							2						2
Customer Service									1		1		2
Customer Service - TSO									1		1		2
Expedited Passenger Screening Program				1		2	1	3	1	2	1		11
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreCheck						2	1	3	1	2	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	2	5	2	20
Airline										1			1
Airline - Lost Baggage										1			1
Expedited Passenger Screening Program		2	1		1			2		1	2	2	11
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program - TSA PreC		2	1					2		1	2	2	10
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
2024	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Prosthesis	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
LEB	2		1			2		2			2	1	10
2022			1			1		1			1		4
Customer Service						1		1					2
Customer Service - TSO						1		1					2
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Beauty & Grooming Items			1										1
Screening											1		1
Screening - Procedures/Process											1		1
2023						1		1			1	1	4
Expedited Passenger Screening Program						1		1			1	1	4
Expedited Passenger Screening Program - TSA Application Program						1						1	2
Expedited Passenger Screening Program - TSA PreCheck								1			1		2
2024	2												2
Customer Service	1												1
Customer Service - TSO	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
LEX	12	12	9	12	12	13	14	17	10	13	21	20	165
2022	1	4	4	3	5	6	8	4	6	8	13	10	72
Civil Rights											1		1
Civil Rights - Race											1		1
Claims					1								1
Claims - General					1								1
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program		3	4	2	4	5	6	4	5	8	11	7	59
Expedited Passenger Screening Program - DoD										1			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 It		1											1
Screening		1				1	1		1			2	6
Screening - Inconsistency						1						1	2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process		1							1			1	3
2023	6	8	5	9	7	7	6	13	4	5	8	10	88
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity- Not 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	9	83
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program	6	8	5	9	7	6	6	9	4	4	8	9	81
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										1			1
Patdown								1					1
Patdown - Flyer								1					1
Screening												1	1
Screening - Retrieving Abandoned/Confiscated Items												1	1
2024	5												5
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	4												4
Patdown	1												1
Patdown - Flyer	1												1

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	12	8	8	7	8	15	14	12	14	14	9	9	130
2022	4	3	2	1	4	6	6	3	6	5	6	4	50
Airline						1							1
Airline - Lost Baggage						1							1
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program	3	3	2	1	4	4	5	3	6	5	4	3	43
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	2	3	1	1	4	4	5	3	6	5	4	3	41
Property - Special Handling							1						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	5	78
Customer Service		2						1	1				4
Customer Service - TSO		2						1	1				4
Expedited Passenger Screening Program	5	3	5	6	4	7	8	8	7	8	3	4	68
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program	5	3	5	6	4	7	8	7	7	8	3	4	67
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1		1	2
Patdown			1										1
Patdown - Flyer			1										1
Screening	1						2						3
Screening - Lengthy Lines	1												1
Screening - Procedures/Process							2						2
2024	2												2
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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
LGA	532	344	327	260	267	421	450	392	390	346	437	377	4,543
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/Missed		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 - Damaged/Missing Items--Carry-on or Checked	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 Device		3							1				4
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Equipment				1	1		1						3
Persons w/ Disabilities (PWD) - Metal Implants	1	1								1		1	4
Persons w/ Disabilities (PWD) - Mobility Disability (Narrow)		1	1				1	2		1			6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
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/Beverages	1												1
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Knives/Tools	1												1
Property - Special Handling	3	4	4	3	5	12	6	6	4	5	7	7	66
Property - Special Handling - Damaged Items	1	2	1	2	1	3	3	1	2		2	2	20
Property - Special Handling - Damaged Items - Checked		1			1	3	1	1					7
Property - Special Handling - Missing Items	2	1	1	1	2	2	3	1	4	3	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	189	202	2,263
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Airline	1			1			1			1		2	6
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service				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
Airline - Wheelchair Assistance	1												1
Civil Rights	2	1	3	3	2	1	5	5	7	3	3	1	36
Civil Rights - Age				1									1
Civil Rights - National Origin					1				1				2
Civil Rights - Perceived Religion		1						1	1				3
Civil Rights - Profiling									1				1
Civil Rights - Race	1		3	2	1	1	2	2		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	2
Customer Service	18	9	20	13	14	14	21	12	20	13	15	12	181
Customer Service - Others	1												1
Customer Service - TCC			1										1
Customer Service - TSO	17	9	19	13	14	14	21	12	20	13	15	12	179
Expedited Passenger Screening Program	146	180	162	115	133	160	168	143	110	125	133	163	1,738
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - DoD		1		1			1		1				4
Expedited Passenger Screening Program	6	5	4	5	2		1	3	3	1	2	3	35
Expedited Passenger Screening Program	139	174	158	108	131	160	166	140	106	124	131	160	1,697
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				1	6
Locks - Missing or Damaged Lock				2	1			2				1	6
Lost and Found			1	2		1	1	1			3		9
Lost and Found - Airport/TSA			1	2		1	1	1			3		9
Mishandling of Passenger Property	2	3	2	1	2	4	5	5	5	4	2	4	39
Mishandling of Passenger Property - Dam	2	2	1	1	1	4	5	2	3	2	1	3	27
Mishandling of Passenger Property - Damaged/Missin		1	1		1			3	1		1	1	9
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		4	20
Patdown - Children						1							1
Patdown - Flyer	3		2	3	2			2	1	2		3	18
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)	1	2			3	3	5	3	2	5	6	3	33
Persons w/ Disabilities (PWD) - Autism 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) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1	1				4	1	7
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		1	3
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	4	65
Property - Special Handling - Damaged Items - Carry		1	1	2	1	3	4	2	1	2	3	3	23
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	1	30
Property - Special Handling - Missing Item	1		1	3	1	1			1		1		9
Screening	7	8	3	7	7	12	13	12	13	11	18	8	119
Screening - Children											2		2
Screening - Crew Member or Airline Employee					1			1	1				3
Screening - Inconsistency	1	1	1	2	2	3		3	3	1		2	22
Screening - International Screening						1							1
Screening - Lengthy Lines	1	2			1	1	1	5	1	1	3	1	17
Screening - Procedures/Process	5	5	1	5	3	7	7	3	7	8	12	5	68
Screening - Retrieving Abandoned/Confiscated Items			1			1	1			1	1		5
Screening - Traveling with Cash									1				1
2024	253												253
Civil Rights	2												2
Civil Rights - Perceived Religion	1												1
Civil Rights - Transgender Screening	1												1
Customer Service	23												23
Customer Service - TSO	23												23
Expedited Passenger Screening Program	190												190
Expedited Passenger Screening Program	5												5
Expedited Passenger Screening Program	185												185
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found	4												4
Lost and Found - Airport/TSA	4												4
Mishandling of Passenger Property	7												7
Mishandling of Passenger Property - Dam	5												5
Mishandling of Passenger Property - Dam	2												2
Patdown	2												2
Patdown - Flyer	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)	6												6
Persons w/ Disabilities (PWD) - Medically	2												2
Persons w/ Disabilities (PWD) - Mobility D	2												2
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	8												8
Property - Special Handling - Damaged It	2												2
Property - Special Handling - Missing Item	4												4
Property - Special Handling - Missing Item	2												2
Screening	10												10
Screening - Inconsistency	1												1
Screening - Procedures/Process	8												8
Screening - Retrieving Abandoned/Confis	1												1

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
LGB	52	36	23	40	46	26	47	29	46	40	34	55	474
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				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	26	263
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Civil Rights				1	1				1		1		4
Civil Rights - Race					1				1				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1							1		2
Customer Service	2	4	3	2	4	1	2		1	1	2	2	24
Customer Service - TSO	2	4	3	2	4	1	2		1	1	2	2	24
Expedited Passenger Screening Program	13	15	8	13	25	12	19	12	20	18	13	16	184
Expedited Passenger Screening Program - Active Duty Military												1	1
Expedited Passenger Screening Program - TSA Application Program				1							1		2
Expedited Passenger Screening Program	13	15	8	12	25	12	19	12	20	18	12	15	181
Locks					1				1				2
Locks - Missing or Damaged Lock					1				1				2
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	3			1	1	1	1	1	1	1	1	2	13
Mishandling of Passenger Property - Dam	1				1	1			1	1		1	6
Mishandling of Passenger Property - Dam	1			1			1	1				1	5
Mishandling of Passenger Property - Disa	1										1		2
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1
Patdown				1				1			2	1	5
Patdown - Flyer				1				1			2	1	5
Persons w/ Disabilities (PWD)	1			1	1		2		2		1	2	10
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Medically	1				1		1		2		1	2	8
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	1		1	2	1							1	6
Property - Special Handling - Damaged Items - Carry-On			1	1	1							1	4
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Checked				1									1
Screening		1	1	2		1	4			2		1	12
Screening - Inconsistency				1									1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process		1	1	1		1	3			2		1	10
2024	22												22
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program	19												19
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	18												18
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Diabetes	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
LIH	46	33	33	26	35	51	36	60	47	47	39	38	491
2022	12	19	12	15	13	27	23	26	27	26	21	21	242
Airline					2								2
Airline - Policy/Regulations/Service					2								2
Civil Rights					1		1	1	1		1		5
Civil Rights - National Origin											1		1
Civil Rights - Race							1						1
Civil Rights - Racial Profiling or 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	2	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/Missin		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	17	231
Additional Information Required/Insufficient Information												1	1
Additional Information Required/Insufficient Information - EMAIL ONLY												1	1
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Animals					1								1
Animals - 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			1	17
Customer Service - CSM						1							1
Customer Service - TSO	3	1	2		4	2		2	1			1	16
Expedited Passenger Screening Program	10	12	18	10	13	15	9	27	15	16	11	14	170
Expedited Passenger Screening Program - DoD												1	1
Expedited Passenger Screening Program - TSA Application Program								1	1	1		1	4
Expedited Passenger Screening Program	10	12	18	10	13	15	9	26	14	15	11	12	165
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	2				2	3			2		1		10
Mishandling of Passenger Property - Dam	1					3							4
Mishandling of Passenger Property - Dam	1				2				2		1		6
Patdown			1			2				1	1	1	6
Patdown - Flyer			1			1				1	1	1	5
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)						1			2	2			5
Persons w/ Disabilities (PWD) - Cognitive /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
2024	18												18
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	12												12
Expedited Passenger Screening Program	12												12
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Screening	4												4
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	3												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
LIT	43	39	32	33	17	31	26	36	38	32	34	38	399
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 - Checked		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	7	187
Additional Information Required/Insufficient Information												1	1
Additional Information Required/Insufficient Information - EMAIL ONLY												1	1
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	6	134
Expedited Passenger Screening Program - DoD		2											2
Expedited Passenger Screening Program - TSA Application Process			2						1		1		4
Expedited Passenger Screening Program	13	20	10	12	4	14	10	10	9	8	12	6	128
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--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		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 Items - Checked	1												1
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked		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
2024	10												10
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Expedited Passenger Screening Program	8												8
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	6												6
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
LNK	7	5	7	4	1	3	5	8	1	2	6	9	58
2022	3	1	1	2			2	3			4	6	22
Civil Rights												1	1
Civil Rights - Race												1	1
Customer Service	1	1					1					3	6
Customer Service - TSO	1	1					1					3	6
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	3	35
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	3	4	1	1	3	3	1	1	1		2	22
Expedited Passenger Screening Program - TSA Application Prog			1										1
Expedited Passenger Screening Program	2	3	3	1	1	3	3	1	1	1		2	21
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
2024	1												1
Customer Service	1												1
Customer Service - TSO	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
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	4	4	5		1	1	1	1	1	2	3	1	24
2022		3	1			1	1		1	2	2	1	12
Expedited Passenger Screening Program			2	1		1				2	2	1	9
Expedited Passenger Screening Program - TSA PreC			2	1		1				2	2	1	9
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling			1										1
Property - Special Handling - Missing 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
2024	2												2
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	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
LSE	3	3	1	1	1	3	6	2		1	1	2	24
2022	2	3			1	2	4	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
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
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	1			3	2	3				1		11
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
2024		1											1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam		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	4		3	1		3		3	3	3	4	6	30
2022	1		2			1		3	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	2	13
Customer Service								2	1		1	1	5
Customer Service - TSO								2	1		1	1	5
Expedited Passenger Screening Program			1	1		2			1				5
Expedited Passenger Screening Program - TSA PreCheck			1	1		2			1				5
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Patdown											1		1
Patdown - Flyer											1		1
Screening								1					1
Screening - Crew Member or Airline Employee								1					1
2024	3												3
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	2												2

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Categories	10-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	7	15	6	13	7	11	21	18	8	11	15	21	153
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	11	87
Customer Service		1		1		1		1				1	5
Customer Service - TSO		1		1		1		1				1	5
Expedited Passenger Screening Program	2	9	1	7	3	4	9	4	3	7	9	9	67
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	9	65
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		1	9
Screening - Inconsistency							1						1
Screening - Lengthy Lines		2											2
Screening - Procedures/Process					1			3		1		1	6
2024	2												2
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	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
MBS	4	2	1	4	1	3	2	5	1		5	4	32
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	3	22
Expedited Passenger Screening Program	1	1	1	2	1	1	2	3	1		3	2	18
Expedited Passenger Screening Program	1	1	1	2	1	1	2	3	1		3	2	18
No Jurisdiction		1										1	2
No Jurisdiction - No Referral												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
2024	2												2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - 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
MCE	3										1		4
2022	1										1		2
Expedited Passenger Screening Program	1										1		2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA PreCheck											1		1
2024	2												2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	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
MCI	172	109	103	82	97	127	112	155	127	108	107	124	1,423
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/Missile		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	63	762
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	1	42
Customer Service - Others							1						1
Customer Service - TSO	1	5	4	5	8	6	2	3	1	3	2	1	41
Expedited Passenger Screening Program	49	52	52	45	52	57	52	67	49	45	43	55	618
Expedited Passenger Screening Program	4	1	4	3	1	1		1	1		1	3	20
Expedited Passenger Screening Program	45	51	48	42	51	56	52	66	48	45	42	52	598
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	2	14
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 Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	2	1											3
Persons w/ Disabilities (PWD) - Metal Implants	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Wheelchair	1										2		3
Property - Special Handling		1		1				2			3		7
Property - Special Handling - Damaged Items - Carry-On		1		1									2
Property - Special Handling - Damaged Items - Checked								2					2
Property - Special Handling - Missing Items - Carry-On											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
Property - Special Handling - Missing Items - Checked											1		1
Screening	5	4	2	2	4	3	5	5	4	6	5	5	50
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	3		2		1				2	1			9
Screening - Lengthy Lines	1	2						1		2	2	2	10
Screening - Procedures/Process	1	1		2	3	3	5	4	2	2	3	3	29
Screening - Retrieving Abandoned/Confiscated Items										1			1
2024	83												83
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program	77												77
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	75												75
No Jurisdiction	1												1
No Jurisdiction - No Referral	1												1
Screening	3												3
Screening - Procedures/Process	3												3

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
MCK	1	1	2	1						1			6
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
2024	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
MCN	2	2	3	1		2	3	1	1		2	1	18
2022	1	2	2	1		1	3	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			1	5
Civil Rights												1	1
Civil Rights - Race												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--Checked Baggage									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
MCO	981	652	700	643	642	868	802	812	676	666	611	626	8,679
2022	214	254	301	240	236	386	395	402	346	316	313	306	3,709
Additional Information Required/Insufficient Information				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	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
Mishandling of Passenger Property	4	5	6	2	4	6	4	9	11	11	14	11	87
Mishandling of Passenger Property - Damaged	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 Implant	1			1			1						3
Persons w/ Disabilities (PWD) - Mobility Device	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
Persons w/ Disabilities (PWD) - Wheelchair	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

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
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 Items	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	350	298	320	4,582
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	1	10
Airline - Lost Baggage								1					1
Airline - Policy/Regulations/Service			1	1		2		1		1	2	1	9
Civil Rights	2	3	6	8	3	6	5	7	14	7	4	4	69
Civil Rights - Age	1		2					1	1				5
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Constitutional Rights								1					1
Civil Rights - National Origin			1										1
Civil Rights - Not Specified				1						1	1		3
Civil Rights - Perceived Religion				1								1	2
Civil Rights - Profiling									1	1			2
Civil Rights - Race	1	1	2	2	2	2	3	3	10	1	1	2	30
Civil Rights - Screening of Religious 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	1	18
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	37	482
Customer Service - CSM								1					1
Customer Service - Others			2										2
Customer Service - TSO	35	35	34	46	48	53	54	40	35	40	22	37	479
DHS TRIP											1		1
DHS TRIP - General											1		1
Expedited Passenger Screening Program	254	270	267	237	263	283	258	254	204	221	197	210	2,918
Expedited Passenger Screening Program - Active Duty Military				1	1								2
Expedited Passenger Screening Program - General	1	3	2	4		1	2			2			15
Expedited Passenger Screening Program - Inactive	9	11	15	4	4	3	6	7	5	4	5	4	77
Expedited Passenger Screening Program - TSA/DHS	244	255	249	225	257	279	249	247	199	215	192	206	2,817
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		1	15
Locks - General					1								1
Locks - Missing or Damaged Lock	1	2	2	1	1	1	1	2	1	1		1	14
Lost and Found						2		2		1		2	7
Lost and Found - Airport/TSA						2		2		1		2	7
Mishandling of Passenger Property	12	12	7	12	8	13	13	17	11	10	8	7	130
Mishandling of Passenger Property - Damaged	3	7	6	8	3	8	7	10	6	5	4	6	73
Mishandling of Passenger Property - Damaged or Lost	6	4	1	3	3	4	5	5	5	5	2	1	44
Mishandling of Passenger Property - Damaged or Lost - General	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	2
Notice of Violation/Civil Penalties - General											1	1	2
Patdown	6	3	7	8	8	9	7	11	10	6	5	4	84
Patdown - Children			1	2	1					1			5
Patdown - Flyer	6	3	5	5	7	9	6	11	10	5	5	4	76
Patdown - Flyer as Observer			1	1			1						3
Persons w/ Disabilities (PWD)	10	13	8	13	5	19	18	19	17	19	13	6	160
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	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 Delay		1	2			1		1		1	1		7
Persons w/ Disabilities (PWD) - Diabetes		1	1			1	1	3	1	3	2	1	14
Persons w/ Disabilities (PWD) - Diapers/Changing	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				1	5
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	1	28
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		1	18
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						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
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1	1	1				1	2		1	1	8
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) - Wheelchair	3	2		7	2	3		3	3	2	2	1	28
Property - Special Handling	14	6	6	19	7	17	5	15	5	9	13	15	131
Property - Special Handling - Damaged Item	5	2	1	5	2	3		3	2	2	2	4	31
Property - Special Handling - Damaged Item	3	2		1	2	3	2	3		3	2	1	22
Property - Special Handling - Missing Item	1	2	2	6	2	6	1	5	1	2	1	8	37
Property - Special Handling - Missing Item	5		3	7	1	5	2	4	2	2	8	2	41
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	31	544
Screening - Children											1		1
Screening - Crew Member or Airline Employee	4		2	6		1			1	1		1	16
Screening - Inconsistency	1	1	15	6	5	6	4	4	5	1	4	1	53
Screening - International Screening				1								1	2
Screening - Lengthy Lines	18	21	21	12	23	18	22	9	12	6	6	3	171
Screening - Procedures/Process	17	28	13	27	31	45	17	23	12	23	16	24	276
Screening - Retrieving Abandoned/Confiscated	3	3	4		1	4	3	1	1	2	1	1	24
Screening - Security Breach			1										1
TWIC				1								1	2
TWIC - General				1								1	2
2024	388												388
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	5												5
Civil Rights - Race	2												2
Civil Rights - Screening of Religious or Cultural	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Civil Rights - Transgender Screening	1												1
Customer Service	30												30
Customer Service - TSO	30												30
Expedited Passenger Screening Program	285												285
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	281												281
Human Capital	1												1
Human Capital - Prospective Employment	1												1
Locks	2												2
Locks - Missing or Damaged Lock	2												2
Mishandling of Passenger Property	10												10
Mishandling of Passenger Property - Damaged	4												4
Mishandling of Passenger Property - Damaged	3												3
Mishandling of Passenger Property - Disassembled	3												3
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Patdown	3												3
Patdown - Flyer	2												2
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	10												10
Persons w/ Disabilities (PWD) - Autism Spectrum	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Internal Medical	1												1
Persons w/ Disabilities (PWD) - Medically	3												3
Persons w/ Disabilities (PWD) - Wheelchair	4												4
Property - Special Handling	11												11
Property - Special Handling - Damaged Item	4												4
Property - Special Handling - Damaged Item	1												1
Property - Special Handling - Missing Item	3												3
Property - Special Handling - Missing Item	3												3
Screening	29												29
Screening - Inconsistency	3												3
Screening - Lengthy Lines	11												11
Screening - Procedures/Process	15												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
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	42	28	15	21	18	30	20	22	20	18	24	20	278
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 Proç			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 It	1					1							2
Property - Special Handling - Damaged It	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	10	144
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Customer Service		3	1	2	1	2	1		1			1	12
Customer Service - TSO		3	1	2	1	2	1		1			1	12
Expedited Passenger Screening Program	12	14	6	8	7	11	6	14	8	12	9	6	113
Expedited Passenger Screening Program - Active Duty Military						1							1
Expedited Passenger Screening Program - DoD		1	1										2
Expedited Passenger Screening Program	1											1	2
Expedited Passenger Screening Program	11	13	5	8	7	10	6	14	8	12	9	5	108
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Patdown		1	1										2
Patdown - Flyer		1	1										2
Persons w/ Disabilities (PWD)											2	1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											2		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling		1			2							1	4
Property - Special Handling - Missing Items - Carry-C		1										1	2
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
2024	21												21
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	17												17
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	16												16
Screening	3												3
Screening - Procedures/Process	2												2
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
MDW	209	119	138	126	109	139	140	151	151	173	153	171	1,779
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/Missing Items--Carry-on or Checked		1	1				1	1	2	1	3		10
No Jurisdiction							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 Conditions	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 Scooter)				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	3	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 Items - Checked	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	68	106	1,006
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	3	3	2			1	1	3	3	2	3	22
Civil Rights - National Origin							1						1
Civil Rights - Profiling									1			1	2
Civil Rights - Race		1	1	1					2	1	2	2	10
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2					1		2			5
Civil Rights - Sexual Orientation - Not Transgender	1												1
Civil Rights - Transgender Screening		2		1									3
Customer Service	11	6	12	13	7	7	12	16	8	16	11	10	129
Customer Service - TSO	11	6	12	13	7	7	12	16	8	16	11	10	129
Expedited Passenger Screening Program	46	54	60	50	39	63	44	44	47	58	35	68	608
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program	2	1	2	1	1	4	1					1	13
Expedited Passenger Screening Program	44	53	58	49	38	59	42	44	47	58	35	67	594
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	4	43
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	2	2	3		1	2	2	2	2	3	5	2	26
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked		4		1	2		1		1	2	2	2	15
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							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		1							1				2
No Jurisdiction - No Referral									1				1
No Jurisdiction - Refer to Other		1											1
Patdown	3		1		2		1		3	2	2	2	16
Patdown - Flyer	3		1		2		1		2	2	2	2	15
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)	3	1	4	3	4	3	1	3	4	4	4	4	38
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) - Service Animals											1	2	3
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelcha	1	1		1	1	1		1	1	1	1	2	11
Property - Special Handling	2	2	2	2	8	3	1	4	4	5	3	5	41
Property - Special Handling - Damaged Items - Carry-On			2	1	3	1		3	3	3	1	3	20
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	2	10
Screening	3	10	7	13	4	11	12	9	8	9	4	10	100
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	2	12
Screening - Procedures/Process	2	6	4	7	2	10	6	7	5	8	3	8	68
Screening - Retrieving Abandoned/Confiscated Items				3			1						4
Screening - Shoe Screening			1										1
2024	93												93
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service	15												15
Customer Service - TSO	15												15
Expedited Passenger Screening Program	59												59
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	58												58
Mishandling of Passenger Property	3												3
Mishandling of Passenger Property - Dam	2												2
Mishandling of Passenger Property - Dam	1												1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	6												6
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Prosthesi	2												2
Persons w/ Disabilities (PWD) - Service A	1												1
Property - Special Handling	2												2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	1												1
Screening	6												6
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	5												5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MEI	1		1	1	1		2	1					7
2022				1	1		2	1					5
Civil Rights								1					1
Civil Rights - Not Specified								1					1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA 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	119	68	60	51	44	61	64	74	86	58	69	81	835
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 - TSA/DHS Employees	1	2		3	1	1	1	1	2		2		14
Expedited Passenger Screening Program - TSA/DHS Employees	12	15	14	10	8	35	17	27	28	26	25	34	251
Expedited Passenger Screening Program - TSA/DHS Employees			2								1		3
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property			1					2	1		1		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			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-On		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	33	39	413
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 Transgender		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	3	34
Customer Service - TSO	5	3	2	1	3	1	5	2	6	1	2	3	34
Expedited Passenger Screening Program	37	38	24	28	25	13	27	20	29	20	24	27	312
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program - TSA/DHS Employees	1	1	2	1	1			1	2			2	11
Expedited Passenger Screening Program - TSA/DHS Employees	36	37	22	26	24	13	27	19	27	20	24	25	300
Mishandling of Passenger Property		1	1				1	2	2				7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1				1	2	1				5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1							1				2
No Jurisdiction													1
No Jurisdiction - Refer to Other													1
Patdown	2		1	1					1		1		6
Patdown - Flyer	2		1	1					1		1		6
Persons w/ Disabilities (PWD)		1		1				1	1	1	1	1	7
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									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
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	1	12
Property - Special Handling - Damaged Items - Carry-On	1			2			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							3				1		4
Screening	5	2	2	1		1	1	1	4		2	7	26
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency												2	2
Screening - Lengthy Lines	2	1					1	1	2			4	11
Screening - Procedures/Process	3	1	2	1		1			2		2		12
2024	45												45
Customer Service	4												4
Customer Service - TSO	4												4
Expedited Passenger Screening Program	37												37
Expedited Passenger Screening Program - DoD	4												4
Expedited Passenger Screening Program - TSA/DHS Employees	33												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
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling		2											2
Property - Special Handling - Damaged Item		1											1
Property - Special Handling - Missing Item		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
MFE	21	11	9	12	9	6	3	18	9	12	6	5	121
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	4	50
Customer Service							1					1	2
Customer Service - TSO							1					1	2
Expedited Passenger Screening Program	6	3	6	6	3	4		1	3	2	2	2	38
Expedited Passenger Screening Program	6	3	6	6	3	4		1	3	2	2	2	38
Mishandling of Passenger Property		1										1	2
Mishandling of Passenger Property - Damaged/Missii		1										1	2
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
2024	11												11
Expedited Passenger Screening Program	10												10
Expedited Passenger Screening Program	10												10
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
MFR	15	14	13	15	13	13	17	14	19	11	16	19	179
2022	3	4	3	6	4	4	12	5	13	5	9	9	77
Civil Rights												1	1
Civil Rights - Race												1	1
Customer Service	1	2							1			2	6
Customer Service - TSO	1	2							1			2	6
Expedited Passenger Screening Program	2	1	2	3	3	3	10	4	11	5	7	4	55
Expedited Passenger Screening Program - TSA Appl		1					3		1	1			6
Expedited Passenger Screening Program	2		2	3	3	3	7	4	10	4	7	4	49
Mishandling of Passenger Property							1				1		2
Mishandling of Passenger Property - 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 - Check		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	10	95
Civil Rights	1							1					2
Civil Rights - Race	1							1					2
Customer Service		2		1			1					1	5
Customer Service - Others												1	1
Customer Service - TSO		2		1			1						4
Expedited Passenger Screening Program	4	5	9	6	8	8	3	6	5	6	6	7	73
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program	4	5	9	6	8	8	3	6	4	6	6	7	72
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Persons w/ Disabilities (PWD)		1						1					2
Persons w/ Disabilities (PWD) - Medically Necessary		1						1					2
Property - Special Handling									1			1	2
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked									1				1
Screening		2	1	2	1	1	1	1				1	10
Screening - Inconsistency		2		2				1					5
Screening - Procedures/Process			1		1	1	1					1	5
2024	7												7
Expedited Passenger Screening Program	7												7
Expedited Passenger Screening Program	7												7

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	10	4	4	3	3	3	4	6	4	10	7	4	62
2022	2	2			2	2	2	4	2	6	5	4	31
Customer Service					1					1		1	3
Customer Service - TSO					1					1		1	3
Expedited Passenger Screening Program	2	2			1	2	1	2	2	4	4	3	23
Expedited Passenger Screening Program	1												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
2024	4												4
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	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
MGW				1							1	1	3
2023				1							1	1	3
Civil Rights				1									1
Civil Rights - Race				1									1
Customer Service											1		1
Customer Service - TSO											1		1
Screening												1	1
Screening - Procedures/Process												1	1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MHK	1	2	2	1	4			3	1				14
2022		1	2	1	4			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
2024		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
MHT	19	15	15	12	13	21	11	13	9	13	18	11	170
2022	4	5	9	4	2	10	4	7	7	7	11	5	75
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights				1						1			2
Civil Rights - Racial Profiling or 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 - Check		1								1			2
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items	1												1
Screening	1					2							3
Screening - Procedures/Process	1					2							3
2023	8	10	6	8	11	11	7	6	2	6	7	6	88
Customer Service				1	1					1	1		4
Customer Service - TSO				1	1					1	1		4
Expedited Passenger Screening Program	8	9	5	6	8	11	4	5	2	3	5	6	72
Expedited Passenger Screening Program - TSA Appl		2											2
Expedited Passenger Screening Program	8	7	5	6	8	11	4	5	2	3	5	6	70
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				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
2024	7												7
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	3												3
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Screening	1												1
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
MIA	521	343	422	453	413	492	420	407	378	383	367	351	4,950
2022	102	132	181	205	186	248	203	189	203	188	171	171	2,179
Additional Information Required/Insufficient Information											1		1
Additional Information Required/Insufficient Information - EMAIL ONLY											1		1
Airline					1	1	1	2	1	2	2	1	11
Airline - Policy/Regulations/Service					1	1	1	2	1	2	1	1	10
Airline - Wheelchair Assistance											1		1
Animals	1												1
Animals - Carry-On	1												1
Civil Rights	5	3	2	4	5	5	10	4	2	3	3	4	50
Civil Rights - Age				1			1						2
Civil Rights - Constitutional Rights	1												1
Civil Rights - Hair Patdowns	1												1
Civil Rights - National Origin							1			1		1	3
Civil Rights - Perceived Religion				1									1
Civil Rights - Profiling						1	1						2
Civil Rights - Race						4	4	4		2	2	1	17
Civil Rights - Racial Profiling or 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	2	4	6	2	2	7	3	4	7	3	3	4	47
Expedited Passenger Screening Program	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			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
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 Medical Equipment				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	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 Item	3	1	1	6	1	5	1	4	7	6	2	3	40
Property - Special Handling - Damaged 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	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

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Categories	10-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		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	196	180	2,530
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		2	15
Airline - Baggage Requirements				1									1
Airline - Lost Baggage	1		1	2									4
Airline - Policy/Regulations/Service		1	1			1		1	2	2		2	10
Cargo					1								1
Cargo - Known Shipper					1								1
Civil Rights	2	5	1	5	2	5	3	2	7	9	2	6	49
Civil Rights - Age									1	1			2
Civil Rights - Constitutional Rights		1				1				1		1	4
Civil Rights - National Origin				1						2		1	4
Civil Rights - Not Specified						1							1
Civil Rights - Perceived Religion						1	2			1			4
Civil Rights - Profiling									1				1
Civil Rights - Race	1	3	1	2	2	1	1	1	1	3	1	2	19
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1		2		1		1	3	1	1	2	12
Civil Rights - Transgender Screening	1								1				2
Claims									1			1	2
Claims - General									1				1
Claims - Status												1	1
Customer Service	31	31	19	32	32	40	32	28	26	27	47	31	376
Customer Service - CSM									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	31	372
DHS TRIP							1		1			1	3
DHS TRIP - General							1		1			1	3
Expedited Passenger Screening Program	102	129	156	141	131	134	139	129	94	106	95	108	1,464
Expedited Passenger Screening Program	1	1					1						3
Expedited Passenger Screening Program	6	5	6	4	5	2	3	5		3	1	2	42
Expedited Passenger Screening Program	94	123	150	137	126	132	135	124	94	103	94	106	1,418
Expedited Passenger Screening Program	1												1
Flying Armed						1							1
Flying Armed - General						1							1
Hazardous Materials Safety							1			1			2
Hazardous Materials Safety - General							1			1			2
Locks		1	2	2				1	2			1	9
Locks - General			1										1
Locks - Missing or Damaged Lock		1	1	2				1	2			1	8
Lost and Found	1		1			1		3	1		1	1	9
Lost and Found - Airport/TSA	1		1			1		3	1		1	1	9
Mishandling of Passenger Property	7	10	8	5	3	5	1	4	8	7	7	4	69
Mishandling of Passenger Property - Dam	2	4	1	4	1	4	1	2	2	3	6	4	34
Mishandling of Passenger Property - Dam	5	3	6	1	2	1		2	3	3	1		27
Mishandling of Passenger Property - Damaged/Missin		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	3	38
No Jurisdiction - No Referral				2			1				2	1	6
No Jurisdiction - Refer to CBP	3	1	3	2	3	4	1	3		1	3	1	25
No Jurisdiction - Refer to Other			3		1	1				1		1	7
Patdown	1	1	4	5	2	6	2	2	1	2	3	2	31
Patdown - Flyer		1	4	5	2	6		2	1	2	3	2	28
Patdown - Flyer as Observer	1						2						3
Persons w/ Disabilities (PWD)	3	3	5	5	2	4	8	3	5	7	2	3	50
Persons w/ Disabilities (PWD) - Autism S	1						2		1	2			6
Persons w/ Disabilities (PWD) - Diabetes			1				3	1	1	2			8
Persons w/ Disabilities (PWD) - Hearing 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 [1	1		1			1		1				5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheelcha	1		1	1	1	4		1	1		1	1	12
Property - Special Handling	7	8	10	15	7	2	8	10	4	5	6	7	89
Property - Special Handling - Damaged Items - Carry		2	3	3			1	3	1	2	2	4	21
Property - Special Handling - Damaged It	3			4		1		2					11
Property - Special Handling - Missing Item	1	5	2	3	3		2	2	2	2	2	3	27
Property - Special Handling - Missing Item	3	1	5	5	3	1	5	3	1	1	2		30
Screening	20	21	27	30	43	40	20	32	23	27	27	10	320
Screening - Children				1					1				2
Screening - Crew Member or Airline Empl	2	2	8	6		1		1		1			21
Screening - Inconsistency	4	5	3	4	5	3	4	5	6	2	4	3	48
Screening - International Screening						1							1
Screening - Lengthy Lines	4	4	2	4	14	6	3	5	2	6	4	1	55
Screening - Procedures/Process	10	10	14	13	22	29	13	21	13	17	19	6	187

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Categories	10-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				2	2				1	1			6
2024	241												241
Civil Rights	2												2
Civil Rights - Race	1												1
Civil Rights - Sexual Orientation - Not Tra	1												1
Customer Service	22												22
Customer Service - Others	1												1
Customer Service - TSO	21												21
DHS TRIP	1												1
DHS TRIP - General	1												1
Expedited Passenger Screening Program	163												163
Expedited Passenger Screening Program	5												5
Expedited Passenger Screening Program	157												157
Expedited Passenger Screening Program	1												1
Mishandling of Passenger Property	10												10
Mishandling of Passenger Property - Dam	3												3
Mishandling of Passenger Property - Dam	6												6
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction	6												6
No Jurisdiction - No Referral	2												2
No Jurisdiction - Refer to CBP	2												2
No Jurisdiction - Refer to Other	2												2
Patdown	2												2
Patdown - Flyer	1												1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	5												5
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes	2												2
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Property - Special Handling	8												8
Property - Special Handling - Damaged It	4												4
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Item	2												2
Screening	22												22
Screening - Inconsistency	1												1
Screening - International Screening	1												1
Screening - Lengthy Lines	6												6
Screening - Opposite Gender	1												1
Screening - Procedures/Process	13												13

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	101	51	58	44	55	84	79	59	71	62	75	72	811
2022	20	22	29	13	14	35	46	26	42	28	44	48	367
Airline								1					1
Airline - Lost Baggage								1					1
Civil Rights	1					1		1		2	1		6
Civil Rights - Race						1				2			3
Civil Rights - Racial Profiling or 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	24	402
Civil Rights	1			1	1				1		1		5
Civil Rights - National Origin									1				1
Civil Rights - Race	1			1	1								3
Civil Rights - Sex/Gender/Gender Identity- Not 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	23	330
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program	1	2		1	2			2			1	1	10
Expedited Passenger Screening Program	29	24	23	22	29	38	30	29	23	28	22	22	319
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--Carry-on or Checked	1		1		1								3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	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		1	17
Screening - Inconsistency				1					3				4
Screening - Procedures/Process	1	1	2		3	3				1		1	12
Screening - Retrieving Abandoned/Confiscated Items									1				1
2024	42												42
Airline	1												1
Airline - Lost Baggage	1												1
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	37												37
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	36												36
Locks	1												1
Locks - Missing or Damaged Lock	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
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	7	7	8	4	2	4	11	7	7	11		7	75
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		5	49
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		3	31
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program	1	4	5	2	1	1	5	3	3	2		3	30
Mishandling of Passenger Property		1							1	1			3
Mishandling of Passenger Property - Damaged/Missin		1								1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
No Jurisdiction												1	1
No Jurisdiction - Refer to CBP												1	1
Persons w/ Disabilities (PWD)		1							1			1	3
Persons w/ Disabilities (PWD) - Diabetes									1			1	2
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
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MLI	4	4	4	6	11	8	12	12	8	10	14	3	96
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	3	44
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service	1	1								1			3
Customer Service - TSO	1	1								1			3
Expedited Passenger Screening Program	1	2	1	2	10	1	2	5	3	5	1	1	34
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	1	2	1	2	9	1	2	5	3	5	1	1	33
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown										1		2	3
Patdown - Flyer										1		2	3
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
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MLU	5		5	3	1	5	2	6	2	2	3	4	38
2022			3			2	2	1	2			3	13
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Expedited Passenger Screening Program			1				1	1	2			2	7
Expedited Passenger Screening Program - TSA Application Prog			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	1	23
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Expedited Passenger Screening Program	1		1	1	1	2		3		1	2	1	13
Expedited Passenger Screening Program	1		1	1	1	2		3		1	2	1	13
Patdown										1			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
2024	2												2
Expedited Passenger Screening Program	2												2
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
MOB	7	3	9	1	8	13	10	7	6	8	11	11	94
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	5	44
Civil Rights							1						1
Civil Rights - Perceived Religion							1						1
Customer Service	1										1	1	3
Customer Service - TSO	1										1	1	3
Expedited Passenger Screening Program		2	5	1	4	5	1	5	4	2	1	3	33
Expedited Passenger Screening Program - TSA Application Program						1						1	2
Expedited Passenger Screening Program - TSA PreC		2	5	1	4	4	1	5	4	2	1	2	31
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	1	4
Screening - Procedures/Process						1				1	1	1	4
2024	4												4
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	3												3
Screening	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
MOT	3	3	6	2	5	4	4	3	4	5	8	3	50
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	3	31
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	1	22
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program	1	2	4	2	1	3	2	1		2	2	1	21
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Screening	1										4	1	6
Screening - Procedures/Process	1										4	1	6
2024	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
MRY	12	5	6	4	5	7	3	6	5	7	9	10	79
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	1												1
Civil Rights					1								1
Civil Rights - Transgender Screening					1								1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program	4	3		1	3	5	1	3	2	3	5	3	33
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	4	2		1	3	5	1	3	2	3	5	2	31
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Carry-On										1			1
2023	2	2	6	3	1	2	2	3	2	3	4	6	36
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program	2	1	4	3		1	2		1	1	4	6	25
Expedited Passenger Screening Program - DoD		1										1	2
Expedited Passenger Screening Program - TSA Application Process			1										1
Expedited Passenger Screening Program	2		3	3		1	2		1	1	4	5	22
Mishandling of Passenger Property						1		1		1			3
Mishandling of Passenger Property - 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
2024	5												5
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	4												4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSL	1					1		1		1	2		6
2022						1		1			2		4
Expedited Passenger Screening Program						1		1			1		3
Expedited Passenger Screening Program - TSA 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
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSN	35	26	22	23	28	58	29	28	27	22	24	26	348
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 - Dam	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	9	180
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	1	15
Customer Service - TSO	1			1		2	1	1	3	3	2	1	15
Expedited Passenger Screening Program	11	11	9	14	18	23	11	13	5	8	11	7	141
Expedited Passenger Screening Program - TSA Application Pro			1		2			1	1				5
Expedited Passenger Screening Program	11	11	8	14	16	23	11	12	4	8	11	7	136
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		1	11
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency		1											1
Screening - Procedures/Process		1			1	1	1		1	2		1	8
Screening - Retrieving Abandoned/Confiscated Items										1			1
2024	13												13
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
Expedited Passenger Screening Program	11												11
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	10												10
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
MSO	19	6	1	14	11	6	9	12	15	12	16	17	138
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	3	65
Civil Rights										1	1		2
Civil Rights - Race										1	1		2
Customer Service	1									1	1		3
Customer Service - TSO	1									1	1		3
Expedited Passenger Screening Program	9	3	1	6	4	1	6	6	8	4	4	2	54
Expedited Passenger Screening Program	1				1		1	1					4
Expedited Passenger Screening Program	8	3	1	6	3	1	5	5	8	4	4	2	50
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
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
2024	6												6
Expedited Passenger Screening Program	5												5
Expedited Passenger Screening Program	5												5
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
MSP	456	314	303	345	320	370	367	322	329	310	342	321	4,099
2022	102	143	123	134	139	184	163	158	165	151	201	160	1,823
Additional Information Required/Insufficient Information			1									1	2
Additional Information Required/Insufficient Information - EMAIL ONLY			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 - TSA/DHS Employees - Opt In	2	13	6	7	5		6	9	6	3	5	1	63
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	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--Carry-on Luggage		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
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) - Respirators	1												1
Persons w/ Disabilities (PWD) - Wheelchairs	2	1									1		4
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Breast Milk/Baby Formula		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 Baggage	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 Baggage			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	141	161	2,105
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	1	35
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

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Categories	10-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 - Profiling											1		1
Civil Rights - Race	1	1	3	1	1	1	4	2	1	1	2	1	19
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	9	125
Customer Service - TSO	14	8	11	10	6	10	13	20	10	8	6	9	125
Expedited Passenger Screening Program	148	144	152	180	157	149	173	123	123	116	106	128	1,699
Expedited Passenger Screening Program	3	5	6	3	2	5	3	1	2	1	3	4	38
Expedited Passenger Screening Program	145	138	146	177	154	144	170	122	121	115	103	124	1,659
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	2	5	27
Mishandling of Passenger Property - Dam	1				3	3			2	2		2	13
Mishandling of Passenger Property - Damaged/Missin		1						1	2	1		3	9
Mishandling of Passenger Property - Disa	1		3								1		5
No Jurisdiction	1	1	1	2		1			2	1	2	1	12
No Jurisdiction - No Referral				1					1	1			3
No Jurisdiction - Refer to CBP	1	1		1		1			1		1	1	7
No Jurisdiction - Refer to Other			1								1		2
Patdown	2	3		3	1	2		3	3	2	3	1	23
Patdown - Children								1			1		2
Patdown - Flyer	2	2		2	1	1		2	2	2	2	1	17
Patdown - Flyer as Observer				1		1			1				3
Patdown - General		1											1
Persons w/ Disabilities (PWD)	3		2	1		6	3	3	4	2	3	3	30
Persons w/ Disabilities (PWD) - Autism S	1					3				1		1	6
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	2		1	1			1	2		1		1	9
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1	1			1	3
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	3	33
Property - Special Handling - Damaged It	2	1	1				1	2	1	1	2	2	13
Property - Special Handling - Damaged Items - Checked										3			3
Property - Special Handling - Missing Items - Carry-C		1	1		2	1	1	1		1		1	8
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	10	115
Screening - Crew Member or Airline Empl	1							1					2
Screening - Inconsistency	1	2		1	3	3		1	4	4	3		22
Screening - Lengthy Lines	1		1	2	1		1	1		3	2	4	16
Screening - Procedures/Process	4	3	3	7	5	8	6	4	9	10	4	5	68
Screening - Retrieving Abandoned/Confis	1	2	1		1						1	1	7
2024	171												171
Civil Rights	4												4
Civil Rights - Not Specified	1												1
Civil Rights - Race	2												2
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	8												8
Customer Service - TSO	8												8
Expedited Passenger Screening Program	146												146
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	143												143
Mishandling of Passenger Property	3												3
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disa	2												2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Hearing I	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening	8												8
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency	1												1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	5												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
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	260	150	142	143	149	191	218	211	188	161	164	194	2,171
2022	39	50	55	44	48	97	106	109	88	83	74	97	890
Airline			1								1		2
Airline - Policy/Regulations/Service			1										1
Airline - Wheelchair Assistance											1		1
Civil Rights	2	1					1		1	1		3	9
Civil Rights - Race							1		1			1	3
Civil Rights - Racial Profiling or 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/Missed		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	2	3		2	1	1		3	1		20
Property - Special Handling - Damaged Items	1		1	2						3	1		8
Property - Special Handling - Damaged Items	1					1							2
Property - Special Handling - Missing Items - Carry-on		2		1									3
Property - Special Handling - Missing Items	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	90	97	1,183
Additional Information Required/Insufficient Information							1		1		1		3
Additional Information Required/Insufficient Information - EMAIL ONLY							1		1		1		3
Airline			1	1			1					1	4
Airline - Lost Baggage			1	1			1						3
Airline - Policy/Regulations/Service												1	1
Civil Rights	4	3	1	1	1	1	2		5	2	4	1	25
Civil Rights - Age										1			1
Civil Rights - Civil Rights Violation (TSA Employee)		1							1				2
Civil Rights - Perceived Religion						1							1
Civil Rights - Race	2	1	1	1			2		2		2	1	12
Civil Rights - Screening of Religious 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
Civil Rights - Sexual Orientation - Not Transgender											1		1
Customer Service	5	8	8	8	9	8	5	4	8	10	11	8	92
Customer Service - Others			1										1
Customer Service - TSO	5	8	7	8	9	8	5	4	8	10	11	8	91
Expedited Passenger Screening Program	100	74	67	79	81	68	77	69	79	47	63	70	874
Expedited Passenger Screening Program	1	1										1	3
Expedited Passenger Screening Program	3	2	3	1	1	1		1	1	1		1	15
Expedited Passenger Screening Program	96	72	63	78	80	67	77	67	78	46	63	68	855
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Locks					1	1	2	1	1		1		7
Locks - Missing or Damaged Lock					1	1	2	1	1		1		7
Lost and Found										1			1

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Categories	10-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			1
Mishandling of Passenger Property	2	3	1	1		4	4	4	1	3	2	3	28
Mishandling of Passenger Property - Damaged	1	1				2	3	1	1		2	1	12
Mishandling of Passenger Property - Damaged	1	2	1	1		1		3		2			11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1			1		2	5
No Jurisdiction			1				3					1	5
No Jurisdiction - No Referral							1						1
No Jurisdiction - Refer to Other			1				2					1	4
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	4	30
Patdown - Children										1			1
Patdown - Flyer	4	1	3	2		3	2	2	1	3	2	3	26
Patdown - Flyer as Observer											1	1	2
Patdown - General		1											1
Persons w/ Disabilities (PWD)		2			2	2	4	5		2	1	1	19
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
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		1	4
Property - Special Handling	2	2	1	2	1	3	2	3	1	2	1		20
Property - Special Handling - Damaged Items	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 - Checked		1	1				1	1		2			6
Screening	6	6	4	4	4	4	9	14	3	7	3	6	70
Screening - Inconsistency		3					1	5	2	3		1	15
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	5	45
Screening - Retrieving Abandoned/Confiscated Items			1	1									2
TWIC				1	1							1	3
TWIC - General				1	1							1	3
2024	98												98
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	8												8
Customer Service - TSO	8												8
Expedited Passenger Screening Program	73												73
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	72												72
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Patdown	6												6
Patdown - Flyer	6												6
Persons w/ Disabilities (PWD)	5												5
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Metal Implants	1												1
Persons w/ Disabilities (PWD) - Mobility Disability	1												1
Persons w/ Disabilities (PWD) - Prostheses	1												1
Property - Special Handling	2												2
Property - Special Handling - Damaged Items	2												2
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
MTJ	5	5	17	23	14	15	5		8	6	12	12	122
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	5	59
Customer Service					2				2	1	2	2	9
Customer Service - TSO					2				2	1	2	2	9
Expedited Passenger Screening Program		4	5	3	4	3	2		3	2	5	1	32
Expedited Passenger Screening Program - TSA PreC		4	5	3	4	3	2		3	2	5	1	32
Mishandling of Passenger Property							2						2
Mishandling of Passenger Property - 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	2	7
Screening - Lengthy Lines			2							1	1		4
Screening - Procedures/Process							1					2	3
2024	4												4
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	2												2
Screening	1												1
Screening - 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
MVY										6	7	5	18
2022											4	4	8
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program											2	4	6
Expedited Passenger Screening 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	1	10
Civil Rights											1	1	2
Civil Rights - Race											1	1	2
Customer Service										3			3
Customer Service - TSO										3			3
Expedited Passenger Screening Program										2	1		3
Expedited Passenger Screening Program - 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	68	33	22	24	22	31	41	54	55	43	57	42	492
2022	17	12	14	12	10	13	9	27	34	18	28	29	223
Civil Rights	1		1					1		2		1	6
Civil Rights - Civil Rights Violation (TSA 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	29	13	255
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	20	12	196
Expedited Passenger Screening Program - TSA Application Program								1		1		1	3
Expedited Passenger Screening Program	29	15	6	9	10	16	25	21	13	18	20	11	193
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property			1						2		2	1	6
Mishandling of Passenger Property - Damaged/Missing Items--C			1						1		1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1	1	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
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
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
2024	14												14

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service	1												1
Customer Service - TCC	1												1
Expedited Passenger Screening Program	11												11
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	10												10
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening	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
NYL		3		1	2		2	3	3	3	2	2	21
2022		3		1	1		1	3	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	2	12
Expedited Passenger Screening Program								2	2	1	1	1	7
Expedited Passenger Screening Program - TSA PreCheck								2	2	1	1	1	7
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Carry-On								1					1
Screening					1		1					1	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
OAJ	4	5	5	1	3	6	4	10	2	9	7	5	61
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 Items	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	4	35
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	1	4
Customer Service - TSO								1	1		1	1	4
Expedited Passenger Screening Program	1		1		1		1	3		2	4	2	15
Expedited Passenger Screening Program - DoD											1		1
Expedited Passenger Screening Program	1		1		1		1	3		2	3	2	14
Locks												1	1
Locks - Missing or Damaged Lock												1	1
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) - Prosthesis	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	143	95	93	70	66	80	98	101	89	90	90	101	1,116
2022	26	36	40	23	25	28	46	47	43	46	48	53	461
Airline					1			1		1			3
Airline - Policy/Regulations/Service					1			1		1			3
Civil Rights	2	1		1	1	1			2	2			10
Civil Rights - Age	1												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/Missing		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/Tools	1												1
Property - Special Handling	1		1	2		1	1	1			1	1	9
Property - Special Handling - Damaged Items	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									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	42	48	594
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights	2	2		1	1	2	1	2	2	3			16
Civil Rights - Age		1											1
Civil Rights - Not Specified									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	31	36	442
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	1	3		1		1				1	1		8
Expedited Passenger Screening Program	41	40	45	34	31	35	35	39	32	34	30	36	432
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	2	19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1		2	1			1		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1	1		1	1	2	1	1	1		1	2	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on	1												1
No Jurisdiction							1			1			2
No Jurisdiction - Refer to FAA							1						1
No Jurisdiction - Refer to Other										1			1
Patdown	1	1	3	1	1			2		1			10
Patdown - Flyer	1	1	2	1	1			2		1			9
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	1				1	3	1		1		1	1	9
Persons w/ Disabilities (PWD) - Autism Spectrum						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 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	1	15
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	2
Property - Special Handling - Missing Items - Checked	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
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	2	4	1	3	2	6	9	4	4	3	5	8	51
Screening - Crew Member or Airline Employee	1										1		2
Screening - Inconsistency										1	1	1	3
Screening - Lengthy Lines						1	2	1	1			3	8
Screening - Opposite Gender						1							1
Screening - Procedures/Process	1	4	1	3	2	4	6	3	3	2	3	4	36
Screening - Retrieving Abandoned/Confiscated Items							1						1
2024	61												61
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service	3												3
Customer Service - TSO	3												3
Expedited Passenger Screening Program	48												48
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	47												47
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged Items	1												1
Screening	7												7
Screening - Lengthy Lines	2												2
Screening - Procedures/Process	4												4
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	127	85	88	117	68	104	103	111	99	103	85	104	1,194
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		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	25	575
Civil Rights		2	1										3
Civil Rights - Race		1	1										2
Civil Rights - Transgender Screening		1											1
Customer Service	2	2	4	8	3	3	8	5	2	6	3	3	49
Customer Service - TCC							1						1
Customer Service - TSO	2	2	4	8	3	3	7	5	2	6	3	3	48
Expedited Passenger Screening Program	50	33	42	42	25	41	36	39	35	29	15	19	406
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA Appl		3	1	3		2			1				10
Expedited Passenger Screening Program	49	30	41	39	25	38	36	39	34	29	15	18	393
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1						1	2
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1		1	1	1	1	2	1		1	1	2	12
Mishandling of Passenger Property - Damaged/Missing Items--C			1		1		1	1		1		1	6
Mishandling of Passenger Property - Dam	1			1		1	1				1	1	6
No Jurisdiction									2				2
No Jurisdiction - No Referral									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		1	38
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												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 Medic				1				1					2
Persons w/ Disabilities (PWD) - Metal Im	14	5	1			1	1		1	1			24
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1	1	1					2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Wheelcha	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-C		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

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 - 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
2024	21												21
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program	15												15
Expedited Passenger Screening Program	15												15
No Jurisdiction	1												1
No Jurisdiction - No Referral	1												1
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	1												1

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
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	60	57	57	48	48	48	48	47	61	69	60	47	650
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 Imp	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	22	354
Civil Rights					1			1		1			3
Civil Rights - Race					1								1
Civil Rights - Transgender Screening								1		1			2
Customer Service	1	2	1	1	1	3				1			10
Customer Service - Others		1											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	17	275
Expedited Passenger Screening Program - DoD				1			1				1		3
Expedited Passenger Screening Program - TSA Appl		2		1			1		2	1		2	9
Expedited Passenger Screening Program	16	24	29	30	17	16	22	24	20	24	26	15	263
Mishandling of Passenger Property					2						1		3
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	1	8
Patdown - Flyer			1			1				3	2	1	8
Persons w/ Disabilities (PWD)									1			1	2
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												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	3	44
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	1	10
Screening - Procedures/Process	1		2	2	3	1	3	2	2	5	2	2	25
2024	28												28
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insuffici	1												1
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	22												22
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	21												21
HAZMAT Endorsement	1												1
HAZMAT Endorsement - General	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening	2												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
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	102	56	63	61	86	87	63	85	61	93	71	77	905
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	35	41	521
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	1	15
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		1	4
Civil Rights - Transgender Screening		1											1
Customer Service	5	1	2	4	5	2	6	10	3	10	5	4	57
Customer Service - CSM								1					1
Customer Service - TSO	5	1	2	4	5	2	6	9	3	10	5	4	56
Expedited Passenger Screening Program	31	30	31	32	37	43	22	34	19	32	16	27	354
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	16	27	345
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	1	10
Mishandling of Passenger Property - Damaged/Missin		1			2					1		1	5
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
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		2	9
Persons w/ Disabilities (PWD) - Breast Cancer							1			1			2
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				2					1	1			4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling			1	1	2	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	6	47

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency						1		1	1		2		5
Screening - Lengthy Lines	1	1			1			2		1	1	1	8
Screening - Procedures/Process	1	1	3	3	4	4	3	4	1	3	1	5	33
Screening - Retrieving Abandoned/Confiscated Items			1										1
TWIC									1				1
TWIC - General									1				1
2024	42												42
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service	6												6
Customer Service - TSO	6												6
Expedited Passenger Screening Program	28												28
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	27												27
Patdown	3												3
Patdown - Flyer	3												3
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Screening	2												2
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1												1

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Categories	10-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	103	67	68	55	55	78	63	83	74	72	77	61	856
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	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 Check				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	24	422
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	1	33
Customer Service - TSO	3	1	1	1	3	5	6	3	4	3	3	1	33
Expedited Passenger Screening Program	28	28	27	27	27	23	13	27	28	19	21	21	289
Expedited Passenger Screening Program - DoD						2							2
Expedited Passenger Screening Program	2	1			1			1		3			9
Expedited Passenger Screening Program	26	25	27	27	26	20	13	26	28	16	21	21	276
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
Mishandling of Passenger Property - Damaged/Missin		1	2			1	1		1	1			7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		1			1		1		1			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Check	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	1	9
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) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Internal Medical Device		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1		1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)			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 Items - Checked	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
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	1	36
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	2	1		2				1	1	1	1		9
Screening - Lengthy Lines						1						1	2
Screening - Procedures/Process		1	2	1		5	2	3	3	4	2		23
Screening - Retrieving Abandoned/Confiscated Items						1							1
2024	53												53
Civil Rights	3												3
Civil Rights - Race	1												1
Civil Rights - Sex/Gender/Gender Identity	2												2
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program	44												44
Expedited Passenger Screening Program	44												44
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1
Screening	3												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
ORD	991	638	681	531	529	946	885	731	765	667	758	859	8,981
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--Carry-on or Checked			1			1	1	3	1	1	1	2	11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1		6	1	4	1	3	2	1	1	2		22
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1	2					4
No Jurisdiction	2		4	2	2		4	1	1	3	4	2	25
No Jurisdiction - No Referral					1		1						2
No Jurisdiction - Refer to CBP	1		1				3			2	3	1	11
No Jurisdiction - Refer to FAA					1								1
No Jurisdiction - Refer to Other	1		3	2				1	1	1	1	1	11
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - 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 I	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		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) - Prosthesi	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/Ge	1												1
Property - Special Handling	9	4	13	9	4	6	8	6	3	6	2		70
Property - Special Handling - Damaged It	3	1	4	1		1	1						11
Property - Special Handling - Damaged It	1		2		1	1	1	1	1	2			10
Property - Special Handling - Missing Item	2	2	4	2	2	2		3	2	3	1		23
Property - Special Handling - Missing Item	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 Commun		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
2023	404	421	443	365	346	475	420	361	383	324	348	415	4,705
Additional Information Required/Insufficient Information	1											2	3
Additional Information Required/Insufficient Information - Airline	1											2	3
Airline	1	1	1	2	1	1			1	1	1	1	11
Airline - Lost Baggage		1		1					1		1	1	5
Airline - Policy/Regulations/Service	1		1	1	1	1				1			6
Cargo							1						1
Cargo - Known Shipper							1						1
Civil Rights	4	3	4	1	1	2	3	2	9	4	7	4	44
Civil Rights - Constitutional Rights							1						1
Civil Rights - National Origin							1						1
Civil Rights - Not Specified			1										1
Civil Rights - Perceived Religion				1	1			1			1		4
Civil Rights - Profiling									1				1
Civil Rights - Race	3	2	3			1	1	1	3	4	4	4	26
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	40	26	294
Customer Service - Others			1				1						2
Customer Service - TCC			1										1
Customer Service - TSO	16	20	30	15	25	24	28	25	21	21	40	26	291
DHS TRIP											2	1	3
DHS TRIP - General											2	1	3
Expedited Passenger Screening Program	352	366	376	311	299	412	351	295	297	255	259	338	3,911
Expedited Passenger Screening Program - 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 - TSA/DHS	344	355	369	307	291	407	345	288	288	248	255	337	3,834
Expedited Passenger Screening Program - Active Duty Military													1
Expedited Passenger Screening Program - Known Crew Member	7	9	5	4	7	4	5	6	6	5	4	1	63
Expedited Passenger Screening Program - TSA/DHS	344	355	369	307	291	407	345	288	288	248	255	337	3,834
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	1	14
Locks - General								1					1
Locks - Missing or Damaged Lock		1		3			1	2	2		3	1	13
Lost and Found	1		1		1	1			1	1		1	7
Lost and Found - Airport/TSA	1		1		1	1			1	1		1	7
Mishandling of Passenger Property	7	3	2	6	3	7	6	7	7	5	6	9	68
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1	2	2	1	2	1	4	5	2	3	1	4	28
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	5	1	3	1	5	2	2	5	1	5	5	5	35
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1			2						1			4
No Jurisdiction		2	4	3	4	1	2	3	2	3	2	3	29
No Jurisdiction - No Referral				1	1			1	1				4
No Jurisdiction - Refer to CBP		1	2	2	2	1	1	2	1		1	2	15
No Jurisdiction - Refer to Other		1	2		1		1			3	1	1	10
Patdown	1	3	3	1	3	3	2		2	4	2	2	26
Patdown - Children						1							1
Patdown - Flyer	1	3	2	1	3	2	2		2	4	2	2	24
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	5	3		2	1	1	6	1	10	5	4	4	42
Persons w/ Disabilities (PWD) - Autism Spectrum						1					1		2
Persons w/ Disabilities (PWD) - Cancer (Genetic Testing)	1											1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - General	1	1							1				3
Persons w/ Disabilities (PWD) - Hearing Impairment									1	1			2
Persons w/ Disabilities (PWD) - Internal Medical Devices	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary	1				1		1	1	1		3	2	10
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1		1				2
Persons w/ Disabilities (PWD) - Mobility (Cane/Walker)	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		1	5
Property - Special Handling	2	7	2	4	1	6	6	8	8	7	4	5	60
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	1	13
Property - Special Handling - Missing Items	1	2				2	1	3	2	3		3	17
Property - Special Handling - Missing Items - Checked		2	1	3		2	3	4	4	3	2	1	25
Screening	14	12	18	15	7	17	12	17	22	17	18	17	186
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	2	28
Screening - Lengthy Lines	1	1	2	1		2		1		2	6	3	19
Screening - Procedures/Process	11	5	9	6	5	13	9	15	14	14	10	11	122
Screening - Retrieving Abandoned/Confiscated Items	1	1	1	2		1	1		1		1	1	10
TWIC													1
TWIC - General													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
2024	419												419
Airline	1												1
Airline - Lost Baggage	1												1
Civil Rights	4												4
Civil Rights - Race	2												2
Civil Rights - Screening of Religious Cultu	1												1
Civil Rights - Sexual Orientation - Not Tra	1												1
Claims	1												1
Claims - Status	1												1
Customer Service	25												25
Customer Service - TSO	25												25
Expedited Passenger Screening Program	348												348
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	343												343
Expedited Passenger Screening Program	1												1
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found	2												2
Lost and Found - Airport/TSA	2												2
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	2												2
No Jurisdiction	3												3
No Jurisdiction - No Referral	2												2
No Jurisdiction - Refer to Other	1												1
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	5												5
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Property - Special Handling	8												8
Property - Special Handling - Damaged It	3												3
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	3												3
Property - Special Handling - Missing Item	1												1
Screening	16												16
Screening - Inconsistency	3												3
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	12												12

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Categories	10-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	77	63	73	48	48	55	74	98	71	80	107	67	861
2022	12	23	35	12	22	28	36	57	39	45	52	31	392
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights				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		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	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	55	36	435
Airline		2								1			3
Airline - Policy/Regulations/Service		2								1			3
Civil Rights		1						1			1	1	4
Civil Rights - Race		1						1			1	1	4
Claims		1											1
Claims - General		1											1
Customer Service	5	4	1	3	1	1	1	3	4	3		4	30
Customer Service - TSO	5	4	1	3	1	1	1	3	4	3		4	30
Expedited Passenger Screening Program	17	24	31	27	20	21	33	34	22	26	43	24	322
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program	1		1	1			1	2	1	1			8
Expedited Passenger Screening Program - TSA Application Pro			3				2			1	1	1	8
Expedited Passenger Screening Program	16	24	27	26	20	21	30	31	21	24	42	23	305
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	4	1	13
Patdown - Children											1		1
Patdown - Flyer	2	2		1	1			1		1	3	1	12
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
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		2	10
Property - Special Handling - Damaged It	1	1										1	3
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 - Checke		1										1	2
Screening	5	1	2	5	1	2			3	1	1	4	25
Screening - Children	1												1
Screening - Inconsistency	2	1	1	1	1				1				7
Screening - Procedures/Process	2		1	4		2			2	1	1	3	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
2024	34												34
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	3												3
Customer Service - TSO	3												3
Expedited Passenger Screening Program	26												26
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	24												24
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	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
ORH	4	4	2		2	5		2		1	1	2	23
2022	2	1	1		1	2				1	1	2	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				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		3			1	2		1				1	8
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program - TSA PreC		2			1	2		1				1	7
Screening			1										1
Screening - Procedures/Process			1										1
2024	2												2
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	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
OTH	1	1				1	2	1	5	1	1	1	14
2022		1				1	2	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			1	6
Expedited Passenger Screening Program						1		1	1			1	4
Expedited Passenger Screening Program - TSA PreCheck						1		1	1			1	4
Persons w/ Disabilities (PWD)							2						2
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
2024	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
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

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Categories	10-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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PAE	9	2	6	5	5	10	7	7	5	5	9	11	81
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	7	42
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program	1	2	2	4	3	8	3	2	1		2	4	32
Expedited Passenger Screening Program	1	2	2	4	3	8	3	2	1		2	4	32
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - 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	4
Screening - Crew Member or Airline Employee												1	1
Screening - Procedures/Process	1								1			1	3
2024	6												6
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	5												5
Expedited Passenger Screening Program	5												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
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

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PBI	111	128	147	104	121	180	140	119	106	88	80	93	1,417
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	7	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							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	40	48	729
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights		2			1	2	1	2	1				9
Civil Rights - Age						1							1
Civil Rights - Perceived Religion								1					1
Civil Rights - Race		1				1							2
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1			1			1					3
Civil Rights - Transgender Screening							1		1				2
Claims				1									1
Claims - Status				1									1
Customer Service	4	6	6	5	6	7	8	6	6	3	5	3	65
Customer Service - TSO	4	6	6	5	6	7	8	6	6	3	5	3	65
Expedited Passenger Screening Program	27	62	55	62	53	67	45	41	40	37	31	42	562
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	28	42	549
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
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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling	2		2	2	1		1	3	1	1	2		15
Property - Special Handling - Damaged 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		3	35
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		3	27
Screening - Retrieving Abandoned/Confiscated Items							1						1
2024	45												45
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
Customer Service	1												1
Customer Service - CSM	1												1
Expedited Passenger Screening Program	39												39
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	37												37
Expedited Passenger Screening Program	1												1
Patdown	2												2
Patdown - Flyer	2												2
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening	1												1
Screening - Retrieving Abandoned/Confis	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PDX	345	192	195	159	129	194	241	223	232	204	237	220	2,571
2022	57	63	75	57	42	79	102	115	126	102	116	127	1,061
Airline						1						1	2
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	5	2	11	12	7	12	92
DHS TRIP							1						1
DHS TRIP - General							1						1
Expedited Passenger Screening Program	35	42	44	34	32	63	81	99	101	71	92	105	799
Expedited Passenger Screening Program - 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--Checked			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/Medical Devices			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 Wheelchair)			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-on		1	2	2			1		1	3	1		11
Property - Special Handling - Damaged Items - Checked	2				1			1					4
Property - Special Handling - Missing Items - Carry-On						1					1		2
Property - Special Handling - Missing Items - Checked	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	121	93	1,369
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1
Civil Rights	2		3		1		1	1		2	3	1	14
Civil Rights - Age			1							1	1		3
Civil Rights - Hair Patdowns	1												1
Civil Rights - National Origin							1						1
Civil Rights - Not Specified					1								1
Civil Rights - Perceived Religion	1												1
Civil Rights - Race			2					1				1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Civil Rights - Transgender Screening										1	1		2
Customer Service	6	14	7	7	4	5	11	12	5	4	14	12	101
Customer Service - TCC											1		1
Customer Service - TSO	6	14	7	7	4	5	11	12	5	4	13	12	100
Expedited Passenger Screening Program	120	99	89	87	66	99	107	81	85	79	87	71	1,070
Expedited Passenger Screening Program - DoD		1										1	2
Expedited Passenger Screening Program	2	2	4	3	2	1	4	2	3	2		2	27
Expedited Passenger Screening Program	118	96	85	84	64	98	103	79	82	77	87	68	1,041
Human Capital							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
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		1	26
Mishandling of Passenger Property - Dam	1			1	1	1	4		2	4		1	15
Mishandling of Passenger Property - Dam	2		2	1	1		1	1					8
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		1	3
No Jurisdiction - Refer to Other								1		1		1	3
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	2	25
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					1	3
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Internal M	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								1	3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2				1						3
Property - Special Handling	2	4	4	1	2	1	2	3	3		2	1	25
Property - Special Handling - Damaged It	1	1	1	1				2	1				7
Property - Special Handling - Damaged Items - Check		3											3
Property - Special Handling - Missing Item	1		2		1		1				2		7
Property - Special Handling - Missing Items - Checked			1		1	1	1	1	2			1	8
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening	7	7	9	2	6	4	5	3	5	8	10	3	69
Screening - Crew Member or Airline Empl	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	3	49
Screening - Retrieving Abandoned/Confiscated Items			1					1			1		3
Screening - Security Breach					1								1
2024	141												141
Civil Rights	2												2
Civil Rights - Race	1												1
Civil Rights - Transgender Screening	1												1
Customer Service	14												14
Customer Service - TCC	1												1
Customer Service - TSO	13												13
Expedited Passenger Screening Program	107												107
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	105												105
Mishandling of Passenger Property	7												7
Mishandling of Passenger Property - Dam	3												3
Mishandling of Passenger Property - Dam	3												3
Mishandling of Passenger Property - Disa	1												1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Ostomy/C	1												1
Persons w/ Disabilities (PWD) - Respirato	1												1
Property - Special Handling	3												3
Property - Special Handling - Damaged It	2												2
Property - Special Handling - Damaged It	1												1
Screening	5												5
Screening - Procedures/Process	5												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
PGA			1		2						1	1	5
2022					1						1		2
Expedited Passenger Screening Program					1						1		2
Expedited Passenger Screening Program - TSA PreCheck					1						1		2
2023			1		1							1	3
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA 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	26	14	14	15	19	27	26	22	13	12	12	11	211
2022	7	7	6	7	8	13	8	13	8	6	6	6	95
Civil Rights	1				2			1					4
Civil Rights - Racial Profiling or 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 Applied	2					1						1	4
Expedited Passenger Screening Program - TSA Applied	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 Devices		1											1
Persons w/ Disabilities (PWD) - Medically	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	5	103
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	5	84
Expedited Passenger Screening Program - TSA Applied		1			1								2
Expedited Passenger Screening Program - TSA Applied	6	5	6	7	9	10	15	6	3	5	5	5	82
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
2024	13												13
Expedited Passenger Screening Program	12												12
Expedited Passenger Screening Program	12												12
Patdown	1												1
Patdown - Children	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
PGV	1	3	1	2	1	2		2	3	2	2		19
2022	1	2	1	1		1		1	3	1			11
Expedited Passenger Screening Program		2				1			2				5
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program - TSA PreC		1				1			2				4
Human Capital									1				1
Human Capital - Prospective Employment 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	2	2	3	5	2	1	4	1	1	2	1	3	27
2022	1	2	2	2	1	1			1	2		3	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	3	14
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program			1	2			4	1				2	10
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA PreCheck				2			4	1				2	9
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Screening					1							1	2
Screening - Lengthy Lines												1	1
Screening - Procedures/Process					1								1
2024	1												1
Screening	1												1
Screening - Procedures/Process	1												1

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
PHL	574	337	332	295	358	453	417	401	399	359	384	399	4,708
2022	114	128	140	103	145	183	197	185	201	170	208	203	1,977
Airline							2	1		1	2		6
Airline - Baggage Requirements											1		1
Airline - Policy/Regulations/Service							2	1		1	1		5
Civil Rights	2	1	1		4		1	1		2	1	2	15
Civil Rights - Perceived Religion							1						1
Civil Rights - Race								1		1		1	3
Civil Rights - Racial Profiling or 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		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	198	189	176	196	2,517
Airline	1						1	1		2	1		6
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service	1						1	1			1		4
Airline - Wheelchair Assistance										1			1
Civil Rights	1	1	5	4	1	1	6	5	3		1	1	29
Civil Rights - Age			1										1
Civil Rights - Civil Rights Violation (TSA 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			1	8
Civil Rights - Transgender Screening			2										2
Claims	1												1
Claims - Status	1												1
Customer Service	11	13	11	13	15	17	14	15	21	29	17	19	195
Customer Service - TCC										1			1
Customer Service - TSO	11	13	11	13	15	17	14	15	21	28	17	19	194
Expedited Passenger Screening Program	205	175	159	148	175	227	170	172	145	124	128	153	1,981
Expedited Passenger Screening Program	1	1			3		1	3					9
Expedited Passenger Screening Program	10	9	2	1	6	2	1	2		1	4	6	44
Expedited Passenger Screening Program	194	165	157	147	166	225	168	166	145	123	124	147	1,927
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
HAZMAT Endorsement	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
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			1	6
Lost and Found - Airport/TSA	2				1			1	1			1	6
Mishandling of Passenger Property	1	4	3	4	3	5	5	2	1	7	2	1	38
Mishandling of Passenger Property - Damaged/Missed		1	1	3	1	3	3			2	2		16
Mishandling of Passenger Property - Damaged Item	1	2	2	1	2	1	2	2	1	4		1	19
Mishandling of Passenger Property - Disarrayed Item		1				1				1			3
No Jurisdiction	1	2	1	2					1	3	2	4	16
No Jurisdiction - No Referral		1							1		1		3
No Jurisdiction - Refer to CBP	1			2						1	1	2	7
No Jurisdiction - Refer to Other		1	1							2		2	6
Ombudsman							1						1
Ombudsman - General							1						1
Patdown	5	3	1	2	10	3	7	3	8	2	6	4	54
Patdown - Children									1		1		2
Patdown - Flyer	5	3	1	1	9	3	6	3	7	2	4	4	48
Patdown - Flyer as Observer				1							1		2
Patdown - General					1								1
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)	1		2		1	3	6	2	1	3	2	3	24
Persons w/ Disabilities (PWD) - Autism Spectrum			1			1					1		3
Persons w/ Disabilities (PWD) - Diabetes							1			2		1	4
Persons w/ Disabilities (PWD) - General			1						1			1	3
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically	1										1	1	3
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	3	6	4	4	48
Property - Special Handling - Damaged Items	3	1					1	3	2		3	2	15
Property - Special Handling - Damaged Items - Checked					1	1	2	3					7
Property - Special Handling - Missing Items	1	2		3		1	1	2		6	1		17
Property - Special Handling - Missing Items - Checked				3	1	2			1			2	9
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	6	106
Screening - Crew Member or Airline Employee			1	1	1								3
Screening - Inconsistency	1	1	1	2	1	2	1	1	2	2	2	1	17
Screening - International Screening			1										1
Screening - Lengthy Lines	2		1	2					2	2	1	1	11
Screening - Procedures/Process	7	5	5	6	2	7	5	6	9	7	7	4	70
Screening - Retrieving Abandoned/Confiscated	1			1					1		1		4
2024	214												214
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service	11												11
Customer Service - TSO	11												11
Expedited Passenger Screening Program	178												178
Expedited Passenger Screening Program - Checked	1												1
Expedited Passenger Screening Program - Unchecked	6												6
Expedited Passenger Screening Program - Total	171												171
Locks	3												3
Locks - General	1												1
Locks - Missing or Damaged Lock	2												2
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	4												4
Mishandling of Passenger Property - Damaged Item	2												2
Mishandling of Passenger Property - Damaged Item - Checked	2												2
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Patdown	4												4
Patdown - Flyer	4												4
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged Items	1												1
Screening	8												8
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency	1												1
Screening - Lengthy Lines	2												2
Screening - Procedures/Process	4												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
PHX	637	406	415	383	363	476	487	485	427	366	361	463	5,269
2022	146	171	174	158	162	246	220	229	206	174	177	218	2,281
Additional Information Required/Insufficient Information	1				1							2	4
Additional Information Required/Insufficient Information - Airline	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		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	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 - Known Crew Member	4	16	14	3	6	6	10	6	7	11	8	6	97
Expedited Passenger Screening Program - Known Crew Member - Known Crew Member	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	2	1	3	15
Mishandling of Passenger Property - Damaged/Missing - Damaged/Missing		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
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 Wheelchair)			1			1	1	1				1	5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Prostheses	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 - 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 - 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

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 - 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	221	192	184	245	2,719
Additional Information Required/Insufficient Information	1										1		2
Additional Information Required/Insufficient Information - General	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	4	30
Civil Rights - Age								1	1	1			3
Civil Rights - Constitutional Rights									1				1
Civil Rights - Headwear					1								1
Civil Rights - National Origin		1									1		2
Civil Rights - Perceived Religion										1		1	2
Civil Rights - Race	1		1		1	3			3	2	1	1	13
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1		1	1	1				2	7
Civil Rights - Transgender Screening											1		1
Claims			1								1		2
Claims - General			1										1
Claims - Status											1		1
Customer Service	23	24	27	18	23	27	33	28	18	18	22	27	288
Customer Service - Others							1	1	1				3
Customer Service - TCC								1					1
Customer Service - TSO	23	24	27	18	23	27	32	26	17	18	22	27	284
DHS TRIP								1					1
DHS TRIP - General								1					1
Expedited Passenger Screening Program	147	175	160	158	136	153	174	160	150	124	111	162	1,810
Expedited Passenger Screening Program - Children Under 12							1						1
Expedited Passenger Screening Program - DoD		1								1		1	3
Expedited Passenger Screening Program - General	9	7	5	5	5	3	4	5	4	3	3	3	56
Expedited Passenger Screening Program - Missing Item	137	167	155	152	130	150	169	154	146	119	108	158	1,745
Expedited Passenger Screening Program - Other	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		11
Lost and Found	1		1					3	2		3	1	11
Lost and Found - Airport/TSA	1		1					3	2		3	1	11
Mishandling of Passenger Property	4	7	8	5	3	6	8	10	7	6	6	6	76
Mishandling of Passenger Property - Damaged Item	2	5	4		2	3	4	4	1	5	2	3	35
Mishandling of Passenger Property - Damaged Item - General	2	1	2	3	1	3	3	6	5	1	3	2	32
Mishandling of Passenger Property - Disarrayed Item		1	2	2			1		1		1	1	9
No Jurisdiction		1	1	1		1	1		1	1			7
No Jurisdiction - No Referral							1		1				2
No Jurisdiction - Refer to CBP			1										1
No Jurisdiction - Refer to Other		1		1		1				1			4
Ombudsman								1					1
Ombudsman - General								1					1
Patdown	3	5	2	6	6	2	5	6	5	5	8	8	61
Patdown - Children			1			1				2	1		5
Patdown - Flyer	2	5	1	6	6	1	5	6	3	3	5	7	50
Patdown - Flyer as Observer	1								2		2		5
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)	5	6	8	2	4	4	13	8	7	3	5	8	73
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					1	4
Persons w/ Disabilities (PWD) - Diapers/Garments/Devices		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			2	15
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1				2	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			2				1		1	1		3	8
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1	1		1		1						4
Persons w/ Disabilities (PWD) - Touch Assistance	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	10	98
Property - Special Handling - Damaged Items - Carry		2	2	3	2	4	4	2	2	3		2	26
Property - Special Handling - Damaged Items - General	3	1		2	1	1	1	1	1		4	1	16
Property - Special Handling - Missing Items	1		3	5	3	3	1	5	3	2	1	5	32
Property - Special Handling - Missing Items - General	1	3	1	1	1	1		5	6	3		2	24
Request for Assistance	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
Request for Assistance - Other	1	1							1				3
Screening	29	9	22	22	18	23	23	20	12	21	17	19	235
Screening - Children										1			1
Screening - Crew Member or Airline Employee	2		6	4		1		1			1		15
Screening - Inconsistency	6	3	1	6	3	3	4	1	1	2	3	2	35
Screening - Lengthy Lines	1			1	1	2	1	2	1	1	2	2	14
Screening - Procedures/Process	18	5	14	11	11	16	18	15	10	17	11	15	161
Screening - Retrieving Abandoned/Confiscated Items	2	1	1		3	1							8
Screening - Traveling with Cash								1					1
2024	269												269
Civil Rights	3												3
Civil Rights - Sex/Gender/Gender Identity	2												2
Civil Rights - Transgender Screening	1												1
Customer Service	14												14
Customer Service - TSO	14												14
Expedited Passenger Screening Program	196												196
Expedited Passenger Screening Program - 1	1												1
Expedited Passenger Screening Program - 2	2												2
Expedited Passenger Screening Program - 193	193												193
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	7												7
Mishandling of Passenger Property - Damaged Item	3												3
Mishandling of Passenger Property - Damaged Item	3												3
Mishandling of Passenger Property - Discrepancy	1												1
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Patdown	7												7
Patdown - Children	1												1
Patdown - Flyer	5												5
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	6												6
Persons w/ Disabilities (PWD) - Cancer (g)	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Mobility D	3												3
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	7												7
Property - Special Handling - Damaged Item	2												2
Property - Special Handling - Damaged Item	3												3
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Item	1												1
Screening	27												27
Screening - Crew Member or Airline Employee	3												3
Screening - Inconsistency	3												3
Screening - Lengthy Lines	3												3
Screening - Procedures/Process	17												17
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
PIA	9	5	3	9	8	3	2	7	6	7	2	8	69
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	3	41
Civil Rights											1		1
Civil Rights - Transgender Screening											1		1
Customer Service								1	2			1	4
Customer Service - TSO								1	2			1	4
Expedited Passenger Screening Program	3	4	2	3	4	1	1	4	2	5	1	2	32
Expedited Passenger Screening Program - TSA Application Program				1				1					2
Expedited Passenger Screening Program	3	4	2	2	4	1	1	3	2	5	1	2	30
Mishandling of Passenger Property								1					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
2024	3												3
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	2												2
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
PIB	2	3		2	2	1	1	1	2			2	16
2022	1	2		1	2		1					1	8
Civil Rights					1								1
Civil Rights - Racial Profiling or 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			1	8
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program	1	1		1		1							4
Expedited Passenger Screening Program	1	1		1		1							4
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Property - Special Handling								1					1
Property - Special Handling - Missing 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	29	18	16	15	15	19	18	29	28	16	13	19	235
2022	6	7	6	7	8	8	7	11	17	11	8	11	107
Customer Service	2	1	1	1	1		1	3	2	1	2	2	17
Customer Service - TSO	2	1	1	1	1		1	3	2	1	2	2	17
Expedited Passenger Screening Program	2	5	3	3	3	8	6	4	12	6	4	8	64
Expedited Passenger Screening Program - TSA 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	8	114
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	7	77
Expedited Passenger Screening Program - TSA Appl		1	1										2
Expedited Passenger Screening Program	5	6	7	6	4	7	6	14	7	3	3	7	75
Mishandling of Passenger Property							1					1	2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												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
2024	14												14
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program	11												11
Expedited Passenger Screening Program	11												11
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	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
PIH	1	1			1	2						1	6
2022		1			1	2							4
Expedited Passenger Screening Program		1			1	2							4
Expedited Passenger Screening Program - TSA PreC		1			1	2							4
2023												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2024	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
PIR		1	1	1		1			1				5
2022		1	1	1									3
Expedited Passenger Screening Program		1		1									2
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program - TSA 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

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
PIT	188	83	112	88	91	125	135	133	98	128	123	147	1,451
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 Impairment	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication	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	47	70	61	75	781
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	52	66	672
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	1	2	2	2		1	3	1		1		2	15
Expedited Passenger Screening Program	72	45	60	56	50	55	58	48	41	54	52	64	655
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	1	11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1		1					1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	1			1	1				1			6
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	3	7
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1								1		2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												2	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	2	8
Property - Special Handling - Damaged Items - Checked						1					1		2
Property - Special Handling - Missing Items - Carry-On				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
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		3	1	3	21
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	3		4	1				2		2		1	13
2024	70												70
Customer Service	4												4
Customer Service - TSO	4												4
Expedited Passenger Screening Program	58												58
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	57												57
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Metal Implants	1												1
Property - Special Handling	2												2
Property - Special Handling - Missing Items	1												1
Property - Special Handling - Missing Items	1												1
Screening	4												4
Screening - Crew Member or Airline Employee	1												1
Screening - Procedures/Process	3												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
PKB												2	2
2023												2	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
PLN	2		1	3	1	1		1		1			10
2022	1			1	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
2024	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
PNS	59	34	35	29	27	41	45	55	53	39	40	34	491
2022	14	16	8	9	13	19	15	21	20	23	23	16	197
Civil Rights		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	1			2
Screening		1		1	2	1		1	4	5	2	2	19
Screening - Children									1				1
Screening - Inconsistency					1					1	1		3
Screening - Procedures/Process		1		1	1	1		1	3	4	1	2	15
2023	15	18	27	20	14	22	30	34	33	16	17	18	264
Civil Rights			2	2				1	1				6
Civil Rights - Age									1				1
Civil Rights - Race			2	1				1					4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	2	1	1	1	1	2	2	7	7	3	4	1	32
Customer Service - TSO	2	1	1	1	1	2	2	7	7	3	4	1	32
Expedited Passenger Screening Program	11	16	20	14	10	15	23	21	11	12	7	15	175
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA Application Program					1	1	1			1		1	5
Expedited Passenger Screening Program	11	16	19	14	9	14	22	21	11	11	7	14	169
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property				1				1			1	1	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1							1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
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	1	33
Screening - Crew Member or Airline Employee							1					1	2
Screening - Gate Pass							1						1
Screening - Lengthy Lines								1	5				6
Screening - Procedures/Process	1	1	1	1	2	3		2	8		4		23
Screening - Retrieving Abandoned/Confiscated Items								1					1
2024	30												30
Customer Service	3												3
Customer Service - TSO	3												3
Expedited Passenger Screening Program	20												20
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	18												18
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Visual Im	1												1
Screening	5												5
Screening - Lengthy Lines	3												3
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
PPG		1	1						1		1		4
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
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			2	5
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program							1	1		1		1	4
Expedited Passenger Screening Program - TSA 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
PRC	2	1			1	2	2	2			3		13
2022		1				1	1	1			2		6
Expedited Passenger Screening Program		1				1	1	1					4
Expedited Passenger Screening Program - 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
2024	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
PSC	20	8	10	8	7	12	8	11	14	7	14	7	126
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 - Dam	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	2	85
Customer Service	1											1	2
Customer Service - TSO	1											1	2
Expedited Passenger Screening Program	10	5	5	7	5	9	4	5	10	4	8	1	73
Expedited Passenger Screening Program	1	1	1										3
Expedited Passenger Screening Program	9	4	4	7	5	9	4	5	10	4	8	1	70
Mishandling of Passenger Property			1		1								2
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening	1		1			2		1			1		6
Screening - Inconsistency						1							1
Screening - Procedures/Process	1		1			1		1			1		5
2024	4												4
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	4												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
PSE	4	1	4	1	2		5	3		2	1		23
2022		1	2		1		3			1	1		9
Customer Service			1				1						2
Customer Service - TSO			1				1						2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - 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
2024	2												2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	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
PSG	3						1			2			6
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		1	12
2022		1			2		1		1	1			6
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program			1		2		1			1			5
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program - TSA PreC		1			1		1			1			4
2023			1			1		1	2			1	6
Expedited Passenger Screening Program								1	1			1	3
Expedited Passenger Screening Program - TSA Application Program												1	1
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

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
PSP	54	33	42	40	56	82	52	45	20	22	27	27	500
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) - Prosthesis	1										1		2
Persons w/ Disabilities (PWD) - Wheelchair	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 Items	1			2				3				1	7
Property - Special Handling - Damaged Items	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	12	10	239
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights					1		1						2
Civil Rights - Race							1						1
Civil Rights - Transgender Screening					1								1
Customer Service			3	1	3	1		3			2	2	15
Customer Service - TSO			3	1	3	1		3			2	2	15
Expedited Passenger Screening Program	19	16	13	12	30	38	15	12	9	6	8	5	183
Expedited Passenger Screening Program	1			1		1	1				1		5
Expedited Passenger Screening Program	18	16	13	11	30	37	14	12	9	6	7	5	178
Hazardous Materials Safety										1			1
Hazardous Materials Safety - General										1			1
Locks							1						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		1	4
Patdown - Flyer			1				1			1		1	4
Persons w/ Disabilities (PWD)		1		2			1		2			1	7
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices									2				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Property - Special Handling				1	3	2	1	2					9
Property - Special Handling - Damaged Items - Carry-On					3	2		1					6
Property - Special Handling - Missing Items - Carry-On				1				1					2
Property - Special Handling - Missing Items - Checked							1						1
Screening	1			2	1		1			1	2	1	9
Screening - Crew Member or Airline Employee					1								1
Screening - Procedures/Process	1			2			1			1	2	1	8
2024	18												18
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program	12												12
Expedited Passenger Screening Program	12												12
Locks	1												1
Locks - Missing or Damaged Lock	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
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Mobility		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
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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PUW	4	1	2	2	1	3	2	2	3	1		1	22
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
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVC	1	2		1	4		2	2	1		1	1	15
2022	1	1		1	2		2	2			1		10
Civil Rights	1						2						3
Civil Rights - Profiling							1						1
Civil Rights - Race							1						1
Civil Rights - Racial Profiling or 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			1	5
Expedited Passenger Screening Program		1			2				1			1	5
Expedited Passenger Screening Program - TSA PreC		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
PVD	91	35	44	44	40	45	51	40	49	36	47	42	564
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	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 Items	1	1	1			1	1			1			6
Screening	2	2	1				1		1		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	19	23	291
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights					1								1
Civil Rights - Race					1								1
Customer Service	1	1	2			1	1	1	5	2	1	5	20
Customer Service - Others			1										1
Customer Service - TCC									1				1
Customer Service - TSO	1	1	1			1	1	1	4	2	1	5	18
Expedited Passenger Screening Program	30	16	26	27	26	17	25	21	18	9	13	16	244
Expedited Passenger Screening Program - Active Duty Military			1					1					2
Expedited Passenger Screening Program	1		1									1	3
Expedited Passenger Screening Program	2	1	2	1	1								7
Expedited Passenger Screening Program	27	15	22	26	25	17	25	20	18	9	13	15	232
Hazardous Materials Safety									1				1
Hazardous Materials Safety - General									1				1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property						1	2					1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	2					1	4
Patdown							1	1				1	3
Patdown - Flyer							1	1				1	3
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
2024	40												40
Customer Service	6												6
Customer Service - TSO	6												6
Expedited Passenger Screening Program	26												26
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	25												25
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Screening	5												5
Screening - Inconsistency	1												1
Screening - Procedures/Process	4												4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVU	3	3	2	3	3	4	5	5	2	1		3	34
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			2	26
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1	3	2	1	3	1	4	2	2			2	21
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	1	3	1	1	3	1	4	2	2			2	20
Patdown								2					2
Patdown - Children								1					1
Patdown - Flyer as Observer								1					1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening								1					1
Screening - Procedures/Process								1					1
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PWM	59	31	10	17	16	23	28	34	22	38	30	43	351
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 Information			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												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	17	24	193
Civil Rights										1		1	2
Civil Rights - Race										1		1	2
Customer Service							1			3		1	5
Customer Service - TSO							1			3		1	5
Expedited Passenger Screening Program	23	16	6	11	10	8	15	14	8	21	13	20	165
Expedited Passenger Screening Program	1								1			1	3
Expedited Passenger Screening Program	22	16	6	11	10	8	15	14	7	21	13	19	162
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	2	9
Screening - Inconsistency											1	1	2
Screening - Lengthy Lines										1			1
Screening - Opposite Gender										1			1
Screening - Procedures/Process		1								1	2	1	5
2024	25												25
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program	20												20
Expedited Passenger Screening Program	19												19
Expedited Passenger Screening Program	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medical D	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	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
RAP	23	9	6	7	9	11	7	16	12	12	21	15	148
2022	5	2	3	2	1	2	4	7	7	5	5	5	48
Customer Service										2	1		3
Customer Service - TSO										2	1		3
Expedited Passenger Screening Program	4		1	2		1	4	6	6	2	3	5	34
Expedited Passenger Screening Program	4		1	2		1	4	6	6	2	3	5	34
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - 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	16	10	88
Civil Rights									1	1			2
Civil Rights - Race										1			1
Civil Rights - Transgender Screening									1				1
Customer Service					2						1	4	7
Customer Service - TSO					2						1	4	7
Expedited Passenger Screening Program	4	5	2	4	6	9	3	8	3	5	8	4	61
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Application Pro			1										1
Expedited Passenger Screening Program	4	5	1	4	6	9	2	8	3	5	8	4	59
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - 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) - 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	5	1	13
Screening - Children									1				1
Screening - Inconsistency	1	1									1	1	4
Screening - Procedures/Process	1	1		1						1	4		8
2024	12												12
Customer Service	4												4
Customer Service - TSO	4												4
Expedited Passenger Screening Program	8												8
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	6												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
RDD	9	2	3	3		1	1	3	1	1	5		29
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
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDM	21	11	12	11	10	12	11	15	10	5	18	18	154
2022	3	2	6	2	4	4	7	9	4	2	12	5	60
Civil Rights		1											1
Civil Rights - Racial Profiling or 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	6	13	82
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Expedited Passenger Screening Program	4	7	4	8	6	6	3	5	4	3	6	11	67
Expedited Passenger Screening Program	4	7	4	8	6	6	3	5	4	3	6	11	67
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged Item	1												1
Patdown												1	1
Patdown - Flyer												1	1
Screening	1	2	2	1		2		1	1			1	11
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			1	6
2024	12												12
Expedited Passenger Screening Program	11												11
Expedited Passenger Screening Program	11												11
Screening	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
RDU	292	181	190	140	150	220	222	226	211	229	191	235	2,487
2022	42	67	61	52	53	102	108	118	111	104	107	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	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	6	2	38
Property - Special Handling - Damaged Items	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	84	113	1,322
Additional Information Required/Insufficient Information						1						4	5
Additional Information Required/Insufficient Information - EMAIL ONLY						1						4	5
Airline			1	1				1					3
Airline - Policy/Regulations/Service			1					1					2
Airline - Wheelchair Assistance				1									1
Civil Rights	2			2	1	1		1	1	1	3	1	13
Civil Rights - Constitutional Rights				2									2
Civil Rights - Race	1				1					1	2		5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1		1	1		1	1	5
Civil Rights - Transgender Screening	1												1
Claims												1	1
Claims - Status												1	1
Customer Service	6	7	15	4	2	4	5	8	5	14	6	10	86
Customer Service - TSO	6	7	15	4	2	4	5	8	5	14	6	10	86
Expedited Passenger Screening Program	110	95	102	75	78	94	95	90	87	90	62	81	1,059
Expedited Passenger Screening Program - Active Duty Military			1		1			1					3
Expedited Passenger Screening Program	1	1		2	1			1	1			2	9
Expedited Passenger Screening Program	2	6	1	2	5	3	2	1	4	2	3	1	32
Expedited Passenger Screening Program	106	88	100	71	71	91	93	87	82	88	59	78	1,014
Expedited Passenger Screening Program	1												1
Locks		1			1					1			3
Locks - Missing or Damaged Lock		1			1					1			3
Mishandling of Passenger Property	4	4	2	1	5	4	4	2	1	3	3	2	35
Mishandling of Passenger Property - Damaged	2	2	2	1	3	3	4	2	1		2	2	24
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	1			2	1				3	1		10
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction			1			2	1				1	1	6
No Jurisdiction - No Referral						1							1
No Jurisdiction - Refer to CBP							1				1	1	3

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Categories	10-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
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	5	21
Patdown - Children							1						1
Patdown - Flyer	3		1	1	1	2	2		1	1	2	5	19
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	1	27
Property - Special Handling - Damaged Items	1	2	1	2	2		2	1	1		3	1	16
Property - Special Handling - Damaged Items - Checked			1	1				1					3
Property - Special Handling - Missing Items	1		2		1					1			5
Property - Special Handling - Missing Items - Checked		2						1					3
Screening	5	3	3	1	6	8	2	3	3	6	3	6	49
Screening - Crew Member or Airline Employee			1							1			2
Screening - Inconsistency					1	1	1					1	4
Screening - Lengthy Lines	2		1		1	1						1	6
Screening - Opposite Gender	1							1					2
Screening - Procedures/Process	2	3	1	1	4	5	1	2	3	5	3	4	34
Screening - Retrieving Abandoned/Confiscated Items						1							1
TWIC												1	1
TWIC - General												1	1
2024	118												118
Customer Service	7												7
Customer Service - TSO	7												7
Expedited Passenger Screening Program	100												100
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	95												95
Expedited Passenger Screening Program	1												1
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Damaged Items	1												1
Mishandling of Passenger Property - Damaged Items	1												1
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Patdown	2												2
Patdown - Flyer	2												2
Property - Special Handling	1												1
Property - Special Handling - Damaged Items	1												1
Screening	5												5
Screening - Inconsistency	1												1
Screening - Lengthy Lines	1												1
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
RFD	2	4	3	5	6	2	6	6	3	3	1		41
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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RHI				2	1					1	1	1	6
2022				2									2
Customer Service				1									1
Customer Service - TSO				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
2023					1					1	1	1	4
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 - 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
RIC	113	91	69	62	56	80	101	114	78	74	87	86	1,011
2022	25	42	35	25	23	37	52	65	46	35	41	43	469
Airline											1	1	2
Airline - Policy/Regulations/Service											1	1	2
Civil Rights	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/Medical Equipment			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 - Checked	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	43	501
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	6	46
Customer Service - TCC				1									1
Customer Service - TSO	3	5	5	3		4	2	4	3	3	7	6	45
Expedited Passenger Screening Program	34	36	26	28	30	31	41	37	21	27	34	32	377
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - DoD												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	31	366
Locks	1					1			1				3
Locks - Missing or Damaged Lock	1					1			1				3
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 Baggage	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		3	14
Patdown - Flyer	3			1		2		1		4		3	14
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

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Categories	10-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
Property - Special Handling - Missing Items - Carry-On				2									2
Property - Special Handling - Missing Items	1	1											2
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening	2	5	2		1	4	4	5	3	2	2	1	31
Screening - Inconsistency	1	1						1				1	4
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
2024	41												41
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service	5												5
Customer Service - TSO	5												5
Expedited Passenger Screening Program	33												33
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	31												31
Property - Special Handling	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
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					1	4
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						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
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	94	58	54	51	37	65	68	52	59	60	70	75	743
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 Impaired	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - 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	3	2	2	1	16
2023	37	31	28	31	24	40	25	27	28	38	32	37	378
Civil Rights	1			1					1			3	6
Civil Rights - Race	1											1	2
Civil Rights - Screening of Religious Cultural and Ceremonial Items									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
Customer Service	6	4	3	1	1	2	3	1	1	2	4	1	29
Customer Service - TSO	6	4	3	1	1	2	3	1	1	2	4	1	29
Expedited Passenger Screening Program	26	18	22	24	16	28	15	18	16	21	21	24	249
Expedited Passenger Screening Program	2	1				2	1	1		2		2	11
Expedited Passenger Screening Program	23	17	22	24	16	26	14	17	16	19	21	22	237
Expedited Passenger Screening Program	1												1
Locks				1	1			1		2			5
Locks - Missing or Damaged Lock				1	1			1		2			5
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property	1	1		2		4	1	1		2	1	1	14
Mishandling of Passenger Property - Damaged/Missing Items		1		1		2		1					5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1			1		2	1			1	1	1	8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown	1				2		1	3	4	2	2	1	16
Patdown - Flyer	1				2		1	3	4	2	2	1	16
Persons w/ Disabilities (PWD)	1	3		1	1			2	1		1	4	14
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Medical Devices - At Airport		1						2					3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	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
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		2			1								3
Property - Special Handling								1				1	2
Property - Special Handling - Damaged Items - Checked								1				1	2
Screening	1	5	3	1	2	6	5		5	9	3	2	42
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	2	29
2024		27											27
Customer Service	2												2
Customer Service - Others	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	19												19
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	18												18
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	2												2
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening	3												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
ROA	12	10	7	9	7	13	21	19	12	10	14	8	142
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	4	68
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	3	57
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	3	54
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	2
Patdown - Flyer										1		1	2
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Screening											1		1
Screening - Lengthy Lines											1		1
2024	5												5
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	4												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
ROC	44	19	21	27	24	35	38	28	20	26	24	31	337
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	14	178
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	1	5
Customer Service - TSO		1					1			1	1	1	5
Expedited Passenger Screening Program	18	11	13	17	12	13	17	14	5	7	9	11	147
Expedited Passenger Screening Program	1	1	1										3
Expedited Passenger Screening Program	17	10	12	17	12	13	17	14	5	7	9	11	144
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Check				1									1
Patdown		1			1						1		3
Patdown - Flyer		1									1		2
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	1			1							1	1	4
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1								1	2
Property - Special Handling											1	1	2
Property - Special Handling - Missing Items - Carry-On											1	1	2
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
2024	13												13
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	12												12
Expedited Passenger Screening Program	12												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
ROW	2		1		1	2	4		2	1	2	3	18
2022	1					1	1		2		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		2	11
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
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) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Screening							1			1		1	3
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency							1						1
Screening - Procedures/Process												1	1
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RST	10	11	7	12	7	4	9	5	6	5	9	8	93
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 Informatic			1										1
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Expedited Passenger Screening Program	1	4	3	3	3	2	4	1	2		2	4	29
Expedited Passenger Screening Program - TSA Appl		1		1									2
Expedited Passenger Screening Program	1	3	3	2	3	2	4	1	2		2	4	27
Patdown		1		1									2
Patdown - Flyer		1		1									2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - 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	4	50
Customer Service	1						2				1		4
Customer Service - Others	1												1
Customer Service - TSO							2				1		3
Expedited Passenger Screening Program	2	3	4	8	3	2		4	3	4	4	4	41
Expedited Passenger Screening Program - TSA Application Program				1		1							2
Expedited Passenger Screening Program	2	3	4	7	3	1		4	3	4	4	4	39
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - 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
2024	4												4
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	3												3
Patdown	1												1
Patdown - Flyer as Observer	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
RSW	137	146	173	190	176	244	234	150	97	95	114	103	1,859
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/DHS Employees - Opt In	2	4	5	2	6	2	3	2		3	3		32
Expedited Passenger Screening Program - TSA/DHS Employees - Opt Out	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	55	47	857
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 - 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	3	52
Customer Service - Others					1							1	2
Customer Service - TSO	4	3	2	6	4	5	5	4	2	5	8	2	50
Expedited Passenger Screening Program	30	65	77	90	69	90	75	56	37	31	37	30	687
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	1	6	6	2	4	2	1				1	1	24
Expedited Passenger Screening Program - TSA/DHS Employees - Opt Out	29	59	71	88	65	88	74	56	37	30	36	29	662
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	2
Locks - Missing or Damaged Lock							1					1	2
Lost and Found							1			1		1	3
Lost and Found - Airport/TSA							1			1		1	3
Mishandling of Passenger Property		1	1	6	1	1	1	2	2	3			18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1				1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1	1	3	1		1	1	2	2			12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				2			1			1			4
No Jurisdiction											1	1	2
No Jurisdiction - No Referral												1	1
No Jurisdiction - Refer to CBP											1		1
Patdown			1	2	1	2			2	2	1	1	12
Patdown - Children											1		1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer			1	2	1	2			2	2		1	11
Persons w/ Disabilities (PWD)	1		1		1	1	1	2	1		1	2	11
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive	1		1										2
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					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				2
Property - Special Handling		4	1	1	2	2	1	2		1		3	17
Property - Special Handling - Damaged Items - Carry		1			1								2
Property - Special Handling - Damaged Items - Check		1				1		2				1	5
Property - Special Handling - Missing Items - Carry-C		1					1					1	3
Property - Special Handling - Missing Items - Checked		1	1	1	1	1				1		1	7
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening		5	3		6	3	9	3	2	2	6	4	43
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	4	30
Screening - Retrieving Abandoned/Confiscated Items			1				1	1					3
2024		59											59
Civil Rights		1											1
Civil Rights - Age		1											1
Customer Service		3											3
Customer Service - Others		1											1
Customer Service - TSO		2											2
Expedited Passenger Screening Program		47											47
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program		46											46
Mishandling of Passenger Property		2											2
Mishandling of Passenger Property - Damaged		1											1
Mishandling of Passenger Property - Damaged		1											1
Patdown		1											1
Patdown - Flyer		1											1
Screening		5											5
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		3											3
Screening - Retrieving Abandoned/Confiscated		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
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	17	4	7	9	7	5	7	14	5	7	5	9	96
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	2	49
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	1	30
Expedited Passenger Screening Program - TSA Application Program				2									2
Expedited Passenger Screening Program	4	1	2	5	1	1	3	7	1	1	1	1	28
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	2
Property - Special Handling - Missing Items - Checked						1						1	2
Screening								2					2
Screening - Procedures/Process								2					2
2024	10												10
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	2												2
Property - Special Handling	2												2
Property - Special Handling - Missing Items - Checked	2												2
Screening	4												4
Screening - Procedures/Process	3												3
Screening - Retrieving Abandoned/Confiscated	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
SAN	399	259	223	187	194	286	286	307	293	284	294	295	3,307
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 Loss	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 (Nervous System)		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	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
Property - Special Handling - Damaged Items - Checked					2		1	3	2		1		9
Property - Special Handling - Missing Items - Checked	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	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	148	1,715
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			5	1	1	2	1		2		1	14
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		1	6
Customer Service	9	12	10	11	6	5	15	11	8	16	14	10	127
Customer Service - Others			1										1
Customer Service - TCC							1						1
Customer Service - TSO	9	12	9	11	6	5	14	11	8	16	14	10	125
Expedited Passenger Screening Program	132	133	105	87	80	107	107	119	101	92	100	120	1,283
Expedited Passenger Screening Program - Active Duty Military			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 - 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			3	26
Expedited Passenger Screening Program	127	128	102	87	76	104	105	116	100	91	98	116	1,250
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				1	1			1	1	6
Locks - General			1										1
Locks - Missing or Damaged Lock		1					1	1			1	1	5
Lost and Found	1				1						2		4
Lost and Found - Airport/TSA	1				1						2		4
Mishandling of Passenger Property	4	1	6	9	2	4		4	3	2	8	2	45
Mishandling of Passenger Property - Damaged/Missing Items--U	1		2	6	1	1		3	1	1	5	2	23
Mishandling of Passenger Property - Damaged/Missing Items--U	2	1	3	3	1	3		1	2		3		19
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
Mishandling of Passenger Property - Disposition	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	2	34
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 (Non-ambulatory)		2								1		2	5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1			1							2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1	1								2
Persons w/ Disabilities (PWD) - 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	3	7	45
Property - Special Handling - Damaged Items	5	2	1	1	1		1	1	2	3		2	19
Property - Special Handling - Damaged Items	1	3	1			1			1		2	2	11
Property - Special Handling - Missing Items - Carry-On					2			1	1		1	2	7
Property - Special Handling - Missing Items	1	2	1				1	1	1			1	8
Screening	8	9	10	9	12	17	10	12	11	6	12	5	121
Screening - Crew Member or Airline 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	5	83
Screening - Retrieving Abandoned/Confiscated Items			1			1					1		3
2024	160												160
Civil Rights	3												3
Civil Rights - Race	1												1
Civil Rights - Sexual Orientation - Not Transferred	2												2
Customer Service	17												17
Customer Service - Others	1												1
Customer Service - TSO	16												16
Expedited Passenger Screening Program	122												122
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	119												119
Mishandling of Passenger Property	4												4
Mishandling of Passenger Property - Damaged/Missing Items	2												2
Mishandling of Passenger Property - Damaged/Missing Items	1												1
Mishandling of Passenger Property - Disposition	1												1
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically Necessary	1												1
Property - Special Handling	4												4
Property - Special Handling - Damaged Items	3												3
Property - Special Handling - Missing Items	1												1
Screening	7												7
Screening - Inconsistency	1												1
Screening - Lengthy Lines	2												2
Screening - Procedures/Process	4												4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAT	138	86	92	76	94	120	121	115	127	102	101	115	1,287
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	3
Civil Rights - Racial Profiling or Discrimination	1			1									2
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 It	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	49	64	664
Additional Information Required/Insufficient Information												1	1
Additional Information Required/Insufficient Information - EMAIL ONLY												1	1
Civil Rights	1		1			1			1			1	5
Civil Rights - Race			1			1			1				3
Civil Rights - Sexual Orientation - Not Transgender												1	1
Civil Rights - Transgender Screening	1												1
Customer Service		2	4	4	1	5	3	4	3	1	1	2	30
Customer Service - TSO		2	4	4	1	5	3	4	3	1	1	2	30
Expedited Passenger Screening Program	42	45	48	38	53	38	55	41	53	38	42	51	544
Expedited Passenger Screening Program - DoD		1	2							1	2		6
Expedited Passenger Screening Program - TSA Appl		1		1		1		1	2	2	2	1	11
Expedited Passenger Screening Program	42	43	46	37	52	37	55	40	51	35	38	50	526
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
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	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
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) - Prosthesis/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1								1	3
Property - Special Handling	2	1	1	1	2			1	1	1	1	1	12
Property - Special Handling - Damaged Items	2	1	1						1			1	6
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	5	31
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	1	1		3	2						1		8
Screening - Lengthy Lines												1	1
Screening - Procedures/Process	3		2	2	1	1	1	2	3	1	1	4	21
TWIC												1	1
TWIC - General												1	1
2024	67												67
Customer Service	6												6
Customer Service - TSO	6												6
Expedited Passenger Screening Program	55												55
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	53												53
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	1												1
Screening	3												3
Screening - Inconsistency	1												1
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
SAV	61	50	60	35	26	44	66	78	60	38	61	53	632
2022	16	24	19	11	12	21	35	46	34	14	40	26	298
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Civil Rights	1							3					4
Civil Rights - Profiling								1					1
Civil Rights - Race								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		2	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	27	312
Airline							1			2		1	4
Airline - Policy/Regulations/Service							1			2		1	4
Civil Rights	1					1					1		3
Civil Rights - Constitutional Rights											1		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	23	260
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	23	250
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1				1
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											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	3	18
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency												1	1
Screening - Lengthy Lines			1				1		1				3
Screening - Procedures/Process	1	2	2	1				2			2	2	12
Screening - Retrieving Abandoned/Confiscated Items							1						1
2024	22												22
Expedited Passenger Screening Program	21												21
Expedited Passenger Screening Program - TSA Application Program	21												21
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
SAW	3	2	3			3		4			1	1	17
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
2024	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
SBA	20	17	12	16	8	21	27	24	16	23	27	21	232
2022	1	3	3	8	2	9	20	16	8	14	8	9	101
Civil Rights											1		1
Civil Rights - Race											1		1
Customer Service	1							2				1	4
Customer Service - TSO	1							2				1	4
Expedited Passenger Screening Program		2	3	6	2	8	15	12	6	13	7	7	81
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program - TSA Application Program				2					1				3
Expedited Passenger Screening Program - TSA PreC			2	3	4	2	8	15	11	5	13	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	12	122
Civil Rights					1								1
Civil Rights - Race					1								1
Customer Service		2						1	1				4
Customer Service - TSO		2						1	1				4
Expedited Passenger Screening Program	7	11	7	6	5	10	5	8	5	7	16	5	92
Expedited Passenger Screening Program - 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	5	90
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 - Dam	1		1									1	3
Patdown				1								2	3
Patdown - Flyer				1								2	3
Persons w/ Disabilities (PWD)	1								1	1		1	4
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 Imp		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	1		2	1				3	2	12
Screening - Inconsistency			1								1	2	4
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	1	1				2	1			2			7
2024	9												9
Expedited Passenger Screening Program	7												7
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	6												6
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Screening	1												1
Screening - Procedures/Process	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SBD	2					1	1				1	1	6
2022												1	1
Customer Service												1	1
Customer Service - Others												1	1
2023	2					1	1				1		5
Civil Rights	2												2
Civil Rights - Race	2												2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											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
SBN	11	4	6	9	8	9	9	5	10	9	7	10	97
2022	2	2	3	2	2	7	5	3	7	4	3	5	45
Civil Rights												1	1
Civil Rights - Race												1	1
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Expedited Passenger Screening Program	2	1	1	2	1	2	3	2	6	2	3	4	29
Expedited Passenger Screening Program - TSA 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	5	50
Civil Rights												1	2
Civil Rights - Race										1		1	2
Customer Service				1	1	1	2						5
Customer Service - TSO				1	1	1	2						5
Expedited Passenger Screening Program	6	2	3	5	5	1	1	1	3	2	3	3	35
Expedited Passenger Screening Program	6	2	3	5	5	1	1	1	3	2	3	3	35
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - 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		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
2024	2												2
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	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
SBP	16	8	7	3	12	16	9	9	9	8	12	7	116
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	7	63
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	3	4	3	2	5	7	3	7	4	4	6	4	52
Expedited Passenger Screening Program - 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	4	48
Patdown	1		1			2							4
Patdown - Children						1							1
Patdown - Flyer	1		1			1							3
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening							1			1		3	5
Screening - Procedures/Process							1			1		3	5
2024	8												8
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	1												1
Civil Rights - Race	1												1
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	4												4
Patdown	1												1
Patdown - Children	1												1
Screening	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
SBY	3		1			1	1	2	1	1		2	12
2022	1											1	2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Screening												1	1
Screening - Procedures/Process												1	1
2023			1			1	1	2	1	1		1	8
Civil Rights								1					1
Civil Rights - National Origin								1					1
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program			1			1	1	1				1	5
Expedited Passenger Screening Program - TSA PreCheck			1			1	1	1				1	5
Screening									1				1
Screening - Retrieving Abandoned/Confiscated Items									1				1
2024	2												2
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	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
SCC	2			1	2	3		1	1	2	1	2	15
2022					1					2	1	1	5
Expedited Passenger Screening Program					1					2	1	1	5
Expedited Passenger Screening Program - TSA PreCheck					1					2	1	1	5
2023	1			1	1	3		1	1			1	9
Expedited Passenger Screening Program	1			1	1	3		1	1			1	9
Expedited Passenger Screening Program	1			1	1	3		1	1			1	9
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SCK	2	1	3	1	1		1	2	2	1	2	1	17
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
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SDF	95	39	60	46	49	55	51	65	66	68	62	77	733
2022	24	18	18	13	18	29	28	39	27	29	31	40	314
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights			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				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	31	37	385
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Civil Rights				1			1		1				3
Civil Rights - Constitutional Rights				1									1
Civil Rights - Race							1		1				2
Customer Service	2	1		1				1		1	1	1	8
Customer Service - TSO	2	1		1				1		1	1	1	8
Expedited Passenger Screening Program	34	15	34	25	26	23	18	24	31	31	21	32	314
Expedited Passenger Screening Program - 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	21	32	311
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										1			1
Locks										3	1	1	5
Locks - General										1		1	2
Locks - Missing or Damaged Lock										2	1		3
Mishandling of Passenger Property		2	1	1	1	1	1		1	3			11
Mishandling of Passenger Property - 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	2
No Jurisdiction - No Referral									1			1	2
Patdown		1	1										2
Patdown - Flyer		1	1										2
Persons w/ Disabilities (PWD)			1		1						1	1	4
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) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling			2							1	1	1	5
Property - Special Handling - Damaged Items - Carry-On			1							1	1		3
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing 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
2024	34												34
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program	26												26
Expedited Passenger Screening Program	26												26
Patdown	2												2
Patdown - Flyer	2												2
Property - Special Handling	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
Property - Special Handling - Missing Item		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
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

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
SEA	810	467	482	356	406	488	562	590	656	587	672	719	6,795
2022	117	167	169	120	160	229	253	284	265	221	301	358	2,644
Additional Information Required/Insufficient Information												2	2
Additional Information Required/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/USCIS	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	2	1	1	1	1		4	1	1	4	1	1	18
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage		2	1	4	1	2	2	4		1	2	4	23
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	4				2	1		1				1	9
Mishandling of Passenger Property - Disposition													
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		1
No Jurisdiction - Refer to Other		1	1	1							1	1	5
Notice of Violation/Civil Penalties											1		1
Notice of Violation/Civil Penalties - General											1		1
Patdown	2	1	1	1		3	2	7	2	8	18	5	50
Patdown - Children							1			1	3		5
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 Impairment	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 Necessary	2	1			2	4	2	1	1		2	3	9
Persons w/ Disabilities (PWD) - Mobility Devices	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/Scissors		2											2
Property - Special Handling	11	8	9	9	7	11	2	8	4	6	14	7	96
Property - Special Handling - Damaged Items	3	1		6	4	1	1	2		1	5	1	25
Property - Special Handling - Damaged Items	3	2	1		1	5		1		3	3	3	22
Property - Special Handling - Missing Items	3	3	3	2		1	1	3	3	1	4		24
Property - Special Handling - Missing Items	2	2	5	1	2	4	2	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

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 - 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	371	361	3,780
Additional Information Required/Insufficient Information		2											2
Additional Information Required/Insufficient Informati		2											2
Airline	4	2						1		2		1	10
Airline - Lost Baggage	1	1								2			4
Airline - Policy/Regulations/Service	2	1						1				1	5
Airline - Wheelchair Assistance	1												1
Civil Rights	4	7	4	2	3	9	5	7	8	5	10	8	72
Civil Rights - Age						1			2		1		4
Civil Rights - Constitutional Rights					1	1			1				3
Civil Rights - National Origin		1						1	1			1	4
Civil Rights - Perceived Religion				1		1							2
Civil Rights - Profiling								1			1		2
Civil Rights - Race	3	2	3		2	2	2	2	3	2	3	2	26
Civil Rights - Screening of Religious or Cultural Garments										1	1		2
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1	1			3	2	3		1	1	4	16
Civil Rights - Sexual Orientation - Not Tra	1			1								1	3
Civil Rights - Transgender Screening		3				1	1		1	1	3		10
Claims					1								1
Claims - Status					1								1
Customer Service	35	21	25	31	24	31	31	30	35	41	34	44	382
Customer Service - CSM	1												1
Customer Service - Others							2						2
Customer Service - TSO	34	21	25	31	24	31	29	30	35	41	34	44	379
DHS TRIP								1					1
DHS TRIP - General								1					1
Expedited Passenger Screening Program	238	225	235	165	173	161	212	205	239	230	236	241	2,560
Expedited Passenger Screening Program - Active Duty Military				1				1					2
Expedited Passenger Screening Program	3	3				1			1	2		1	11
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	8	8	10	2	6	4	4	5	3	2		5	57
Expedited Passenger Screening Program	226	214	225	162	167	156	208	199	235	225	235	235	2,487
Expedited Passenger Screening Program - 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	1	12
Locks - General		1		1									2
Locks - Missing or Damaged Lock		1				2		2	1		3	1	10
Lost and Found						1		1		1	2	1	7
Lost and Found - Airport/TSA						1	1	1		1	2	1	7
Mishandling of Passenger Property	4	6	8	3	5	5	6	3	6	6	16	10	78
Mishandling of Passenger Property - Damaged/Missin	3	5	2	2	3	3	1	3	3	3	8	2	35
Mishandling of Passenger Property - Dam	3	3	3	1	3	1	2	2	3	2	6	7	36
Mishandling of Passenger Property - Disa	1					1	1			1	2	1	7
No Jurisdiction		1	3		3	1		1	3	3	1	1	17
No Jurisdiction - No Referral			1		2				1				4
No Jurisdiction - Refer to CBP			2						1	3	1	1	8
No Jurisdiction - Refer to Other		1			1	1		1	1				5
Patdown	6	2	2	4	4	7	4	2	13	12	6	4	66
Patdown - Children										2			2
Patdown - Flyer	6	2	2	4	4	6	4	2	13	10	6	4	63
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)	3	9	5	1	2	6	5	13	11	12	5	11	83
Persons w/ Disabilities (PWD) - Autism Spectrum						1		1	2		1	1	6
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					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 tr			1			1		2	1				5
Persons w/ Disabilities (PWD) - Medically Necessary		3					1	5	1	3	2	7	22
Persons w/ Disabilities (PWD) - Metal Imp	1	2							1			1	5
Persons w/ Disabilities (PWD) - Mobility U	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	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/		4					1	1		3			9
Property - Special Handling	7	9	6	8	5	5	7	4	9	5	8	5	78
Property - Special Handling - Damaged It	2	3		2		3	3	1	1	2	3		20
Property - Special Handling - Damaged It	1	3	1	3	2		2		2				14
Property - Special Handling - Missing Item	2	2	3	2	2		1	2	5	3	5	4	31
Property - Special Handling - Missing Item	2	1	2	1	1	2	1	1	1			1	13
Request for Assistance									1	1			2
Request for Assistance - Other									1	1			2
Screening	21	14	24	21	26	31	38	36	65	46	50	34	406
Screening - Children	1										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
Screening - Crew Member or Airline Employee	3		3	1	2					1	1		11
Screening - Inconsistency	3		1	4	2		2	2	7	5	7	4	37
Screening - International Screening					2					1			3
Screening - Lengthy Lines	5	12	9	5	7	16	17	17	34	17	22	16	177
Screening - Procedures/Process	9	2	9	11	13	14	19	16	24	22	18	14	171
Screening - Retrieving Abandoned/Confiscated Items			2					1			1		4
Screening - Shoe Screening						1							1
2024	371												371
Civil Rights	4												4
Civil Rights - Race	2												2
Civil Rights - Sex/Gender/Gender Identity	1												1
Civil Rights - Transgender Screening	1												1
Customer Service	29												29
Customer Service - TSO	29												29
Expedited Passenger Screening Program	282												282
Expedited Passenger Screening Program	8												8
Expedited Passenger Screening Program	274												274
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	8												8
Mishandling of Passenger Property - Damaged Item	3												3
Mishandling of Passenger Property - Damaged Item	4												4
Mishandling of Passenger Property - Disposition	1												1
No Jurisdiction	4												4
No Jurisdiction - Refer to CBP	3												3
No Jurisdiction - Refer to Other	1												1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	3												3
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Respiratory	1												1
Persons w/ Disabilities (PWD) - Visual Impairment	1												1
Property - Special Handling	11												11
Property - Special Handling - Damaged Item	4												4
Property - Special Handling - Damaged Item	1												1
Property - Special Handling - Missing Item	4												4
Property - Special Handling - Missing Item	2												2
Screening	28												28
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency	5												5
Screening - Lengthy Lines	9												9
Screening - Procedures/Process	13												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
SFB	41	34	26	17	28	17	30	29	28	29	32	23	334
2022	12	14	8	8	16	8	14	19	12	13	17	11	152
Airline		1			1								2
Airline - Policy/Regulations/Service		1			1								2
Civil Rights		1	1		1					1		1	5
Civil Rights - Age		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 Items		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 Device	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	15	12	160
Airline					1							1	2
Airline - Policy/Regulations/Service					1							1	2
Civil Rights				1		1	1						3
Civil Rights - Race						1							1
Civil Rights - Sex/Gender/Gender Identity- Not 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	7	10	102
Expedited Passenger Screening Program - TSA Application Program		2											2
Expedited Passenger Screening Program	4	13	14	6	8	6	12	6	8	6	7	10	100
Mishandling of Passenger Property			1				1				1		3
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1				1		3
No Jurisdiction			1										1
No Jurisdiction - 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	1	11
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			1	3
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
Screening - Procedures/Process		1		1	2	1	1	3	4	3			16
Screening - Retrieving Abandoned/Confiscated Items	1												1
2024	22												22
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Expedited Passenger Screening Program	14												14
Expedited Passenger Screening Program	14												14
Mishandling of Passenger Property	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
Mishandling of Passenger Property - Dam		1											1
Patdown		2											2
Patdown - Flyer		2											2
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Visual Im		1											1
Screening		3											3
Screening - Children		1											1
Screening - Inconsistency		1											1
Screening - Procedures/Process		1											1

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Categories	10-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	795	476	484	335	403	618	685	690	759	644	586	669	7,144
2022	126	157	131	78	145	319	384	344	419	328	303	371	3,105
Additional Information Required/Insufficient Information			1									1	2
Additional Information Required/Insufficient Information			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 - Damaged/Missing Items	1	1									2		4
Mishandling of Passenger Property - Damaged/Missing Items		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 Spectrum Disorder	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) - Prostheses	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 Items	1			3				1			2	1	8
Property - Special Handling - Damaged Items	1						2						3
Property - Special Handling - Missing Items	1	1		2			2		1			1	8
Property - Special Handling - Missing Items	1				1	1				1			4
Screening	14	7	7	5	5	10	5	11	14	14	4	6	102
Screening - Children									1				1
Screening - Inconsistency	2	1	1				1			1		1	7
Screening - Lengthy Lines		1			1	2		3	6	2	1	2	18
Screening - Military					1								1
Screening - Procedures/Process	12	5	5	5	2	8	3	6	6	11	3	3	69
Screening - Retrieving Abandoned/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	283	298	3,706
Airline	1		1					1					3
Airline - Policy/Regulations/Service	1		1					1					3
Civil Rights		1	1	3		2	2	8	3	3	2	2	27
Civil Rights - Constitutional Rights								1					1
Civil Rights - National Origin		1											1
Civil Rights - Not Specified										1			1
Civil Rights - Perceived Religion									1			1	2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Race			1			1		5	1	1	1	1	11
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	14	141
Customer Service - Others									2				2
Customer Service - TSO	14	8	10	13	10	9	11	14	12	13	11	14	139
DHS TRIP	1							1					2
DHS TRIP - General	1							1					2
Expedited Passenger Screening Program	297	287	324	221	227	266	261	295	295	269	239	260	3,241
Expedited Passenger Screening Program	2							1		1			4
Expedited Passenger Screening Program	8	6	4	6	8	3	2	5	5	9	5	2	63
Expedited Passenger Screening Program	286	278	319	215	219	262	259	289	290	259	234	257	3,167
Expedited Passenger Screening Program	1	3	1			1						1	7
Locks	1	2		2	2		1			2	1	2	13
Locks - General				1									1
Locks - Missing or Damaged Lock	1	2		1	2		1			2	1	2	12
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	7		2	2	1	4	2	3	3	2	8	1	35
Mishandling of Passenger Property - Dam	1					1							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				1	3
No Jurisdiction	4	3	1	2		1	3	3	2		3	3	28
No Jurisdiction - No Referral		1		1			1	2		1			6
No Jurisdiction - Refer to CBP	3	2				1	2		1	1	2	1	13
No Jurisdiction - Refer to Other	1		1	1				1	1	1	1	2	9
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		3	22
Patdown - Flyer	1	4	2	1		1	1	2	3	3		2	20
Patdown - Flyer as Observer			1									1	2
Persons w/ Disabilities (PWD)	1	5	1	2	2	3	4	3	1	7	1	3	33
Persons w/ Disabilities (PWD) - Autism Spectrum				1			1			1			3
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes						1				1			2
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		1	3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1		1			2
Persons w/ Disabilities (PWD) - Touch A	1							1					2
Persons w/ Disabilities (PWD) - Visual Impairment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		3		1		1	1	1		1		1	8
Property - Special Handling	1	3	2	2	1	2	3	4	4	5	6	1	34
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	1	13
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	8	123
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	2	1	2	2	1			2	4		1	2	17
Screening - Lengthy Lines										1	4		5
Screening - Procedures/Process	5	5	4	7	13	7	13	10	11	7	7	6	95
Screening - Retrieving Abandoned/Confiscated Items					1	4							5
SIDA (Security Identification Display Area)												1	1
SIDA (Security Identification Display Area) - General												1	1
2024	333												333
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	2												2
Civil Rights - Race	2												2
Customer Service	11												11
Customer Service - TSO	11												11
Expedited Passenger Screening Program	294												294
Expedited Passenger Screening Program	5												5
Expedited Passenger Screening Program	288												288
Expedited Passenger Screening Program	1												1
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	3												3
Mishandling of Passenger Property - Dam	3												3
No Jurisdiction	2												2
No Jurisdiction - Refer to CBP	1												1
No Jurisdiction - Refer to Other	1												1
Persons w/ Disabilities (PWD)	3												3
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Prosthesis	2												2
Property - Special Handling	3												3
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Item	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
Screening	13												13
Screening - Inconsistency	2												2
Screening - Lengthy Lines	3												3
Screening - Procedures/Process	8												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
SGF	18	14	9	14	16	14	21	23	9	15	10	18	181
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	7	91
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	5	67
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Application Program				1	1		1					1	4
Expedited Passenger Screening Program	4	6	2	6	4	6	7	11	4	6	2	4	62
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	2	9
Screening - Inconsistency												1	1
Screening - Procedures/Process		1	1		1		3				1	1	8
2024	7												7
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	4												4
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disposition	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
SGU	7	5	4	1		3	5	5	5	3	1	12	51
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 - TSA Application Program	1												1
Expedited Passenger Screening Program - TSA PreC	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	6	21
Customer Service			1				1			1		1	4
Customer Service - TSO			1				1			1		1	4
Expedited Passenger Screening Program		3	1	1				1	2	1		4	13
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreC		3	1					1	2	1		4	12
Patdown		1									1		2
Patdown - Flyer		1									1		2
Property - Special Handling								1				1	2
Property - Special Handling - Damaged Items - Checked								1				1	2
2024	3												3
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA Application Program	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - 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
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	3	3		1	2	3	2	1	1		1		17
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/Missin		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
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SHV	13	10	8	7	11	11	11	7	11	9	13	8	119
2022	2	3	2	4	4	5	7	3	6	3	7	5	51
Customer Service		2				1					1		4
Customer Service - TSO		2				1					1		4
Expedited Passenger Screening Program	1		1	4	1	2	6	3	5	2	1	5	31
Expedited Passenger Screening Program - 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	3	63
Civil Rights						2							2
Civil Rights - Race						2							2
Customer Service		1									2		3
Customer Service - Others											1		1
Customer Service - TSO		1									1		2
Expedited Passenger Screening Program	6	5	6	2	4	3	2	2	5	2	2	2	41
Expedited Passenger Screening Program	6	5	6	2	4	3	2	2	5	2	2	2	41
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	1	12
Screening - Inconsistency												1	1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process		1			2	1	1	1		3	1		10
2024	5												5
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	3												3
Screening	1												1
Screening - Procedures/Process	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SIT	2	2	2			2	1	1	1	2	9	1	23
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	1	9
Expedited Passenger Screening Program		1				1				2	3		7
Expedited Passenger Screening Program - TSA PreC		1				1				2	3		7
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening						1							1
Screening - Inconsistency						1							1
2024	2												2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing 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
SJC	150	113	92	68	84	112	113	101	110	99	125	126	1,293
2022	30	51	41	32	42	59	63	47	52	55	69	62	603
Civil Rights	1	3		1			4		3	1	1		14
Civil Rights - Age											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 - TSA	1	7	5	1	1	1	3	1	1	2	6	3	32
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	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	64	639
Airline		1					1						2
Airline - Policy/Regulations/Service		1					1						2
Civil Rights	1	1				2	1		2	2	2	1	12
Civil Rights - Age		1											1
Civil Rights - Not Specified									1				1
Civil Rights - Perceived Religion						1							1
Civil Rights - Race	1					1			1	1	2		6
Civil Rights - Transgender Screening							1			1		1	3
Customer Service	2	2		1	5	5	4	2	2	2	4	3	32
Customer Service - TSO	2	2		1	5	5	4	2	2	2	4	3	32
DHS TRIP										1			1
DHS TRIP - General										1			1
Expedited Passenger Screening Program	57	54	45	34	33	38	36	45	44	33	42	56	517
Expedited Passenger Screening Program - TSA	2	1	2	2		2		2	1	1	2	1	16
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	55	53	43	32	32	36	36	43	42	32	40	55	499
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1				1				2
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			2			1			2				5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1						2				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on Luggage			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	1	11
Patdown - Flyer	3		1		1		1	2			2	1	11
Persons w/ Disabilities (PWD)	3	1					2		2		2		10
Persons w/ Disabilities (PWD) - General							1				1		2
Persons w/ Disabilities (PWD) - Internal Medical Condition	1	1											2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication	1												1
Persons w/ Disabilities (PWD) - Visual Impairment									2				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1						1				1		3
Property - Special Handling	1		1		1	1	1	1	1	1	1	1	10
Property - Special Handling - Damaged Items - Carry-On	1		1						1		1		4
Property - Special Handling - Damaged Items - Checked Baggage					1	1	1						3
Property - Special Handling - Missing Items - Carry-On								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
Property - Special Handling - Missing Items - Checked												1	1
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening	2	3	1	1	1	4	4	4	3	3	2	2	30
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	2	23
2024	51												51
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program	41												41
Expedited Passenger Screening Program	41												41
Mishandling of Passenger Property	3												3
Mishandling of Passenger Property - Dam	2												2
Mishandling of Passenger Property - Dam	1												1
Patdown	1												1
Patdown - Flyer as Observer	1												1
Property - Special Handling	3												3
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	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
SJT	2	2	1			1	2	1	2	3	1	1	16
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		1	4
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Expedited Passenger Screening Program										2			2
Expedited Passenger Screening Program - TSA PreCheck										2			2
Screening												1	1
Screening - Procedures/Process												1	1
2024	2												2
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information	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
SJU	101	61	101	75	61	77	82	107	94	73	63	51	946
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 Employees			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 - Damaged/Missing Items--Checked Luggage	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	34	36	512
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	2	29
Customer Service - TSO		6	3	3	1	2	2	3	5	1	1	2	29
Expedited Passenger Screening Program	30	21	45	35	32	34	33	40	34	27	20	27	378
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA Appl		1	1				1	1		1		2	7
Expedited Passenger Screening Program	29	20	43	34	32	32	32	39	34	26	20	24	365
Expedited Passenger Screening Program	1			1		2						1	5
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	1	15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage		1				1				1	1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage	2	1	2			2				1	1	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
No Jurisdiction							1	2			1	1	5
No Jurisdiction - Refer to CBP							1	1				1	3
No Jurisdiction - Refer to Other								1			1		2
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)		1		1	1		1	1	1	1	1		8
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Medically 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	1	20
Property - Special Handling - Damaged Items - Carry-On			1					1	1	1			4
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	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	4	47
Screening - Crew Member or Airline Employee				1							1		2
Screening - Inconsistency		1	2	1		2			3	2	1		12
Screening - Lengthy Lines							1		2			1	4
Screening - Procedures/Process	2	2	1		3	2	2	2	3	3	3	3	26
Screening - Retrieving Abandoned/Confiscated Items		1	1		1								3
2024	45												45
Expedited Passenger Screening Program	38												38
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	36												36
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Damaged	1												1
Mishandling of Passenger Property - Damaged	1												1
Persons w/ Disabilities (PWD)	3												3
Persons w/ Disabilities (PWD) - Medically Unfit	1												1
Persons w/ Disabilities (PWD) - Mobility Disabled	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
SLC	331	184	209	224	184	258	228	206	192	205	206	248	2,675
2022	91	89	95	83	92	126	124	109	96	88	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	2	6	8	6	3	4	2	3	8	1	2	5	50
Expedited Passenger Screening Program	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--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 [redacted]	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 [redacted]	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/Gels	1												1
Property - Special Handling	8	5	7	9	5	9	8	5	5	2	5		68
Property - Special Handling - Damaged Items	3	3	3	1	4	4	4	1	3		3		29
Property - Special Handling - Damaged Items	3				1	1					1		6
Property - Special Handling - Missing Items	1	2	2	6		2	2	2	1	1			19
Property - Special Handling - Missing Items	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
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 Items	1								1				2
Screening - Security Breach		1											1
2023	117	95	114	141	92	132	104	97	96	117	109	119	1,333
Additional Information Required/Insufficient Information	1	1			2					1	1		6
Additional Information Required/Insufficient Information	1	1			2					1	1		6
Airline		1								3			4
Airline - Lost Baggage										3			3
Airline - Policy/Regulations/Service		1											1
Civil Rights	2	2		3	1				2	2	1		13
Civil Rights - Age										1			1
Civil Rights - National Origin									1				1
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	18	10	86
Customer Service - TSO	1	4	5	9	1	12	3	4	4	15	18	10	86
Expedited Passenger Screening Program	91	75	88	93	61	95	88	70	66	56	64	84	931
Expedited Passenger Screening Program - Active Duty Military				1								1	2
Expedited Passenger Screening Program	2			1		1				1			5
Expedited Passenger Screening Program	2	4		4	2			2	1	2	1	3	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
Expedited Passenger Screening Program	87	71	88	87	59	94	88	68	64	53	63	80	902
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	3	72
Mishandling of Passenger Property - Damaged	2	2	5	4	8	6	3	6	4	8	4	3	55
Mishandling of Passenger Property - Damaged	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	3	41
Patdown - Children											2		2
Patdown - Flyer	2	2	3	7	2	8		1	2	4	3	3	37
Patdown - Flyer as Observer				1		1							2
Persons w/ Disabilities (PWD)		1		2		2	2	1		1	2	2	13
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 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					1	4
Property - Special Handling	5	2	5	15	6	1	1	9	2	4	1	3	54
Property - Special Handling - Damaged Items - Checked	5		4	9	3			6	2	2		2	33
Property - Special Handling - Damaged Items - Checked			2	1				2				1	6
Property - Special Handling - Missing Items - Carry-on		2	1	3	1			1			1		9
Property - Special Handling - Missing Items - Checked				1	1	1	1						6
Screening	11	3	4	5	7	4	5	6	8	21	11	14	99
Screening - Children										2			2
Screening - Crew Member or Airline Employee		1									1	1	3
Screening - Inconsistency				3				1	1	2		2	9
Screening - Lengthy Lines	3	1			1				2	2	2		11
Screening - Procedures/Process	7	1	4	2	5	4	3	4	5	15	8	11	69
Screening - Retrieving Abandoned/Confiscated	1				1		2	1					5
2024	123												123
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information	1												1
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
Customer Service	6												6
Customer Service - TSO	6												6
Expedited Passenger Screening Program	90												90
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	88												88
Mishandling of Passenger Property	3												3
Mishandling of Passenger Property - Damaged	2												2
Mishandling of Passenger Property - Disarrayed Items	1												1
Patdown	3												3
Patdown - Flyer	3												3
Property - Special Handling	5												5
Property - Special Handling - Damaged Items - Checked	3												3
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Missing Items - Carry-on	1												1
Screening	14												14
Screening - Gate Pass	1												1
Screening - Inconsistency	2												2
Screening - Lengthy Lines	2												2
Screening - Procedures/Process	9												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
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				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
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	248	134	131	93	112	146	137	150	147	148	126	141	1,713
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 - TSA/DHS Employees - Opt In	5	10	4		3	1		3	4	4	2	4	40
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	24	36	33	23	24	41	54	52	57	54	61	56	515
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--Carry-on or Checked		3	1		1	1	1	2		1	2		12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1		1				1			3
No Jurisdiction											2		2
No Jurisdiction - No Referral											2		2
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - 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	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	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	49	66	851
Additional Information Required/Insufficient Information	1				2								3
Additional Information Required/Insufficient Information - Civil Rights	1				2								3
Civil Rights		1	2		1	1			1	4		2	12
Civil Rights - Age										1			1
Civil Rights - Race		1	2		1				1	1		2	8
Civil Rights - Screening of Religious 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	3	51
Customer Service - CSM						1							1
Customer Service - TSO	3	5	5		10	3	2	8	3	6	2	3	50
Expedited Passenger Screening Program	79	55	60	56	43	69	53	58	49	50	31	53	656
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	1	1				1				1			4
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	7	3	1	2	4	2	1	3	1		1	1	26
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	71	51	59	54	39	66	52	55	47	49	30	52	625
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1				1
Locks	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	2	32
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	1			2		1	1	2	3	3		14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	2				1	2	2	1	2	2	1	2	15
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	1	9
Patdown - Flyer		1		1	1					3		1	7
Patdown - Flyer as Observer								1			1		2
Persons w/ Disabilities (PWD)	2	1	1	1	1		1	1	3		2		13

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Cancer (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 [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	2	22
Property - Special Handling - Damaged It	1	1			3		1	1	1	1		1	10
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Carry-On			1						1			1	3
Property - Special Handling - Missing Item	1	2		2		1					2		8
Screening	7	4	6	2	1	7	2	6	3	2	6	3	49
Screening - Crew Member or Airline Employee		1						1					2
Screening - Inconsistency	1		2			2		1	1		1	1	9
Screening - Lengthy Lines		2						1					3
Screening - Procedures/Process	6	1	4	2	1	4	2	3	2	2	5	2	34
Screening - Retrieving Abandoned/Confiscated Items						1							1
2024		105											105
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service		5											5
Customer Service - TSO		5											5
Expedited Passenger Screening Program		85											85
Expedited Passenger Screening Program		3											3
Expedited Passenger Screening Program		82											82
Locks		2											2
Locks - Missing or Damaged Lock		2											2
Patdown		3											3
Patdown - Flyer		3											3
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Cancer (g		1											1
Property - Special Handling		1											1
Property - Special Handling - Missing Item		1											1
Screening		7											7
Screening - Procedures/Process		6											6
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
SMX	1		1	1		1			1			1	6
2022	1			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			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

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Categories	10-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	206	116	95	97	96	131	152	153	142	141	156	151	1,636
2022	32	47	28	31	32	75	70	78	75	70	88	74	700
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 - TSA/DHS Employees - Opt In	2	7	1	3	3	3		1	1	2	2	4	29
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	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--Carry-on or Checked			1	2				2	1			1	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or 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	68	77	854
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	4	46
Customer Service - TSO	4	6	7	5	4	3	2	2	4	3	2	4	46
DHS TRIP									1				1
DHS TRIP - General									1				1
Expedited Passenger Screening Program	73	55	50	51	47	49	70	65	51	59	62	64	696
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	2	1	1	3	1		5		3	1	3	2	22
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	71	54	48	48	46	49	64	65	48	58	59	62	672
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	2	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							2		1		1		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2	1					1	1	1		1		7
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown	2	4	4	3	2	1	1	2	4	1		3	27
Patdown - Children			1						2				3
Patdown - Flyer	2	4	3	3	2	1	1	2	2	1		3	24
Persons w/ Disabilities (PWD)	1		2	2	3			2		2		2	14
Persons w/ Disabilities (PWD) - Autism Spectrum			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) - 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	2
Persons w/ Disabilities (PWD) - Prostheses	1							1		1		1	4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2	1								3
Property - Special Handling	2		1	2	2	1	2			2		2	14
Property - Special Handling - Damaged Items	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	4
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
2024	82												82
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information - Civil Rights	1												1
Civil Rights	2												2
Civil Rights - Sex/Gender/Gender Identity	1												1
Civil Rights - Sexual Orientation - Not Trans	1												1
Customer Service	3												3
Customer Service - TSO	3												3
Expedited Passenger Screening Program	69												69
Expedited Passenger Screening Program - Mishandling of Passenger Property	69												69
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Damaged Items	2												2
Patdown	3												3
Patdown - Flyer	3												3
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Hearing Impaired	1												1
Persons w/ Disabilities (PWD) - Internal Medical Devices	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SOW	2		2			2							6
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
2024	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	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	5	1	1	4	3	1	1	1	3		3	1	24
2022			1	4	1		1		1		1		9
Customer Service				1							1		2
Customer Service - TSO				1							1		2
Expedited Passenger Screening Program			1	3	1		1						6
Expedited Passenger Screening Program - TSA PreCheck			1	3	1		1						6
Patdown									1				1
Patdown - Flyer									1				1
2023	4	1			2	1		1	2		2	1	14
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program	4				2	1			2			1	10
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program	4				2	1			1			1	9
Patdown								1					1
Patdown - Flyer								1					1
Screening		1									1		2
Screening - Crew Member or Airline Employee											1		1
Screening - Procedures/Process		1											1
2024	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
SPS		1	2				2	3	2		1		11
2022		1	2				1	1	2				7
Customer Service								1	1				2
Customer Service - TSO								1	1				2
Expedited Passenger Screening Program			1				1		1				3
Expedited Passenger Screening Program - 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	57	67	59	41	48	86	80	49	34	34	30	33	618
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 Process			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
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		6
2023	23	40	32	32	26	41	40	17	21	19	10	16	317
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		1	14
Customer Service - Others		1										1	2
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	8	13	260
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA/DHS	1		2		1					1			5
Expedited Passenger Screening Program - TSA/DHS	18	30	24	24	22	36	35	12	17	14	8	13	253
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	1	9
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										1	3
Screening	2	1			1		2	3	1			1	11
Screening - Inconsistency								1	1				2
Screening - Procedures/Process	2	1			1		2	2				1	9
2024	19												19
Expedited Passenger Screening Program	19												19
Expedited Passenger Screening Program - TSA/DHS	19												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
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	216	132	127	134	95	140	125	161	149	141	148	151	1,719
2022	38	57	59	43	36	60	54	79	68	65	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--Carry-on		1		1		1		1		1	4		9
Mishandling of Passenger Property - Damaged/Missing Items--Checked			1	1			1	3	1	1	1		9
Mishandling of Passenger Property - Disarrayed Items--Carry-on	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	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--Carry-on	1	4	1		1	2		1	1				11
Property - Special Handling - Damaged Items - Checked						1	1						2
Property - Special Handling - Missing Items - Carry-on		1							2		1		4
Property - Special Handling - Missing Items - Checked		1	1					2	1		1	2	8
Screening	2	3	4	2	3	2	4	3	8	3	4	3	41
Screening - Inconsistency			2			1			2		1	1	7
Screening - Lengthy Lines								1	1				2
Screening - Procedures/Process	2	3	1	2	3	1	4	2	5	3	3	2	31
Screening - Retrieving Abandoned/Confiscated Items			1										1
TWIC										1			1
TWIC - General										1			1
2023	90	75	68	91	59	80	71	82	81	76	68	77	918
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
Claims - Status									1				1
Customer Service	9	7	3	7	6	9	2	5	3	7	6	5	69
Customer Service - TSO	9	7	3	7	6	9	2	5	3	7	6	5	69
Expedited Passenger Screening Program	69	59	51	75	43	61	55	62	62	52	48	65	702
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program - DoD		1	2										3
Expedited Passenger Screening Program	3	7	1	2	2	2		2			1	1	21
Expedited Passenger Screening Program	66	51	48	72	41	59	55	60	61	52	47	64	676
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1									1
Locks						1			3			1	5
Locks - Missing or Damaged Lock						1			3			1	5
Lost and Found											3		3
Lost and Found - Airport/TSA											3		3
Mishandling of Passenger Property	2	2	2	2		2	4	1	2	2	3	1	23
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on		2	1	1		1	1	1		1	1		9
Mishandling of Passenger Property - Damaged/Missing Items--Checked	2			1			3		2		2	1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1			1				1			3
No Jurisdiction			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
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	1	11
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to th			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) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Property - Special Handling	1	1	2	4	3	1	3	3	2	5	1	1	27
Property - Special Handling - Damaged Items - Carry-On				1			1	1	1	1			5
Property - Special Handling - Damaged Items - Checked					2	1	1					1	5
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	3	44
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	1	1						2					4
Screening - Lengthy Lines		1										1	2
Screening - Procedures/Process	2	3	4	3	5	3	2	4	2	3	3	2	36
Screening - Retrieving Abandoned/Confis	1												1
2024	88												88
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insufficient	1												1
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service	7												7
Customer Service - TCC	1												1
Customer Service - TSO	6												6
Expedited Passenger Screening Program	62												62
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	61												61
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	4												4
Persons w/ Disabilities (PWD) - Internal M	2												2
Persons w/ Disabilities (PWD) - Prosthesi	2												2
Screening	9												9
Screening - Inconsistency	3												3
Screening - Procedures/Process	6												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
STS	6	3	2	3	3	2	9	10	6	9	8	4	65
2022	3	1	1	1	1	1	2	4	4	3	8	2	31
Civil Rights									1				1
Civil Rights - Race									1				1
Customer Service		1						1	1	1	1		5
Customer Service - TSO		1						1	1	1	1		5
Expedited Passenger Screening Program	3				1	1	2	2	1	2	4		16
Expedited Passenger Screening Program	3				1	1	2	2	1	2	4		16
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - 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	2	6
Screening - Procedures/Process			1	1					1		1	2	6
2023	3	2	1	2	2	1	7	6	2	6		2	34
Customer Service	1		1	1				2					5
Customer Service - TSO	1		1	1				2					5
Expedited Passenger Screening Program	2	2		1	2	1	6	2	2	3		2	23
Expedited Passenger Screening Program	2	2		1	2	1	6	2	2	3		2	23
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - 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	10	11	20	12	16	14	22	13	13	20	10	7	168
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	2	80
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	1	55
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	3	4	11	5	6	4	6	3	3	5	3	1	54
Mishandling of Passenger Property							1					1	2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
No Jurisdiction										1			1
No Jurisdiction - Refer to CBP										1			1
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
2024	4												4
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Touch Av	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
STX	3	3		2	4	2	6	6	3	2	2	3	36
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	2	14
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Expedited Passenger Screening Program	1	1		1			1	1	1		1	2	9
Expedited Passenger Screening Program	1	1		1			1	1	1		1	2	9
Screening		1						2					3
Screening - Procedures/Process		1						2					3
2024	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	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
SUN	4	4	3	2	2	4		4	4	3	5	2	37
2022	3	1				3		1	2	2	2	2	16
Expedited Passenger Screening Program	3	1				2		1	1	2	2	2	14
Expedited Passenger Screening Program - TSA 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
2024	2												2
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	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
SUX	3		3	1		3	3			2	2	2	19
2022			1	1		1	2					2	7
Customer Service				1									1
Customer Service - Others				1									1
Expedited Passenger Screening Program							1					2	3
Expedited Passenger Screening Program - TSA 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
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SWF	2	4	1	4	5	4	5	3	3	8	2	1	42
2022		2	1	2		1	2	1	2	6			17
Civil Rights				1		1				1			3
Civil Rights - Age						1							1
Civil Rights - Race										1			1
Civil Rights - Racial Profiling or 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	1	24
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	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
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
2024	1												1
No Jurisdiction	1												1
No Jurisdiction - No Referral	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
SWO	2		1	2		2	1	1		2	2	1	14
2022				1		2	1	1		2	2	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
2024	2												2
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	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
SYR	67	35	33	37	45	39	55	39	30	36	41	45	502
2022	10	13	11	14	22	14	25	20	19	22	18	24	212
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Business, Suggestions, and Ideas												1	1
Business, Suggestions, and Ideas - General												1	1
Civil Rights	1				1	1			1	1			5
Civil Rights - Constitutional Rights										1			1
Civil Rights - Perceived Religion					1								1
Civil Rights - Race									1				1
Civil Rights - Transgender Screening	1					1							2
Customer Service			1	1	1			2	1	1		1	8
Customer Service - TSO			1	1	1			2	1	1		1	8
Expedited Passenger Screening Program	6	12	8	11	15	11	19	16	13	17	16	21	165
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program	1	1	2	1							1	3	9
Expedited Passenger Screening Program	5	11	6	10	15	11	19	16	13	16	15	18	155
Locks										1			1
Locks - Missing or Damaged Lock										1			1
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					2								2
No Subject						1							1
No Subject - General						1							1
Patdown			1				1		2			1	5
Patdown - Children									1				1
Patdown - Flyer							1		1			1	3
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	1					1	1						3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - Medical [1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling				2	2		1		1				6
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	2				1				4
Screening	1	1	1		1		3	2	1	1	2		13
Screening - Inconsistency		1	1					2			1		5
Screening - Lengthy Lines										1			1
Screening - Military							1						1
Screening - Procedures/Process	1				1		1		1		1		5
Screening - Retrieving Abandoned/Confiscated Items							1						1
2023	21	22	22	23	23	25	30	19	11	14	23	21	254
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights										1		1	2
Civil Rights - Race												1	1
Civil Rights - Transgender Screening										1			1
Customer Service				2		1					3		6
Customer Service - TCC				1									1
Customer Service - TSO				1		1					3		5
Expedited Passenger Screening Program	19	19	15	18	21	19	21	15	10	13	15	16	201
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	2					2							4
Expedited Passenger Screening Program	17	18	15	18	21	17	21	15	10	13	15	16	196
Locks			2										2
Locks - General			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 Bag				1	1						1		3
No Jurisdiction			1				1				1	1	4
No Jurisdiction - Refer to Other			1				1				1	1	4
Patdown	1	1				1	1						4
Patdown - Flyer	1	1				1	1						4
Persons w/ Disabilities (PWD)		1	1				3				1	1	7
Persons w/ Disabilities (PWD) - General												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) - Wheelchair/ Scooter/		1	1								1		3
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Carry-On							1						1
Screening	1	1	3	2	1	2	3	4	1		2	2	22
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency			1	1									2
Screening - Lengthy Lines					1		1	2			1	1	6
Screening - Procedures/Process	1	1	2	1		2	2		1		1	1	12
Screening - Retrieving Abandoned/Confiscated Items								1					1
2024	36												36
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program	28												28
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	26												26

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

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TEX								1	2			1	4
2022								1					1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA Application Program								1					1
2023									2			1	3
Civil Rights												1	1
Civil Rights - Race												1	1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA 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	26	11	9	8	10	4	15	18	12	14	14	12	153
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	7	64
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service		1							1			1	3
Customer Service - Others												1	1
Customer Service - TSO		1							1				2
Expedited Passenger Screening Program	6	5	3	5	2	2	6	8		3	4	6	50
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program	6	5	3	5	2	2	6	8		3	3	6	49
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
2024	12												12
Expedited Passenger Screening Program	7												7
Expedited Passenger Screening Program	7												7
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disa	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Diabetes	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
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

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Categories	10-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	398	268	269	273	276	353	321	355	301	267	277	280	3,638
2022	77	111	115	101	121	200	154	170	141	125	147	146	1,608
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - 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 - TSA/DOJ	5	8	8	1	4	4	3	5	2	5	5	9	59
Expedited Passenger Screening Program - TSA/DOJ Employees - Opt In	51	75	78	74	82	155	117	127	107	91	106	111	1,174
Expedited Passenger Screening Program - TSA/DOJ 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--Checked 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 Luggage				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	2	1	1				1	2	2	3	2		14
Property - Special Handling - Damaged Items - Checked Luggage	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 Luggage		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
TWIC - Status									1				1
2023	132	157	154	172	155	153	167	185	160	142	130	134	1,841
Additional Information Required/Insufficient Information										1		1	2
Additional Information Required/Insufficient Information - EMAIL ONLY										1		1	2
Airline			1	1				1			1		4
Airline - Policy/Regulations/Service			1	1				1			1		4
Civil Rights		5	1	2	1	2	1	2	3	2	3	2	24
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				2	8
Civil Rights - Sexual Orientation - Not Transgender						1							1
Civil Rights - Transgender Screening											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
Customer Service	5	11	9	12	10	8	10	10	9	12	5	5	106
Customer Service - Others			1							1			2
Customer Service - TSO	5	11	8	12	10	8	10	10	9	11	5	5	104
DHS TRIP										1			1
DHS TRIP - General										1			1
Expedited Passenger Screening Program	108	128	121	124	126	122	134	149	124	99	103	110	1,448
Expedited Passenger Screening Program - Active Duty		1											1
Expedited Passenger Screening Program - DoD		1	2	1				1			1		6
Expedited Passenger Screening Program	6	4	1	2	4	2	5	1	3	2	3	2	35
Expedited Passenger Screening Program	102	122	118	121	122	120	129	147	121	97	99	108	1,406
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		3	26
Mishandling of Passenger Property - Damaged Items	2			1				1		1			5
Mishandling of Passenger Property - Damaged Items--Carry-on or Checked Baggage	2	1		3	2	1	2	1	1	3		3	19
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				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	5	45
Patdown - Children								1		2			3
Patdown - Flyer	6	1	6	4	2	3	2	1	3	4	1	5	38
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 Wheelch			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	1	32
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			1	7
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	7	93
Screening - Children	1			1									2
Screening - Crew Member or Airline Employee				1							2	1	4
Screening - Inconsistency	1		1	4	3		1	3	2	1	1	1	18
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	5	60
Screening - Retrieving Abandoned/Confiscated Items		1	1			1							3
2024	189												189
Civil Rights	3												3
Civil Rights - Race	3												3
Customer Service	9												9
Customer Service - TSO	9												9
Expedited Passenger Screening Program	159												159
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	155												155
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged Items	1												1
No Jurisdiction	1												1
No Jurisdiction - Refer to CBP	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	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch	1												1
Persons w/ Disabilities (PWD) - Respiratory Devices	1												1
Property - Special Handling	3												3
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items	2												2
Screening	8												8
Screening - Crew Member or Airline Employee	2												2
Screening - Inconsistency	1												1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	4												4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TRI	6	4	2	7	4	7	5	7	7	9	2	6	66
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	2	37
Additional Information Required/Insufficient Information										1			1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Customer Service							1	1				1	3
Customer Service - Others								1					1
Customer Service - TSO							1					1	2
DHS TRIP		1											1
DHS TRIP - General		1											1
Expedited Passenger Screening Program	2	1		5	3	2	2	2	1	4		1	23
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	2	1		4	3	2	2	2	1	4		1	22
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
2024	1												1
Customer Service	1												1
Customer Service - TSO	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	18	14	13	15	12	12	22	19	10	6	10	4	155
2022	1	9	6	4	3	6	16	10	7	2	4	4	72
Airline								1					1
Airline - Lost Baggage								1					1
Customer Service	1	1	1		1							1	5
Customer Service - TSO	1	1	1		1							1	5
Expedited Passenger Screening Program		8	5	4	2	6	15	7	7	2	4	2	62
Expedited Passenger Screening Program - 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
2024	10												10
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	7												7
Expedited Passenger Screening Program	7												7
Property - Special Handling	2												2
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing 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
TUL	59	29	35	44	31	38	25	33	37	46	34	45	456
2022	11	10	13	22	11	16	13	14	11	23	13	20	177
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights		2				1		1		1	1	1	7
Civil Rights - National Origin												1	1
Civil Rights - Perceived Religion		1						1					2
Civil Rights - Race										1	1		2
Civil Rights - Racial Profiling or 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	25	255
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	18	185
Expedited Passenger Screening Program	1							3					4
Expedited Passenger Screening Program	15	17	16	12	17	18	7	12	18	18	13	18	181
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property	1		1	2			1		1	1	1	1	9
Mishandling of Passenger Property - 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	2
Patdown	2			3				2		2		1	10
Patdown - Flyer	2			2				2		2		1	9
Patdown - General				1									1
Persons w/ Disabilities (PWD)	1	1							1	1	1		5
Persons w/ Disabilities (PWD) - General										1			1
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	4	29
Screening - Crew Member or Airline Employee			1	1									2
Screening - Inconsistency					1				1		1	1	4
Screening - Lengthy Lines												1	1
Screening - Procedures/Process	1		2	2	2	2	1	2	1	1	4	2	20
Screening - Retrieving Abandoned/Confiscated Items				2									2
2024	24												24
Customer Service	7												7
Customer Service - TSO	7												7
Expedited Passenger Screening Program	12												12
Expedited Passenger Screening Program	12												12
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Screening	4												4
Screening - Inconsistency	1												1
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
TUS	64	36	31	33	32	63	61	44	38	37	38	36	513
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 Pro			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	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	19	19	261
Additional Information Required/Insufficient Information												1	1
Additional Information Required/Insufficient Information - EMAIL ONLY												1	1
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	18	15	208
Expedited Passenger Screening Program - Active Duty Military											1		1
Expedited Passenger Screening Program	2					1						1	4
Expedited Passenger Screening Program	20	19	16	18	11	22	20	20	13	13	17	14	203
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
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	3	18
Screening - Inconsistency				1						1			2
Screening - Procedures/Process	1	1	1		1	2	3		2	1	1	3	16
2024	29												29
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	28												28
Expedited Passenger Screening Program	28												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
TVC	18	2	4	14	6	11	10	4	8	9	13	15	114
2022	3		2	5	4	6	8	4	2	3	7	10	54
Customer Service	1						1						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	4
Screening - Procedures/Process					1				1		1	1	4
2023	8	2	2	9	2	5	2		6	6	6	5	53
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	5	45
Expedited Passenger Screening Program	7	2	2	8	2	5	1		5	4	4	5	45
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
2024	7												7
Expedited Passenger Screening Program	5												5
Expedited Passenger Screening Program	5												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 - Missing Item	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
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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TWF	2	1	1	1	1							1	7
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	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
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TXK	4	1		1	2	3	1			1			13
2022	1				1	2							4
Expedited Passenger Screening Program					1	2							3
Expedited Passenger Screening Program - TSA 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
2024	3												3
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	2												2
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
TYR	2	5	5	1	5	2	2	2	1	2	2	2	31
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	2	18
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	7
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA PreCheck					1		1			2	1	1	6
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Persons w/ Disabilities (PWD)						1		1				1	3
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Screening		1			1	1					1		4
Screening - Procedures/Process		1			1	1					1		4
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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Categories	10-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	59	31	27	19	22	43	24	36	39	47	34	21	402
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	8	199
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	1	16
Customer Service - TSO		1	2		1	1		2	2	5	1	1	16
Expedited Passenger Screening Program	21	15	12	10	13	16	9	12	12	16	14	6	156
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Application Program						1		1				1	3
Expedited Passenger Screening Program	21	14	12	10	13	15	9	10	12	16	14	5	151
Locks		1											1
Locks - Missing or Damaged Lock		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		1	9
Screening - Inconsistency			1			1				1			3
Screening - Procedures/Process		1			2			1		1		1	6
2024	25												25
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program	23												23
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	22												22

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Categories	10-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 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
UNV	4	3	2	2	9	3	3	6	2	3	2	5	44
2022	2	3		2	1	1		3	1		2	2	17
Customer Service	1	1									1		3
Customer Service - TSO	1	1									1		3
Expedited Passenger Screening Program	1	2		2	1	1		3	1		1	2	14
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	1	1		2	1	1		3	1		1	2	13
2023	1		2		8	2	3	3	1	3		3	26
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	1		1		6	2	3	3	1	2		3	22
Expedited Passenger Screening Program	1		1		6	2	3	3	1	2		3	22
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Screening					1					1			2
Screening - Inconsistency										1			1
Screening - Procedures/Process					1								1
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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Categories	10-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

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Categories	10-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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VLD	1	1	2		6	1			2	2	3	1	19
2022	1	1	1		4				1	2	2		12
Civil Rights					1								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	1	7
Expedited Passenger Screening Program					1	1			1		1		4
Expedited Passenger Screening Program - TSA PreCheck					1	1			1		1		4
HAZMAT Endorsement												1	1
HAZMAT Endorsement - Status												1	1
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	35	18	12	16	13	23	30	30	37	22	29	38	303
2022	7	4	6	11	7	10	16	9	26	10	15	21	142
Civil Rights	1											3	4
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		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	1
Expedited Passenger Screening Program - TSA Application Program				1	1		2					1	5
Expedited Passenger Screening Program	2	1	3	6	4	7	8	3	15	6	5	12	72
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
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	14	17	148
Civil Rights							1		1			2	4
Civil Rights - Age									1				1
Civil Rights - Constitutional Rights							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Civil Rights - Transgender Screening												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	11	13	94
Expedited Passenger Screening Program - TSA Appl		1										1	2
Expedited Passenger Screening Program	9	6	5	3	3	8	9	15	5	6	11	12	92
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	1	9
Patdown - Children										1			1
Patdown - Flyer	1	1			1	1		1	1		1	1	8
Persons w/ Disabilities (PWD)		1		1						1			3
Persons w/ Disabilities (PWD) - Medically 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		1	11
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency												1	1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2	1		1		1	1		1	1			8
2024	13												13
Claims	1												1
Claims - Status	1												1
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	7												7
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	6												6
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged Items	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
VRB	1								1	1	2	1	6
2022										1			1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
2023									1		2	1	4
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Expedited Passenger Screening Program									1		1		2
Expedited Passenger Screening Program - TSA PreCheck									1		1		2
Patdown												1	1
Patdown - Flyer												1	1
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
WRG	1	1				1						1	4
2022	1	1				1						1	3
Expedited Passenger Screening Program			1			1							2
Expedited Passenger Screening Program - TSA PreC			1			1							2
Property - Special Handling		1											1
Property - Special Handling - Missing Item		1											1
2023												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA 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
WYS									1				1
2022									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
XNA	44	27	20	15	23	37	32	25	19	23	30	20	315
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	12	169
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	12	147
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Appl		2				1			1	1	1	1	7
Expedited Passenger Screening Program	19	12	11	7	9	22	12	11	9	5	11	11	139
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
2024	14												14
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	12												12
Expedited Passenger Screening Program	12												12
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	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
XWA	4	1	1	2	1	3	1	3	2	1	5	3	27
2022	1		1	2	1	2	1	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	1	15
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program		1		2		1		1	2		3	1	11
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreC		1		2		1		1	2		2	1	10
Patdown											1		1
Patdown - Flyer											1		1
Screening					1		1						2
Screening - Procedures/Process							1						1
Screening - Retrieving Abandoned/Confiscated Items					1								1
2024	2												2
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening	1												1
Screening - Procedures/Process	1												1

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				8
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	2	3	1	2	2	2	1	2	1		2		18
2022	1	3	1	1	2	1	1	1			2		13
Expedited Passenger Screening Program	1	3	1	1	1		1	1			1		10
Expedited Passenger Screening Program	1	3	1	1	1		1	1			1		10
Notice of Violation/Civil Penalties											1		1
Notice of Violation/Civil Penalties - 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
2024	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
z None z	13,134	10,143	8,383	6,255	6,671	9,231	7,506	7,886	7,378	7,281	8,539	8,202	100,609
2022	5,741	6,368	5,132	2,756	3,382	5,380	4,207	4,217	3,384	3,248	4,078	4,053	51,946
Additional Information Required/Insufficient 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
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 17 and Under	1	5	7	1	4	2	1	2		3	1	3	30
Expedited Passenger Screening Program - Children 17 and Under - General		1	1									1	3
Expedited Passenger Screening Program - Children 17 and Under - Status	42	54	62	22	38	45	28	31	28	28	32	40	450
Expedited Passenger Screening Program - Children 17 and Under - Status	2	2		2		1		1	1	1	1		11
Expedited Passenger Screening Program - Children 17 and Under - Status - General	1			1		2			1				5
Expedited Passenger Screening Program - Children 17 and Under - Status - Status	2,604	2,553	1,708	720	582	504	371	497	679	944	1,298	1,130	13,590
Expedited Passenger Screening Program - Children 17 and Under - Status - Status - 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 - Children 17 and Under - Status - Status - 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

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	5	20	15	16	17	22	18	12	9	7	8	8	157
Mishandling of Passenger Property - Damaged/Missing Items--Unattended			1	1				1		1			4
Mishandling of Passenger Property - Disallowed	1	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
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		5	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	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	7
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1		1			2
Persons w/ Disabilities (PWD) - Respirators	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 Beverages	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 - Missing Item	1	2	4	2	1	1	1	5					17
Property - Special Handling - Missing Item	2	7	2	2		1	3		2	1	2	2	24
Property - Special Handling - Missing Item - Damaged	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 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
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	3,299	3,669	3,994	4,033	4,461	4,149	44,860
Additional Information Required/Insufficient Information	16	10	13	5	5	9	2	8	4	13	5	10	100
Additional Information Required/Insufficient Information - General	16	10	13	5	5	9	2	8	4	13	5	10	100
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	7	147
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	6	99
Airline - Wheelchair Assistance		2	1	1			2	3	1	5	5	1	21
Business, Suggestions, and Ideas									1				1
Business, Suggestions, and Ideas - General									1				1
Cargo		1				4		2			1		8
Cargo - Indirect Air Carrier (IAC)		1						1					2
Cargo - Known Shipper						4		1			1		6
Civil Rights	2	1	1	5			1	5		4	4	1	24
Civil Rights - Age	1												1
Civil Rights - Civil Rights Violation (TSA 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	1	8
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	4	68
Claims - General	1	2	1		1	5	1	3	2		1	1	18
Claims - Status	11	2	7		2	7	1	2	6	4	5	3	50
Current Topic											1		1
Current Topic - Current Topic											1		1
Customer Service	10	13	13	10	9	13	13	17	9	10	13	10	140
Customer Service - CSM							1					1	2
Customer Service - Others	3	5	8	4	4	3	3	9	2	6	4	2	53
Customer Service - TCC	3	1		1	2	3	2		2	2	1	2	19
Customer Service - TSO	4	7	5	5	3	7	7	8	5	2	8	5	66
DHS TRIP	7	7	4	4	5	2	6	16	3	3	4	3	64
DHS TRIP - General	2	7	3	3	4	1	3	11	2	3	3	2	44
DHS TRIP - Status	5		1	1	1	1	3	5	1		1	1	20
Expedited Passenger Screening Program	3,385	3,577	3,057	3,315	3,120	3,639	3,101	3,411	3,775	3,801	4,190	3,944	42,315
Expedited Passenger Screening Program - Children Under 12	1	2	2	2	1	2		2					12
Expedited Passenger Screening Program - Over 75	21	37	31	22	30	45	33	27	39	27	33	19	364
Expedited Passenger Screening Program - General	916	945	686	435	430	432	326	413	512	460	557	634	6,746
Expedited Passenger Screening Program - Status	2,436	2,587	2,331	2,849	2,649	3,146	2,733	2,954	3,209	3,295	3,588	3,279	35,056
Expedited Passenger Screening Program - General	11	6	7	5	10	14	8	14	14	17	12	9	127
Federal Air Marshall Service (FAMS)	1	1					1						3
Federal Air Marshall Service (FAMS) - 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	5	55
Hazardous Materials Safety - General	5	3	5	5	7	5	4	3	3	4	6	5	55
HAZMAT Endorsement	10	8	14	7	8	10	5	7	9	12	12	10	112
HAZMAT Endorsement - General			1	1	3	2	2		1	1	3	1	15
HAZMAT Endorsement - Status	10	8	13	6	5	8	3	7	8	11	9	9	97
Human Capital	8	2	5	4	8	2	9	11	6	6	11	6	78
Human Capital - Employment Verification						1							1
Human Capital - Former Employee	1			1									2
Human Capital - Prospective Employment	7	2	5	3	7	1	9	11	6	6	11	6	74
Human Capital - TSA Background Check					1								1
Intranet/Internet Inquiries	1			2									3
Intranet/Internet Inquiries - General	1			2									3
Locks	3	3		3	2	4	2	2	2	3	1	1	26
Locks - General	1												1
Locks - Missing or Damaged Lock	2	3		3	2	4	2	2	2	3	1	1	25
Lost and Found	5	6	6	1	4	1	2	7	6	5	5	3	51
Lost and Found - Airport/TSA	5	6	6	1	4	1	2	7	6	5	5	3	51
Mishandling of Passenger Property	12	10	12	11	5	12	12	8	19	14	25	6	146
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor												1	1
Mishandling of Passenger Property - Damaged/Missing Items		1	2			6	4	4	6	5	2	1	31
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	11	8	9	9	4	6	7	4	13	9	20	3	103
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	1	1		1							1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	1	1		1			2		1	7
No Jurisdiction	24	37	35	31	50	64	72	72	78	82	98	82	725
No Jurisdiction - No Referral	8	5	12	8	9	3	8	8	22	19	20	12	134
No Jurisdiction - Refer to CBP	8	16	19	16	34	50	50	51	42	51	60	62	459
No Jurisdiction - Refer to Department of State		2				1	2	2	2	1	2	1	13
No Jurisdiction - Refer to FAA	1				1		1	2	1		1		7
No Jurisdiction - Refer to Other	7	14	4	7	6	10	11	9	11	11	15	7	112
No Subject						1	3	1		1		1	7
No Subject - General						1	3	1		1		1	7
Notice of Violation/Civil Penalties	11	3	4	8	5	9	6	11	2	3	8	6	76

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
Notice of Violation/Civil Penalties - General	11	3	4	8	5	9	6	11	2	3	8	6	76
Patdown	1	3	1	1	2			1	2		1	1	13
Patdown - Flyer	1	3	1	1	2				2		1	1	12
Patdown - General								1					1
Persons w/ Disabilities (PWD)	1	3	3	9	4	4	2	6	8	8	6	3	57
Persons w/ Disabilities (PWD) - Autism Spectrum							1		1		1		3
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			1	9
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	1	9
Persons w/ Disabilities (PWD) - Metal Implants		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	1	1	9
Property - Special Handling	9	8	3	5	6	4	5	8	7	1	8	7	71
Property - Special Handling - Damaged Items	6	1			1	2		1	2			2	15
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	2	17
Property - Special Handling - Missing Items	1	5	2	2	4	1	1	5	2		3	3	29
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	28	335
Screening - Children								2					2
Screening - Crew Member or Airline Employee		1	4							1	1	2	9
Screening - Cruise Ships					1	1				1		1	4
Screening - Gate Pass						1	1		1	1			4
Screening - Inconsistency	5	4	1	10	2	10		3	3	1	2	2	43
Screening - International Screening	6	4	5	8	3	5	4	3	8	5	4	3	58
Screening - Lengthy Lines	1	1	2	1			3	3	3	2	2	1	19
Screening - Military											1		1
Screening - Opposite Gender								1					1
Screening - Procedures/Process	13	19	17	15	13	11	13	21	14	10	20	19	185
Screening - Retrieving Abandoned/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	11	215
TWIC - General	5	2	3	9	4	12	6	2	1	7		7	58
TWIC - Status	29	25	16	18	10	7	15	10	6	7	10	4	157
2024	3,803												3,803
Additional Information Required/Insufficient Information	16												16
Additional Information Required/Insufficient Information	16												16
Airline	8												8
Airline - Lost Baggage	1												1
Airline - Policy/Regulations/Service	6												6
Airline - Wheelchair Assistance	1												1
Business, Suggestions, and Ideas	1												1
Business, Suggestions, and Ideas - General	1												1
Cargo	2												2
Cargo - Known Shipper	2												2
Civil Rights	5												5
Civil Rights - Race	2												2
Civil Rights - Transgender Screening	3												3
Claims	2												2
Claims - Status	2												2
Customer Service	10												10
Customer Service - Others	2												2
Customer Service - TCC	2												2
Customer Service - TSO	6												6
DHS TRIP	2												2
DHS TRIP - General	2												2
Expedited Passenger Screening Program	3,613												3,613
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	20												20
Expedited Passenger Screening Program	494												494
Expedited Passenger Screening Program	3,092												3,092
Expedited Passenger Screening Program	6												6
General Aviation	1												1
General Aviation - Flight Training Security	1												1
Hazardous Materials Safety	2												2
Hazardous Materials Safety - General	2												2
HAZMAT Endorsement	7												7
HAZMAT Endorsement - General	4												4
HAZMAT Endorsement - Status	3												3
Human Capital	13												13
Human Capital - Former Employee	1												1
Human Capital - Prospective Employment	12												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
Intranet/Internet Inquiries	2												2
Intranet/Internet Inquiries - General	2												2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found	4												4
Lost and Found - Airport/TSA	4												4
Mishandling of Passenger Property	3												3
Mishandling of Passenger Property - Dam	3												3
No Jurisdiction	66												66
No Jurisdiction - No Referral	11												11
No Jurisdiction - Refer to CBP	44												44
No Jurisdiction - Refer to Other	11												11
Notice of Violation/Civil Penalties	6												6
Notice of Violation/Civil Penalties - Gener	6												6
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	5												5
Persons w/ Disabilities (PWD) - Medically	2												2
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Wheelcha	2												2
Property - Special Handling	6												6
Property - Special Handling - Damaged It	2												2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	2												2
Property - Special Handling - Missing Item	1												1
Screening	22												22
Screening - Inconsistency	3												3
Screening - International Screening	3												3
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	13												13
Screening - Retrieving Abandoned/Confis	1												1
Screening - Security Breach	1												1
TWIC	4												4
TWIC - General	2												2
TWIC - Status	2												2
Total	42,403	28,280	26,794	22,435	23,207	31,726	29,674	30,323	28,552	27,407	29,341	29,834	349,976