

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ABE</b>	<b>31</b>	<b>22</b>	<b>27</b>	<b>34</b>	<b>20</b>	<b>18</b>	<b>33</b>	<b>18</b>	<b>25</b>	<b>13</b>	<b>19</b>	<b>33</b>	<b>293</b>
<b>2022</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>9</b>	<b>15</b>	<b>10</b>	<b>18</b>	<b>4</b>	<b>10</b>	<b>17</b>	<b>110</b>
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
<b>2023</b>	<b>16</b>	<b>9</b>	<b>12</b>	<b>11</b>	<b>14</b>	<b>9</b>	<b>18</b>	<b>8</b>	<b>7</b>	<b>9</b>	<b>9</b>	<b>16</b>	<b>138</b>
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
<b>2024</b>	<b>8</b>	<b>10</b>	<b>9</b>	<b>18</b>									<b>45</b>
Customer Service		1	2	1									4
Customer Service - TSO		1	2	1									4
Expedited Passenger Screening Program	8	6	7	15									36
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	8	6	7	14									35
Patdown				2									2
Patdown - Flyer				2									2
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N		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
<b>ABI</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>39</b>
<b>2022</b>			<b>2</b>		<b>1</b>		<b>2</b>	<b>2</b>	<b>4</b>		<b>3</b>	<b>2</b>	<b>16</b>
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
<b>2023</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>14</b>
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
<b>2024</b>	<b>4</b>	<b>3</b>		<b>2</b>									<b>9</b>
Customer Service		2		2									4
Customer Service - TSO		2		2									4
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	4												4
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
<b>ABQ</b>	<b>149</b>	<b>112</b>	<b>124</b>	<b>104</b>	<b>59</b>	<b>96</b>	<b>87</b>	<b>62</b>	<b>91</b>	<b>82</b>	<b>72</b>	<b>76</b>	<b>1,114</b>
<b>2022</b>	<b>36</b>	<b>37</b>	<b>28</b>	<b>38</b>	<b>38</b>	<b>65</b>	<b>58</b>	<b>37</b>	<b>53</b>	<b>43</b>	<b>29</b>	<b>35</b>	<b>497</b>
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
<b>2023</b>	<b>58</b>	<b>34</b>	<b>37</b>	<b>32</b>	<b>21</b>	<b>31</b>	<b>29</b>	<b>25</b>	<b>38</b>	<b>39</b>	<b>43</b>	<b>41</b>	<b>428</b>
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
<b>2024</b>	<b>55</b>	<b>41</b>	<b>59</b>	<b>34</b>									<b>189</b>
Civil Rights			2	2									4
Civil Rights - Not Specified			1										1
Civil Rights - Race				2									2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	7	5	12	6									30
Customer Service - TSO	7	5	12	6									30
Expedited Passenger Screening Program	33	24	34	20									111
Expedited Passenger Screening Program - Known Crew Member				1									1
Expedited Passenger Screening Program	1		2										3
Expedited Passenger Screening Program	32	24	32	19									107
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	6	2	2	2									12
Mishandling of Passenger Property - Damaged	3			2									5
Mishandling of Passenger Property - Damaged	3	2	2										7
No Jurisdiction			2										2
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to CBP			1										1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)	1	1											2
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Property - Special Handling	1	4	1	3									9
Property - Special Handling - Damaged Items - Carry-On		3	1	1									5
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items	1	1		1									3
Screening	6	4	6	1									17
Screening - Inconsistency	1	1											2
Screening - Lengthy Lines	1		2										3
Screening - Procedures/Process	4	2	4	1									11
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
<b>ABR</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>4</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>28</b>
<b>2022</b>	<b>3</b>	<b>1</b>	<b>1</b>			<b>2</b>	<b>2</b>	<b>1</b>		<b>2</b>		<b>1</b>	<b>13</b>
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
<b>2023</b>		<b>1</b>	<b>2</b>	<b>4</b>					<b>2</b>		<b>2</b>	<b>1</b>	<b>12</b>
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
<b>2024</b>	<b>1</b>	<b>1</b>	<b>1</b>										<b>3</b>
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program - TSA PreC		1											1
No Subject			1										1
No Subject - General			1										1
Patdown	1												1
Patdown - Flyer	1												1

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<b>ABY</b>		<b>5</b>	<b>1</b>	<b>2</b>		<b>5</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>29</b>
<b>2022</b>		<b>2</b>				<b>2</b>		<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>15</b>
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
<b>2023</b>				<b>2</b>		<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>				<b>10</b>
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
<b>2024</b>		<b>3</b>	<b>1</b>										<b>4</b>
Expedited Passenger Screening Program		3											3
Expedited Passenger Screening Program - TSA PreC		3											3
Screening				1									1
Screening - Procedures/Process			1										1

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<b>ACK</b>	<b>2</b>								<b>3</b>	<b>4</b>	<b>16</b>	<b>2</b>	<b>27</b>
<b>2022</b>									<b>1</b>	<b>2</b>	<b>9</b>	<b>1</b>	<b>13</b>
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
<b>2023</b>	<b>1</b>								<b>2</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>13</b>
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
<b>2024</b>	<b>1</b>												<b>1</b>
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
<b>ACT</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>37</b>
<b>2022</b>		<b>1</b>	<b>3</b>		<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>		<b>2</b>	<b>18</b>
Expedited Passenger Screening Program		1	3		3	1	2	1	2	1		2	16
Expedited Passenger Screening Program - TSA Application Pro			1	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
<b>2023</b>	<b>1</b>	<b>2</b>			<b>3</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>15</b>
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
<b>2024</b>			<b>3</b>	<b>1</b>									<b>4</b>
Customer Service				1									1
Customer Service - TSO				1									1
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
<b>ACV</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>1</b>		<b>2</b>	<b>3</b>	<b>2</b>	<b>29</b>
<b>2022</b>		<b>2</b>	<b>1</b>			<b>2</b>	<b>2</b>			<b>2</b>	<b>2</b>	<b>2</b>	<b>13</b>
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
<b>2023</b>		<b>2</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>			<b>1</b>		<b>11</b>
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
<b>2024</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>									<b>5</b>
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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ACY</b>	<b>27</b>	<b>18</b>	<b>29</b>	<b>15</b>	<b>10</b>	<b>12</b>	<b>15</b>	<b>15</b>	<b>13</b>	<b>11</b>	<b>11</b>	<b>9</b>	<b>185</b>
<b>2022</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>71</b>
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
<b>2023</b>	<b>10</b>	<b>4</b>	<b>11</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>75</b>
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
<b>2024</b>	<b>12</b>	<b>8</b>	<b>12</b>	<b>7</b>									<b>39</b>
Customer Service	1	1	1	1									4
Customer Service - TSO	1	1	1	1									4
Expedited Passenger Screening Program	10	7	8	5									30
Expedited Passenger Screening Program - TSA Application Pro			1	1									2
Expedited Passenger Screening Program	10	7	7	4									28
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Persons w/ Disabilities (PWD)			2										2
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Screening	1		1										2
Screening - Inconsistency	1												1
Screening - Procedures/Process			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ADK</b>		<b>1</b>				<b>1</b>		<b>3</b>		<b>1</b>	<b>1</b>		<b>7</b>
<b>2022</b>								<b>2</b>			<b>1</b>		<b>3</b>
Expedited Passenger Screening Program								2			1		3
Expedited Passenger Screening Program - TSA PreCheck								2			1		3
<b>2023</b>						<b>1</b>		<b>1</b>		<b>1</b>			<b>3</b>
Expedited Passenger Screening Program						1		1					2
Expedited Passenger Screening Program - TSA PreCheck						1		1					2
Screening										1			1
Screening - Procedures/Process										1			1
<b>2024</b>		<b>1</b>											<b>1</b>
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missin			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ADQ</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>20</b>
<b>2022</b>		<b>1</b>	<b>1</b>					<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>7</b>
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
<b>2023</b>			<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>			<b>1</b>		<b>10</b>
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
<b>2024</b>	<b>1</b>			<b>2</b>									<b>3</b>
Expedited Passenger Screening Program	1			2									3
Expedited Passenger Screening Program	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
<b>AEX</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>38</b>
<b>2022</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>		<b>6</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>22</b>
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
<b>2023</b>			<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>			<b>1</b>		<b>1</b>	<b>10</b>
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
<b>2024</b>	<b>2</b>	<b>3</b>	<b>1</b>										<b>6</b>
Expedited Passenger Screening Program	2	1	1										4
Expedited Passenger Screening Program	2	1	1										4
No Jurisdiction		1											1
No Jurisdiction - No Referral		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
<b>AGS</b>	<b>13</b>	<b>9</b>	<b>20</b>	<b>13</b>	<b>7</b>	<b>13</b>	<b>9</b>	<b>12</b>	<b>8</b>	<b>14</b>	<b>10</b>	<b>13</b>	<b>141</b>
<b>2022</b>	<b>2</b>	<b>1</b>	<b>11</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>11</b>	<b>60</b>
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
<b>2023</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>12</b>	<b>4</b>	<b>2</b>	<b>60</b>
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
<b>2024</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>6</b>									<b>21</b>
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service				2									2
Customer Service - CSM				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	6	2	5	4									17
Expedited Passenger Screening Program	6	2	5	4									17
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Check		1											1

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Categories	10-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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>AKN</b>			<b>2</b>						<b>1</b>		<b>2</b>	<b>2</b>	<b>7</b>
<b>2022</b>											<b>2</b>	<b>2</b>	<b>4</b>
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
Screening - Procedures/Process												1	1
<b>2023</b>									<b>1</b>				<b>1</b>
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									1				1
<b>2024</b>			<b>2</b>										<b>2</b>
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
<b>ALB</b>	<b>64</b>	<b>66</b>	<b>50</b>	<b>56</b>	<b>52</b>	<b>47</b>	<b>49</b>	<b>51</b>	<b>42</b>	<b>44</b>	<b>63</b>	<b>52</b>	<b>636</b>
<b>2022</b>	<b>19</b>	<b>11</b>	<b>12</b>	<b>16</b>	<b>22</b>	<b>21</b>	<b>26</b>	<b>25</b>	<b>23</b>	<b>21</b>	<b>33</b>	<b>25</b>	<b>254</b>
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 - Carry-On	1							1		1			3
Property - Special Handling - Missing Items - Carry-On		1							1				2
Property - Special Handling - Missing Items - Checked	1					1					1		3
Screening	4		3	1	1	2	2		1	2		1	17
Screening - Inconsistency	1												2
Screening - Lengthy Lines						2							2
Screening - Procedures/Process	3		2	1	1		2		1	2			12
Screening - Retrieving Abandoned/Confiscated Items			1										1
<b>2023</b>	<b>30</b>	<b>30</b>	<b>22</b>	<b>21</b>	<b>30</b>	<b>26</b>	<b>23</b>	<b>26</b>	<b>19</b>	<b>23</b>	<b>30</b>	<b>27</b>	<b>307</b>
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
<b>2024</b>	<b>15</b>	<b>25</b>	<b>16</b>	<b>19</b>									<b>75</b>
Civil Rights				1									1
Civil Rights - Perceived Religion				1									1
Customer Service		1	3	1									5
Customer Service - TSO		1	3	1									5
Expedited Passenger Screening Program	13	19	11	17									60
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	11	19	11	17									58
Mishandling of Passenger Property	1	1											2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	1											2
Patdown		1	1										2
Patdown - Flyer		1	1										2

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)	1		1										2
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Prostheses	1												1
Screening			3										3
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
<b>ALO</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>							<b>8</b>
<b>2022</b>				<b>2</b>	<b>1</b>	<b>1</b>							<b>4</b>
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
<b>2023</b>	<b>1</b>				<b>1</b>	<b>1</b>							<b>3</b>
Expedited Passenger Screening Program	1				1								2
Expedited Passenger Screening Program	1				1								2
Patdown							1						1
Patdown - Flyer							1						1
<b>2024</b>			<b>1</b>										<b>1</b>
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
<b>ALS</b>	<b>2</b>		<b>2</b>	<b>2</b>	<b>1</b>				<b>2</b>	<b>1</b>	<b>1</b>		<b>11</b>
<b>2022</b>			<b>1</b>		<b>1</b>					<b>1</b>	<b>1</b>		<b>4</b>
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
<b>2023</b>	<b>1</b>		<b>1</b>						<b>2</b>				<b>4</b>
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
<b>2024</b>	<b>1</b>			<b>2</b>									<b>3</b>
Expedited Passenger Screening Program	1			2									3
Expedited Passenger Screening Program	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
<b>ALW</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>3</b>	<b>14</b>
<b>2022</b>	<b>1</b>		<b>1</b>		<b>1</b>			<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>8</b>
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
<b>2023</b>		<b>1</b>					<b>1</b>				<b>1</b>	<b>1</b>	<b>4</b>
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
<b>2024</b>	<b>1</b>			<b>1</b>									<b>2</b>
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				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
<b>AMA</b>	<b>13</b>	<b>10</b>	<b>7</b>	<b>9</b>	<b>4</b>	<b>16</b>	<b>7</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>13</b>	<b>100</b>
<b>2022</b>		<b>3</b>	<b>2</b>		<b>2</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>7</b>	<b>32</b>
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
<b>2023</b>	<b>8</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>10</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>50</b>
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
<b>2024</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>6</b>									<b>18</b>
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Customer Service	2		1										3
Customer Service - TSO	2		1										3
Expedited Passenger Screening Program	1		1	2									4
Expedited Passenger Screening Program	1		1	2									4
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
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Property - Special Handling	1	2		1									4
Property - Special Handling - Damaged Items - Check		2											2
Property - Special Handling - Missing Items	1			1									2
Screening			1	1									2
Screening - Lengthy Lines				1									1
Screening - Procedures/Process			1										1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ANC</b>	<b>50</b>	<b>63</b>	<b>47</b>	<b>48</b>	<b>40</b>	<b>40</b>	<b>29</b>	<b>41</b>	<b>77</b>	<b>75</b>	<b>76</b>	<b>62</b>	<b>648</b>
<b>2022</b>	<b>13</b>	<b>23</b>	<b>13</b>	<b>21</b>	<b>18</b>	<b>13</b>	<b>15</b>	<b>15</b>	<b>33</b>	<b>38</b>	<b>41</b>	<b>30</b>	<b>273</b>
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
<b>2023</b>	<b>20</b>	<b>23</b>	<b>17</b>	<b>15</b>	<b>22</b>	<b>27</b>	<b>14</b>	<b>26</b>	<b>44</b>	<b>37</b>	<b>35</b>	<b>32</b>	<b>312</b>
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
<b>2024</b>	<b>17</b>	<b>17</b>	<b>17</b>	<b>12</b>									<b>63</b>
Civil Rights			1										1
Civil Rights - Constitutional Rights			1										1
Customer Service			1	2									3
Customer Service - TSO			1	2									3
Expedited Passenger Screening Program	11	15	14	5									45
Expedited Passenger Screening Program - TSA Application Process			1										1
Expedited Passenger Screening Program	11	15	13	5									44
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	2	1	1										4
Mishandling of Passenger Property - Damaged	2	1	1										4
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	1			1									2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - Prostheses	1												1
Property - Special Handling				2									2
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening	1	1		2									4
Screening - Inconsistency				1									1
Screening - Procedures/Process	1	1		1									3



TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
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
<b>APN</b>	<b>1</b>			<b>2</b>		<b>2</b>					<b>1</b>		<b>6</b>
<b>2022</b>				<b>1</b>		<b>1</b>					<b>1</b>		<b>3</b>
Expedited Passenger Screening Program				1		1							2
Expedited Passenger Screening Program - TSA PreCheck				1		1							2
Patdown											1		1
Patdown - Flyer											1		1
<b>2023</b>	<b>1</b>					<b>1</b>							<b>2</b>
Expedited Passenger Screening Program	1					1							2
Expedited Passenger Screening Program	1					1							2
<b>2024</b>				<b>1</b>									<b>1</b>
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
<b>ART</b>	<b>3</b>	<b>1</b>		<b>2</b>		<b>1</b>			<b>2</b>			<b>1</b>	<b>10</b>
<b>2022</b>	<b>2</b>	<b>1</b>		<b>1</b>		<b>1</b>			<b>1</b>			<b>1</b>	<b>6</b>
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
<b>2023</b>				<b>1</b>		<b>1</b>			<b>1</b>				<b>3</b>
Expedited Passenger Screening Program				1		1			1				3
Expedited Passenger Screening Program - TSA PreCheck				1		1			1				3
<b>2024</b>	<b>1</b>												<b>1</b>
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
<b>ASE</b>	<b>15</b>	<b>9</b>	<b>8</b>	<b>32</b>	<b>12</b>	<b>20</b>	<b>12</b>	<b>3</b>	<b>13</b>	<b>9</b>	<b>13</b>	<b>12</b>	<b>158</b>
<b>2022</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>7</b>	<b>13</b>	<b>3</b>	<b>1</b>	<b>9</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>63</b>
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
<b>2023</b>	<b>3</b>		<b>5</b>	<b>11</b>	<b>5</b>	<b>7</b>	<b>9</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>9</b>	<b>4</b>	<b>63</b>
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
<b>2024</b>	<b>6</b>	<b>7</b>	<b>2</b>	<b>17</b>									<b>32</b>
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service				2									2
Customer Service - TSO				2									2
Expedited Passenger Screening Program	3	5	2	9									19
Expedited Passenger Screening Program	3	5	2	9									19
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Persons w/ Disabilities (PWD)	1	1											2
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Screening	2			5									7
Screening - Lengthy Lines				5									5
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	1,196	1,155	1,138	1,000	623	741	786	930	801	843	860	926	10,999
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 - Airport	1												1
Expedited Passenger Screening Program - Airport/TSA	9	25	17	8	6	9	9	15	10	13	9	13	143
Expedited Passenger Screening Program - DHS	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 - Checked Baggage		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 - Checked Baggage	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 - Checked Baggage	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
<b>2023</b>	<b>451</b>	<b>459</b>	<b>451</b>	<b>440</b>	<b>368</b>	<b>405</b>	<b>432</b>	<b>506</b>	<b>420</b>	<b>481</b>	<b>440</b>	<b>483</b>	<b>5,336</b>
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	331	353	357	329	281	290	287	353	284	344	297	330	3,836
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	317	338	346	321	276	277	283	343	281	337	288	322	3,729
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	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
<b>2024</b>	<b>532</b>	<b>412</b>	<b>395</b>	<b>363</b>									<b>1,702</b>
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Airline	1	1	1										3
Airline - Policy/Regulations/Service	1	1	1										3
Civil Rights	2	5	2	6									15
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									2
Civil Rights - Race	1	2		3									6
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Civil Rights - Transgender Screening	1	1		1									3
Customer Service	56	52	60	77									245
Customer Service - CSM				1									1
Customer Service - Others				1									1
Customer Service - TCC	1	1		3									5
Customer Service - TSO	55	51	60	72									238
DHS TRIP			2										2
DHS TRIP - General			1										1
DHS TRIP - Status			1										1
Expedited Passenger Screening Program	377	307	280	203									1,167
Expedited Passenger Screening Program	1	1											2
Expedited Passenger Screening Program - Over 75			1										1
Expedited Passenger Screening Program	7	4	8	6									25
Expedited Passenger Screening Program	368	300	271	196									1,135
Expedited Passenger Screening Program	1	2		1									4
Locks	1		1	1									3
Locks - Missing or Damaged Lock	1		1	1									3
Lost and Found	3		1	7									11
Lost and Found - Airport/TSA	3		1	7									11
Mishandling of Passenger Property	7	7	10	18									42
Mishandling of Passenger Property - Damaged/Missing Items Pr			1										1
Mishandling of Passenger Property - Dam	2	3	3	12									20
Mishandling of Passenger Property - Dam	5	4	6	5									20
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
No Jurisdiction	3	2	1	3									9
No Jurisdiction - No Referral	1		1										2
No Jurisdiction - Refer to CBP	2	2		2									6
No Jurisdiction - Refer to Other				1									1
No Subject			1										1
No Subject - General			1										1
Patdown			1	3									4
Patdown - Flyer			1	3									4
Persons w/ Disabilities (PWD)	2	8	7	6									23
Persons w/ Disabilities (PWD) - Autism Spectrum			2										2
Persons w/ Disabilities (PWD) - Diabetes		1		1									2
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Hearing I	1		1	1									3
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1	2	2									5
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Persons w/ Disabilities (PWD) - Wheelcha	1	4	1	1									7
Property - Special Handling	15	7	13	18									53
Property - Special Handling - Damaged It	3	1	2	11									17
Property - Special Handling - Damaged It	1	2	2	1									6
Property - Special Handling - Missing Item	7	1	5	5									18
Property - Special Handling - Missing Item	4	3	4	1									12
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening	65	23	14	20									122
Screening - Children		1											1
Screening - Inconsistency	7		1										8
Screening - Lengthy Lines	33	6	5	6									50

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	25	16	6	10									57
Screening - Retrieving Abandoned/Confiscated Items			1	4									5
Screening - Security Breach			1										1



## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ATW</b>	<b>25</b>	<b>17</b>	<b>6</b>	<b>14</b>	<b>7</b>	<b>12</b>	<b>15</b>	<b>9</b>	<b>11</b>	<b>8</b>	<b>8</b>	<b>10</b>	<b>142</b>
<b>2022</b>	<b>4</b>	<b>5</b>		<b>2</b>	<b>2</b>	<b>6</b>	<b>8</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>48</b>
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		5	37
Expedited Passenger Screening Program - TSA Application Program							1		1			1	3
Expedited Passenger Screening Program	3	4		1	2	3	6		3	5	3	4	34
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1
Screening						2	1	1			1		5
Screening - Inconsistency						1	1	1					3
Screening - Procedures/Process						1					1		2
<b>2023</b>	<b>14</b>	<b>8</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>75</b>
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
<b>2024</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>6</b>									<b>19</b>
Expedited Passenger Screening Program	6	2	2	6									16
Expedited Passenger Screening Program	1			1									2
Expedited Passenger Screening Program	5	2	2	5									14
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Service Animals			1										1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1
Screening		1											1
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		3		2	1	1					1		8
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
2024		1		1									2
Expedited Passenger Screening Program		1		1									2
Expedited Passenger Screening Program - TSA PreC		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
<b>AUG</b>	<b>1</b>				<b>3</b>			<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>8</b>
<b>2022</b>					<b>1</b>			<b>1</b>		<b>1</b>			<b>3</b>
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
<b>2023</b>					<b>2</b>				<b>1</b>		<b>1</b>		<b>4</b>
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
<b>2024</b>	<b>1</b>												<b>1</b>
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
<b>AUS</b>	<b>352</b>	<b>345</b>	<b>324</b>	<b>263</b>	<b>157</b>	<b>253</b>	<b>319</b>	<b>247</b>	<b>254</b>	<b>238</b>	<b>257</b>	<b>268</b>	<b>3,277</b>
<b>2022</b>	<b>59</b>	<b>92</b>	<b>97</b>	<b>60</b>	<b>59</b>	<b>130</b>	<b>167</b>	<b>136</b>	<b>137</b>	<b>111</b>	<b>136</b>	<b>137</b>	<b>1,321</b>
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	1				1	1	1	1	1			1	7
Property - Special Handling - Missing Items	1		1			1	1		1			1	6
Property - Special Handling - Missing Items	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
<b>2023</b>	<b>143</b>	<b>127</b>	<b>128</b>	<b>117</b>	<b>98</b>	<b>123</b>	<b>152</b>	<b>111</b>	<b>117</b>	<b>127</b>	<b>121</b>	<b>131</b>	<b>1,495</b>
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 Trans	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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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/Missin		1	2	4			1	1	3	3	4	4	23
Mishandling of Passenger Property - Damaged/Missin		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		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 Item		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
<b>2024</b>	<b>150</b>	<b>126</b>	<b>99</b>	<b>86</b>									<b>461</b>
Civil Rights	1	2		3									6
Civil Rights - Constitutional Rights		1											1
Civil Rights - Headwear				1									1
Civil Rights - Not Specified				1									1
Civil Rights - Sex/Gender/Gender Identity	1			1									2
Civil Rights - Transgender Screening		1											1
Customer Service	7	8	14	16									45
Customer Service - Others			1										1
Customer Service - TCC		1											1
Customer Service - TSO	7	7	13	16									43
Expedited Passenger Screening Program	117	88	61	59									325
Expedited Passenger Screening Program	1			1									2
Expedited Passenger Screening Program - Known Cr		1											1
Expedited Passenger Screening Program	4	1	5	4									14
Expedited Passenger Screening Program	112	85	56	53									306
Expedited Passenger Screening Program - TSA/DHS		1		1									2
Locks	2		1										3
Locks - Missing or Damaged Lock	2		1										3
Lost and Found			2										2
Lost and Found - Airport/TSA			2										2
Mishandling of Passenger Property	5	3	5	3									16
Mishandling of Passenger Property - Dam	2	2	4	2									10
Mishandling of Passenger Property - Dam	2	1	1										4
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
No Jurisdiction		1	1										2
No Jurisdiction - Refer to CBP		1											1
No Jurisdiction - Refer to Other			1										1
Patdown	4	4	2	1									11
Patdown - Flyer	4	3	2										9
Patdown - Flyer as Observer		1		1									2
Persons w/ Disabilities (PWD)	1	1	3	1									6
Persons w/ Disabilities (PWD) - Diabetes	1		2										3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to th			1										1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	5	6	5	1									17
Property - Special Handling - Damaged It	4	5	1	1									11
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Item	1	1	2										4
Property - Special Handling - Missing Items - Checked			1										1
Screening	8	13	5	2									28
Screening - Crew Member or Airline Employee		1	1										2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency	2	1		2									5
Screening - Lengthy Lines	2	1	2										5
Screening - Procedures/Process	4	10	2										16

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>AVL</b>	<b>53</b>	<b>39</b>	<b>44</b>	<b>31</b>	<b>5</b>	<b>19</b>	<b>26</b>	<b>21</b>	<b>28</b>	<b>25</b>	<b>35</b>	<b>21</b>	<b>347</b>
<b>2022</b>	<b>10</b>	<b>8</b>	<b>14</b>	<b>7</b>	<b>1</b>	<b>9</b>	<b>9</b>	<b>6</b>	<b>17</b>	<b>7</b>	<b>21</b>	<b>11</b>	<b>120</b>
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
<b>2023</b>	<b>15</b>	<b>11</b>	<b>14</b>	<b>9</b>	<b>4</b>	<b>10</b>	<b>17</b>	<b>15</b>	<b>11</b>	<b>18</b>	<b>14</b>	<b>10</b>	<b>148</b>
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 - 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
Patdown	1				1								2
Patdown - Flyer	1				1								2
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Property - Special Handling	2												2
Property - Special Handling - Damaged Items - Carry-On	2												2
Screening	2		2			1		1		2		1	9
Screening - Crew Member or Airline Employee	2		1										3
Screening - Lengthy Lines						1							1
Screening - Procedures/Process								1		2		1	4
Screening - Retrieving Abandoned/Confiscated Items			1										1
<b>2024</b>	<b>28</b>	<b>20</b>	<b>16</b>	<b>15</b>									<b>79</b>
Civil Rights	1			1									2
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights				1									1
Customer Service	2	5	3	1									11
Customer Service - TCC	1												1
Customer Service - TSO	1	5	3	1									10
Expedited Passenger Screening Program	18	11	9	10									48
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	18	11	9	9									47
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage		1											1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown	1			2									3
Patdown - Flyer	1			2									3
Screening	6	3	2	1									12
Screening - Inconsistency	1		1										2
Screening - Lengthy Lines	4	2	1										7
Screening - Procedures/Process	1	1		1									3

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>AVP</b>	<b>7</b>	<b>9</b>	<b>8</b>	<b>6</b>	<b>2</b>	<b>7</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>73</b>
<b>2022</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>2</b>		<b>4</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>30</b>
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
<b>2023</b>	<b>2</b>	<b>4</b>	<b>2</b>		<b>2</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>32</b>
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
<b>2024</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>4</b>									<b>11</b>
Expedited Passenger Screening Program	3	2	1	3									9
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	2	2	1	3									8
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Knives/Tools/Razors/£		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
<b>AZO</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>3</b>		<b>1</b>		<b>4</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>30</b>
<b>2022</b>			<b>1</b>	<b>2</b>		<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>11</b>
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
<b>2023</b>		<b>1</b>	<b>3</b>	<b>1</b>				<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>18</b>
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
<b>2024</b>	<b>1</b>												<b>1</b>
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
<b>BBG</b>										1			1
<b>2022</b>										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
<b>BDL</b>	<b>167</b>	<b>110</b>	<b>133</b>	<b>96</b>	<b>82</b>	<b>118</b>	<b>115</b>	<b>120</b>	<b>100</b>	<b>81</b>	<b>101</b>	<b>94</b>	<b>1,317</b>
<b>2022</b>	<b>31</b>	<b>27</b>	<b>48</b>	<b>21</b>	<b>33</b>	<b>66</b>	<b>60</b>	<b>60</b>	<b>54</b>	<b>50</b>	<b>49</b>	<b>48</b>	<b>547</b>
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 Appl		3	2	2	2			1	3	2	1	5	21
Expedited Passenger Screening Program	15	17	36	13	24	57	51	46	33	30	39	37	398
Expedited Passenger Screening Program - TSA/DHS 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
<b>2023</b>	<b>83</b>	<b>42</b>	<b>48</b>	<b>37</b>	<b>49</b>	<b>52</b>	<b>55</b>	<b>60</b>	<b>46</b>	<b>31</b>	<b>52</b>	<b>46</b>	<b>601</b>
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 - Checked	1												1
Property - Special Handling - Missing Items	2						2						4
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
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
<b>2024</b>	<b>53</b>	<b>41</b>	<b>37</b>	<b>38</b>									<b>169</b>
Civil Rights	2	2	2										6
Civil Rights - Headwear			1										1
Civil Rights - Perceived Religion	1												1
Civil Rights - Race		2											2
Civil Rights - Sex/Gender/Gender Identity	1		1										2
Customer Service	4	2	5	5									16
Customer Service - TSO	4	2	5	5									16
Expedited Passenger Screening Program	42	32	27	29									130
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	42	32	27	28									129
Mishandling of Passenger Property			1	1									2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown	2	1		1									4
Patdown - Children		1											1
Patdown - Flyer	2												2
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	1	2	1										4
Persons w/ Disabilities (PWD) - Medically	1	1											2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Screening	2	2	1	2									7
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	1												1
Screening - Lengthy Lines			1	2									3
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
<b>BET</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>1</b>		<b>1</b>				<b>2</b>	<b>2</b>	<b>17</b>
<b>2022</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>					<b>2</b>	<b>6</b>
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
<b>2023</b>			<b>5</b>	<b>1</b>			<b>1</b>				<b>2</b>		<b>9</b>
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
<b>2024</b>		<b>2</b>											<b>2</b>
Expedited Passenger Screening Program		2											2
Expedited Passenger Screening Program - TSA PreC		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
<b>BFD</b>			<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>				<b>1</b>		<b>6</b>
<b>2022</b>			<b>1</b>	<b>1</b>	<b>1</b>								<b>3</b>
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
<b>2023</b>					<b>1</b>		<b>1</b>				<b>1</b>		<b>3</b>
Expedited Passenger Screening Program					1		1				1		3
Expedited Passenger Screening Program - TSA PreCheck					1		1				1		3

## TSA Contact Center (TCC) Data Tool - FOIA

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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BFL</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>4</b>		<b>4</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>36</b>
<b>2022</b>		<b>2</b>		<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>		<b>3</b>	<b>15</b>
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
<b>2023</b>				<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>10</b>
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
<b>2024</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>2</b>									<b>11</b>
Expedited Passenger Screening Program	3	2	4	2									11
Expedited Passenger Screening Program	3	2	4	2									11



TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-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	2	1					1	1			8
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										4
Expedited Passenger Screening Program	2		2										4
Expedited Passenger Screening Program	2		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
<b>BGM</b>	<b>3</b>	<b>4</b>	<b>1</b>				<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>18</b>
<b>2022</b>								<b>1</b>					<b>1</b>
Screening								1					1
Screening - Procedures/Process								1					1
<b>2023</b>	<b>1</b>						<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>10</b>
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
<b>2024</b>	<b>2</b>	<b>4</b>	<b>1</b>										<b>7</b>
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		2											2
Screening	1	2											3
Screening - Procedures/Process	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
<b>BGR</b>	<b>23</b>	<b>5</b>	<b>6</b>	<b>1</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>13</b>	<b>5</b>	<b>12</b>	<b>6</b>	<b>100</b>
<b>2022</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>10</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>50</b>
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
<b>2023</b>	<b>6</b>	<b>2</b>	<b>2</b>		<b>2</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>34</b>
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
<b>2024</b>	<b>12</b>	<b>2</b>	<b>2</b>										<b>16</b>
Customer Service	3		1										4
Customer Service - TSO	3		1										4
Expedited Passenger Screening Program	9	2	1										12
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	9	1	1										11

## TSA Contact Center (TCC) Data Tool - FOIA

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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BHM</b>	<b>64</b>	<b>73</b>	<b>58</b>	<b>47</b>	<b>33</b>	<b>47</b>	<b>58</b>	<b>45</b>	<b>41</b>	<b>44</b>	<b>46</b>	<b>48</b>	<b>604</b>
<b>2022</b>	<b>13</b>	<b>20</b>	<b>10</b>	<b>8</b>	<b>15</b>	<b>27</b>	<b>28</b>	<b>19</b>	<b>24</b>	<b>27</b>	<b>23</b>	<b>22</b>	<b>236</b>
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 Necessary Medication and Medical Supplies	2			1									3
Property - Special Handling	3							1	2				6
Property - Special Handling - Damaged Items - Carry-On	1								2				3
Property - Special Handling - Damaged Items - Checked Bag	1												1
Property - Special Handling - Missing Items - Carry-On	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
<b>2023</b>	<b>22</b>	<b>25</b>	<b>33</b>	<b>30</b>	<b>18</b>	<b>20</b>	<b>30</b>	<b>26</b>	<b>17</b>	<b>17</b>	<b>23</b>	<b>26</b>	<b>287</b>
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 - Checked Bag		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 - Checked Bag	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
<b>2024</b>	<b>29</b>	<b>28</b>	<b>15</b>	<b>9</b>									<b>81</b>
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service	5	3	2										10
Customer Service - TSO	5	3	2										10
Expedited Passenger Screening Program	15	16	9	7									47
Expedited Passenger Screening Program	1	1											2
Expedited Passenger Screening Program	14	15	9	7									45
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	1		1	1									3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag			1	1									2
Mishandling of Passenger Property - Damaged/Missing Items - Carry-On	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Cancer (genetic testing)	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Items - Carry-On	1												1
Screening	5	9	3										17
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	2												2
Screening - Lengthy Lines	1	4	2										7
Screening - Procedures/Process	1	5	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
<b>BIH</b>				<b>1</b>		<b>1</b>		<b>1</b>			<b>2</b>		<b>5</b>
<b>2022</b>				<b>1</b>		<b>1</b>		<b>1</b>			<b>2</b>		<b>5</b>
Expedited Passenger Screening Program						1		1			1		3
Expedited Passenger Screening Program - TSA PreCheck						1		1			1		3
Property - Special Handling				1							1		2
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked											1		1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BIL</b>	<b>18</b>	<b>19</b>	<b>17</b>	<b>15</b>	<b>12</b>	<b>8</b>	<b>10</b>	<b>8</b>	<b>14</b>	<b>10</b>	<b>19</b>	<b>9</b>	<b>159</b>
<b>2022</b>	<b>6</b>	<b>4</b>	<b>7</b>		<b>8</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>13</b>	<b>4</b>	<b>62</b>
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
<b>2023</b>	<b>5</b>	<b>5</b>	<b>9</b>	<b>9</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>73</b>
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
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 - Checked	1												1
Property - Special Handling - Missing Items - Checked				1			1						2
Screening			1										1
Screening - Lengthy Lines			1										1
<b>2024</b>	<b>7</b>	<b>10</b>	<b>1</b>	<b>6</b>									<b>24</b>
Expedited Passenger Screening Program	4	5	1	6									16
Expedited Passenger Screening Program	4	5	1	6									16
Property - Special Handling	2												2
Property - Special Handling - Damaged Items - Carry-On	1												1
Property - Special Handling - Missing Items - Checked	1												1
Screening	1	5											6
Screening - Inconsistency	1	1											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
<b>BIS</b>	<b>14</b>	<b>10</b>	<b>9</b>	<b>11</b>	<b>5</b>	<b>8</b>	<b>7</b>	<b>10</b>	<b>3</b>	<b>10</b>	<b>8</b>	<b>11</b>	<b>106</b>
<b>2022</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>44</b>
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
<b>2023</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>44</b>
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
<b>2024</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>4</b>									<b>18</b>
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	5	3	3	2									13
Expedited Passenger Screening Program	5	3	3	2									13
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 Necessary		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
<b>BJI</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>		<b>1</b>	<b>1</b>		<b>14</b>
<b>2022</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>2</b>			<b>1</b>		<b>9</b>
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
<b>2023</b>	<b>1</b>	<b>1</b>		<b>1</b>						<b>1</b>			<b>4</b>
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
<b>2024</b>			<b>1</b>										<b>1</b>
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
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
<b>BLI</b>	<b>5</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>10</b>	<b>4</b>	<b>7</b>	<b>9</b>	<b>11</b>	<b>74</b>
<b>2022</b>		<b>1</b>			<b>2</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>5</b>	<b>34</b>
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
<b>2023</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>6</b>		<b>1</b>	<b>2</b>	<b>6</b>	<b>30</b>
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
<b>2024</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>1</b>									<b>10</b>
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	2	3	3										8
Expedited Passenger Screening Program	2	3	3										8
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
<b>BLV</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>		<b>4</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>28</b>
<b>2022</b>	<b>1</b>			<b>2</b>				<b>1</b>	<b>5</b>		<b>1</b>		<b>10</b>
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
<b>2023</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>4</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>15</b>
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
<b>2024</b>	<b>1</b>	<b>2</b>											<b>3</b>
Customer Service	1	1											2
Customer Service - TSO	1	1											2
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
<b>BMI</b>	<b>15</b>	<b>5</b>	<b>4</b>		<b>1</b>	<b>8</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>57</b>
<b>2022</b>	<b>3</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>21</b>
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
<b>2023</b>	<b>6</b>	<b>3</b>	<b>1</b>			<b>5</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>28</b>
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
<b>2024</b>	<b>6</b>	<b>1</b>	<b>1</b>										<b>8</b>
Customer Service		1	1										2
Customer Service - TSO		1	1										2
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
<b>BNA</b>	<b>268</b>	<b>283</b>	<b>246</b>	<b>192</b>	<b>157</b>	<b>181</b>	<b>199</b>	<b>230</b>	<b>215</b>	<b>173</b>	<b>183</b>	<b>228</b>	<b>2,555</b>
<b>2022</b>	<b>45</b>	<b>73</b>	<b>52</b>	<b>45</b>	<b>58</b>	<b>78</b>	<b>81</b>	<b>110</b>	<b>110</b>	<b>83</b>	<b>86</b>	<b>100</b>	<b>921</b>
Additional Information Required/Insufficient Information									1			1	2
Additional Information Required/Insufficient Information - EMAIL ONLY									1			1	2
Airline		1				2	2	2			1		8
Airline - Lost Baggage						1		1					2
Airline - Policy/Regulations/Service		1				1	2				1		5
Airline - Wheelchair Assistance								1					1
Civil Rights	1	2				1		1				1	6
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion												1	1
Civil Rights - Race						1		1					2
Civil Rights - Racial Profiling or Discrimination		2											2
Customer Service	3	7	2	1	2	4	7	4	13	9	3	3	58
Customer Service - Others		1											1
Customer Service - TSO	3	6	2	1	2	4	7	4	13	9	3	3	57
Expedited Passenger Screening Program	33	49	35	37	47	61	54	88	78	65	71	85	703
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program	1			1					1				3
Expedited Passenger Screening Program	3	7	4	4	4	1	2		7	2	1		35
Expedited Passenger Screening Program	29	42	31	32	43	60	52	88	70	62	70	85	664
Hazardous Materials Safety										1			1
Hazardous Materials Safety - General										1			1
Locks			1				2		1		1	1	6
Locks - Missing or Damaged Lock			1				2		1		1	1	6
Lost and Found	2			1				1	2				6
Lost and Found - Airport/TSA	2			1				1	2				6
Mishandling of Passenger Property		1	1				3	1	4	6		1	17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1		1	1		1	4
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1	1	3	4			10
Mishandling of Passenger Property - Disarrayed Item		1					1			1			3
No Jurisdiction					2		1						3
No Jurisdiction - No Referral					1		1						2
No Jurisdiction - Refer to Other					1								1
Notice of Violation/Civil Penalties												1	1
Notice of Violation/Civil Penalties - General												1	1
Patdown		1	1		2	2	1		3		5	1	16
Patdown - Flyer		1	1		2	2	1		3		4	1	15
Patdown - General											1		1
Persons w/ Disabilities (PWD)	3		3				3	3	2	1			15
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1	1					2
Persons w/ Disabilities (PWD) - Diabetes			1							1			2
Persons w/ Disabilities (PWD) - Internal Medical Devices							2						2
Persons w/ Disabilities (PWD) - Medically	1								2				3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Respirator	1												1
Persons w/ Disabilities (PWD) - Wheelchair	1		1										2
Property - Special Handling	2	7	4	1	4	2	3	4	2		3	1	33
Property - Special Handling - Damaged Items - Carry		2	1			1		2			2	1	9
Property - Special Handling - Damaged Items	1	2	2			1		1			1		8
Property - Special Handling - Missing Items	1	1		1			1		1				5
Property - Special Handling - Missing Items - Checked	2	1			4		2	1	1				11
Screening	1	5	5	5	1	6	5	6	4	1	2	5	46
Screening - Inconsistency		1	1			2	1		2		1	3	11
Screening - Lengthy Lines		1	1								1		3
Screening - Procedures/Process	1	3	3	5		3	3	6	2	1		2	29
Screening - Retrieving Abandoned/Confiscated Items					1	1	1						3
<b>2023</b>	<b>97</b>	<b>126</b>	<b>107</b>	<b>81</b>	<b>99</b>	<b>103</b>	<b>118</b>	<b>120</b>	<b>105</b>	<b>90</b>	<b>97</b>	<b>128</b>	<b>1,271</b>
Additional Information Required/Insufficient Information	1							1			1	1	4
Additional Information Required/Insufficient Information - EMAIL ONLY	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 - Damaged/Missing Items	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 - Damaged	1	4	1	1		1	1	1	1		1		12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				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 Impairment	1												1
Persons w/ Disabilities (PWD) - Wheelchair	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 Items	1	2	4	2	1		3		1	1		1	16
Property - Special Handling - Damaged Items - Checked	1		1	1		2							5
Property - Special Handling - Missing Items	1	2	1	2				1	1		1		9
Property - Special Handling - Missing Items - Checked	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
<b>2024</b>	<b>126</b>	<b>84</b>	<b>87</b>	<b>66</b>									<b>363</b>
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Flyer	1												1
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Cargo			1										1
Cargo - Known Shipper			1										1
Civil Rights	1		1										2
Civil Rights - Race	1		1										2
Customer Service	6	2	8	7									23
Customer Service - TSO	6	2	8	7									23
Expedited Passenger Screening Program	106	62	66	45									279
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD		1	1										2
Expedited Passenger Screening Program - Other	3	3	3	1									10
Expedited Passenger Screening Program - TSA	103	58	61	44									266
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found		1	2	1									4
Lost and Found - Airport/TSA		1	2	1									4
Mishandling of Passenger Property	2	5	1	3									11
Mishandling of Passenger Property - Damaged/Missing	4	1	2										7
Mishandling of Passenger Property - Damaged/Missing - Checked	2	1	1										4
Patdown	1	1	1	1									4
Patdown - Flyer	1	1	1	1									4
Persons w/ Disabilities (PWD)	2	1	1	1									5
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Persons w/ Disabilities (PWD) - Medically Necessary	1			1									2
Persons w/ Disabilities (PWD) - Touch Aversion	1												1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - General		1											1
Property - Special Handling	4	3	2	2									11
Property - Special Handling - Damaged Items	1	2	1										4
Property - Special Handling - Damaged Items - Checked			1	1									2
Property - Special Handling - Missing Items	1	1		1									3
Property - Special Handling - Missing Items - Checked	2												2
Screening	3	7	3	6									19
Screening - Children		1											1
Screening - Crew Member or Airline Employee				1									1
Screening - Gate Pass			1										1
Screening - Inconsistency	1												1
Screening - Lengthy Lines		2	1										3
Screening - Procedures/Process	2	4	1	5									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
<b>BOI</b>	<b>72</b>	<b>72</b>	<b>90</b>	<b>75</b>	<b>46</b>	<b>55</b>	<b>37</b>	<b>50</b>	<b>47</b>	<b>35</b>	<b>56</b>	<b>50</b>	<b>685</b>
<b>2022</b>	<b>12</b>	<b>16</b>	<b>22</b>	<b>11</b>	<b>22</b>	<b>27</b>	<b>21</b>	<b>25</b>	<b>25</b>	<b>17</b>	<b>26</b>	<b>22</b>	<b>246</b>
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
<b>2023</b>	<b>33</b>	<b>30</b>	<b>39</b>	<b>38</b>	<b>24</b>	<b>28</b>	<b>16</b>	<b>25</b>	<b>22</b>	<b>18</b>	<b>30</b>	<b>28</b>	<b>331</b>
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
<b>2024</b>	<b>27</b>	<b>26</b>	<b>29</b>	<b>26</b>									<b>108</b>
Civil Rights				1									1
Civil Rights - Transgender Screening				1									1
Customer Service	1	1	4	2									8
Customer Service - TSO	1	1	4	2									8
Expedited Passenger Screening Program	21	21	22	19									83

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Categories	10-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	1		2	1									4
Expedited Passenger Screening Program	20	21	20	18									79
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
Property - Special Handling			2										2
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening	4	3		2									9
Screening - Inconsistency				1									1
Screening - Lengthy Lines		1											1
Screening - Procedures/Process	2	2		1									5
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
<b>BOS</b>	<b>874</b>	<b>787</b>	<b>772</b>	<b>653</b>	<b>439</b>	<b>534</b>	<b>580</b>	<b>550</b>	<b>558</b>	<b>557</b>	<b>569</b>	<b>635</b>	<b>7,508</b>
<b>2022</b>	<b>157</b>	<b>205</b>	<b>188</b>	<b>158</b>	<b>156</b>	<b>252</b>	<b>274</b>	<b>297</b>	<b>284</b>	<b>295</b>	<b>308</b>	<b>332</b>	<b>2,906</b>
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 Ceremonial Items		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 - Checked	1	1	1		1	1	1	1	1	1	1		10
Expedited Passenger Screening Program - Damaged	2	16	16	8	6	3	8	8	5	11	8	2	93
Expedited Passenger Screening Program - Delayed	87	132	119	101	119	201	206	226	210	218	232	267	2,118
Expedited Passenger Screening Program - Incomplete	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 or Lost	2		3	3			1	2	3		1	1	16
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1			2	1	1	1	6
No Jurisdiction	1			3	1	1	1	2			2	1	12
No Jurisdiction - No Referral						1							1
No Jurisdiction - Refer to CBP				1	1			1			2		5
No Jurisdiction - Refer to Other	1			2		1		1				1	6
Patdown	5	5	3	1	2	3	4	5	1	3	6	3	41
Patdown - Children											1	1	2
Patdown - Flyer	4	5	3	1	2	3	4	5	1	3	4	2	37
Patdown - Flyer as Observer	1										1		2
Persons w/ Disabilities (PWD)	7	16	3	1		2	8	3	4	4	1	4	53
Persons w/ Disabilities (PWD) - Autism Spectrum	1	1									1		3
Persons w/ Disabilities (PWD) - Diabetes				1			1		1				3
Persons w/ Disabilities (PWD) - Diapers/Garments/Devices		1	1										2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Hearing 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 Necessary	1	3				1	1		2				8
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1					1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)		4				1	1	1		1		3	11
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		2								1		1	4
Persons w/ Disabilities (PWD) - Respiratory and Inhalers		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) - Wheelchairs	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 - Checked	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 Items	1			2	1		1			1	2	2	10
Screening - Traveling with Cash											1		1
<b>2023</b>	<b>359</b>	<b>337</b>	<b>340</b>	<b>263</b>	<b>283</b>	<b>282</b>	<b>306</b>	<b>253</b>	<b>274</b>	<b>262</b>	<b>261</b>	<b>303</b>	<b>3,523</b>
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	197	186	176	201	2,753
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	193	183	172	196	2,671
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		358	245	244	232									1,079
Additional Information Required/Insufficient Information		1			1									2
Additional Information Required/Insufficient Information		1			1									2
Airline				1										1
Airline - Policy/Regulations/Service				1										1
Civil Rights		2	7	9	7									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
Civil Rights - Constitutional Rights		2		1									3
Civil Rights - Headwear			1										1
Civil Rights - Not Specified		1											1
Civil Rights - Race	1	4	4	4									13
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1									2
Civil Rights - Transgender Screening	1		3	1									5
Customer Service	32	37	44	28									141
Customer Service - Others			1										1
Customer Service - TCC		2	1										3
Customer Service - TSO	32	35	42	28									137
DHS TRIP	1												1
DHS TRIP - General	1												1
Expedited Passenger Screening Program	259	173	140	146									718
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	2	2	8	5									17
Expedited Passenger Screening Program	256	171	132	141									700
Locks		1	1	2									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	8	5	7	7									27
Mishandling of Passenger Property - Dam	6	5	4	5									20
Mishandling of Passenger Property - Dam	2		2	2									6
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
No Jurisdiction	3		1	1									5
No Jurisdiction - Refer to CBP	2		1										3
No Jurisdiction - Refer to Other	1			1									2
Patdown	9	3	3	4									19
Patdown - Flyer	9	3	3	4									19
Persons w/ Disabilities (PWD)	5	2	1	6									14
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Diabetes	1			1									2
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Hearing I	1												1
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medically	1			2									3
Persons w/ Disabilities (PWD) - Mobility C	1	1		2									4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	5	6	14	10									35
Property - Special Handling - Damaged It	5	2	7	4									18
Property - Special Handling - Damaged Items - Check		1	2										3
Property - Special Handling - Missing Items - Carry-On			2	4									6
Property - Special Handling - Missing Items - Checke		3	3	2									8
Screening	33	10	23	19									85
Screening - Children		1		1									2
Screening - Inconsistency	1		1	1									3
Screening - Lengthy Lines	4	2	3	2									11
Screening - Procedures/Process	28	6	19	14									67
Screening - Security Breach		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
<b>BPT</b>		<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>19</b>
<b>2022</b>			<b>1</b>				<b>2</b>	<b>1</b>			<b>1</b>		<b>5</b>
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
<b>2023</b>			<b>2</b>		<b>1</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>12</b>
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
<b>2024</b>		<b>1</b>		<b>1</b>									<b>2</b>
Customer Service		1		1									2
Customer Service - TSO		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
<b>BQK</b>			<b>4</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>19</b>
<b>2022</b>			<b>1</b>	<b>3</b>		<b>2</b>		<b>1</b>			<b>1</b>		<b>8</b>
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
<b>2023</b>			<b>1</b>		<b>1</b>		<b>1</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>8</b>
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
<b>2024</b>			<b>2</b>	<b>1</b>									<b>3</b>
Expedited Passenger Screening Program			1	1									2
Expedited Passenger Screening Program - TSA PreCheck			1	1									2
No Subject			1										1
No Subject - 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
<b>BQN</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>2</b>		<b>5</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>9</b>	<b>46</b>
<b>2022</b>		<b>3</b>	<b>1</b>			<b>3</b>		<b>3</b>	<b>1</b>		<b>1</b>	<b>4</b>	<b>16</b>
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
<b>2023</b>	<b>1</b>		<b>2</b>	<b>2</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>25</b>
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
<b>2024</b>	<b>3</b>	<b>1</b>	<b>1</b>										<b>5</b>
Expedited Passenger Screening Program	2		1										3
Expedited Passenger Screening Program	2		1										3
Property - Special Handling	1												1
Property - Special Handling - Damaged Items	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
<b>BRD</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>1</b>					<b>1</b>	<b>1</b>	<b>1</b>	<b>8</b>
<b>2022</b>			<b>1</b>		<b>1</b>							<b>1</b>	<b>3</b>
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
<b>2023</b>	<b>1</b>	<b>1</b>								<b>1</b>	<b>1</b>		<b>4</b>
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
<b>2024</b>			<b>1</b>										<b>1</b>
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
BRL						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
<b>BRO</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>4</b>		<b>3</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>36</b>
<b>2022</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>		<b>2</b>	<b>1</b>	<b>1</b>			<b>12</b>
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
<b>2023</b>					<b>4</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>18</b>
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
<b>2024</b>	<b>1</b>		<b>5</b>										<b>6</b>
Expedited Passenger Screening Program	1		3										4
Expedited Passenger Screening Program	1		3										4
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 - 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
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
<b>BTM</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>					<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>10</b>
<b>2022</b>	<b>1</b>	<b>1</b>		<b>1</b>						<b>1</b>			<b>4</b>
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
<b>2023</b>									<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>
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
<b>2024</b>		<b>1</b>	<b>2</b>										<b>3</b>
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program			1	1									2
Expedited Passenger Screening Program - TSA PreC			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
<b>BTR</b>	<b>14</b>	<b>14</b>	<b>11</b>	<b>12</b>	<b>4</b>	<b>23</b>	<b>11</b>	<b>10</b>	<b>11</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>155</b>
<b>2022</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>8</b>	<b>7</b>	<b>3</b>	<b>7</b>	<b>9</b>	<b>9</b>	<b>10</b>	<b>69</b>
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
<b>2023</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>15</b>	<b>4</b>	<b>7</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>67</b>
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
<b>2024</b>	<b>8</b>	<b>4</b>	<b>2</b>	<b>5</b>									<b>19</b>
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	7	3	2	5									17
Expedited Passenger Screening Program	7	3	2	5									17
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
<b>BTV</b>	<b>35</b>	<b>26</b>	<b>33</b>	<b>30</b>	<b>21</b>	<b>25</b>	<b>23</b>	<b>18</b>	<b>16</b>	<b>11</b>	<b>24</b>	<b>29</b>	<b>291</b>
<b>2022</b>	<b>6</b>	<b>4</b>	<b>8</b>	<b>6</b>	<b>8</b>	<b>9</b>	<b>15</b>	<b>10</b>	<b>9</b>	<b>3</b>	<b>14</b>	<b>12</b>	<b>104</b>
Civil Rights		1	1	1									3
Civil Rights - Racial Profiling or Discrimination			1	1									2
Civil Rights - Transgender Screening		1											1
Customer Service	1	1	1	1		1	2		2	2	2		13
Customer Service - TSO	1	1	1	1		1	2		2	2	2		13
Expedited Passenger Screening Program	5	1	5	3	8	7	12	8	7	1	8	10	75
Expedited Passenger Screening Program - TSA Application Program			1	1	1		2	1		1			7
Expedited Passenger Screening Program	5	1	4	2	6	7	10	5	7		8	10	65
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1			2					3
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Property - Special Handling				1				1			1		3
Property - Special Handling - Missing Items - Carry-On				1				1					2
Property - Special Handling - Missing Items - Checked											1		1
Screening		1	1			1	1	1		1	1	1	7
Screening - Inconsistency		1				1					1		3
Screening - Procedures/Process			1				1	1				1	4
<b>2023</b>	<b>14</b>	<b>11</b>	<b>16</b>	<b>18</b>	<b>13</b>	<b>16</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>8</b>	<b>10</b>	<b>17</b>	<b>146</b>
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 - Damaged/Missing Items--Carry-on Luggage	1				2					1			4
Patdown				1		1					2		4
Patdown - Flyer				1		1					1		3
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)									1			1	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
<b>2024</b>	<b>15</b>	<b>11</b>	<b>9</b>	<b>6</b>									<b>41</b>
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	3	1	1	1									6
Customer Service - TSO	3	1	1	1									6
Expedited Passenger Screening Program	8	7	5	5									25
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	8	7	5	4									24
Patdown	1	1	1										3
Patdown - Flyer	1	1	1										3
Screening	3	1	1										5
Screening - Procedures/Process	3	1	1										5

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BUF</b>	<b>63</b>	<b>56</b>	<b>50</b>	<b>68</b>	<b>42</b>	<b>60</b>	<b>46</b>	<b>44</b>	<b>40</b>	<b>50</b>	<b>63</b>	<b>53</b>	<b>635</b>
<b>2022</b>	<b>13</b>	<b>13</b>	<b>18</b>	<b>14</b>	<b>16</b>	<b>33</b>	<b>29</b>	<b>21</b>	<b>31</b>	<b>29</b>	<b>29</b>	<b>30</b>	<b>276</b>
Airline			1			1							2
Airline - Policy/Regulations/Service			1			1							2
Customer Service	2	7	1		1	1	1		1		2	1	17
Customer Service - TSO	2	7	1		1	1	1		1		2	1	17
Expedited Passenger Screening Program	9	4	12	12	15	29	27	19	22	26	25	25	225
Expedited Passenger Screening Program	1		1			3	3	1			2		11
Expedited Passenger Screening Program	8	4	11	12	15	26	24	18	22	26	23	25	214
Mishandling of Passenger Property	1		2						1			2	6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1			1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		2									1	4
No Jurisdiction		1				1			1	1			4
No Jurisdiction - Refer to CBP									1				1
No Jurisdiction - Refer to Other		1				1				1			3
Patdown				1				1		1			3
Patdown - Flyer								1		1			2
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Property - Special Handling	1	1	2					1	1		1	2	9
Property - Special Handling - Damaged Items - Carry-On	1												1
Property - Special Handling - Damaged Items - Checked Baggage		1	2					1				2	6
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked Baggage									1				1
Screening				1		1	1		4	1	1		9
Screening - Lengthy Lines										1	1		2
Screening - Procedures/Process				1		1	1		4				7
<b>2023</b>	<b>20</b>	<b>26</b>	<b>15</b>	<b>30</b>	<b>26</b>	<b>27</b>	<b>17</b>	<b>23</b>	<b>9</b>	<b>21</b>	<b>34</b>	<b>23</b>	<b>271</b>
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 Equipment	1			1	1								3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1		1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling		1			1		1	1			1		5
Property - Special Handling - Damaged Items - Carry-On		1			1						1		3
Property - Special Handling - Damaged Items - Checked Baggage							1						1
Property - Special Handling - Missing Items - Checked Baggage								1					1
Screening	2	1		1		3	1	1	2	2	1	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
<b>2024</b>	<b>30</b>	<b>17</b>	<b>17</b>	<b>24</b>									<b>88</b>
Civil Rights			1	1									2
Civil Rights - Headwear			1										1
Civil Rights - Race				1									1
Expedited Passenger Screening Program	29	16	12	20									77
Expedited Passenger Screening Program - TSA Application		1											1
Expedited Passenger Screening Program	29	15	12	20									76
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1
Property - Special Handling			2	2									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 Baggage			1	1									2
Screening	1	1	2										4
Screening - Inconsistency			1										1
Screening - Procedures/Process	1	1	1										3



## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BUR</b>	<b>93</b>	<b>81</b>	<b>89</b>	<b>62</b>	<b>46</b>	<b>61</b>	<b>53</b>	<b>60</b>	<b>56</b>	<b>56</b>	<b>74</b>	<b>75</b>	<b>806</b>
<b>2022</b>	<b>18</b>	<b>23</b>	<b>29</b>	<b>11</b>	<b>16</b>	<b>25</b>	<b>30</b>	<b>29</b>	<b>29</b>	<b>31</b>	<b>36</b>	<b>39</b>	<b>316</b>
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
<b>2023</b>	<b>40</b>	<b>28</b>	<b>34</b>	<b>30</b>	<b>30</b>	<b>36</b>	<b>23</b>	<b>31</b>	<b>27</b>	<b>25</b>	<b>38</b>	<b>36</b>	<b>378</b>
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
<b>2024</b>	<b>35</b>	<b>30</b>	<b>26</b>	<b>21</b>									<b>112</b>
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service	2	5	10	5									22
Customer Service - TSO	2	5	10	5									22
Expedited Passenger Screening Program	23	21	14	12									70
Expedited Passenger Screening Program - TSA Appl		1		2									3
Expedited Passenger Screening Program	23	20	14	10									67
Locks				1									1
Locks - Missing or Damaged Lock				1									1
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	1	1	3									9
Property - Special Handling - Damaged It	3			1									4
Property - Special Handling - Missing Item	1		1	1									3
Property - Special Handling - Missing Items - Checke		1		1									2
Screening	3	2	1										6
Screening - Inconsistency	1												1
Screening - Procedures/Process	2	2	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
<b>BWI</b>	<b>364</b>	<b>318</b>	<b>316</b>	<b>303</b>	<b>181</b>	<b>208</b>	<b>244</b>	<b>261</b>	<b>256</b>	<b>262</b>	<b>257</b>	<b>261</b>	<b>3,231</b>
<b>2022</b>	<b>71</b>	<b>90</b>	<b>71</b>	<b>70</b>	<b>73</b>	<b>89</b>	<b>117</b>	<b>132</b>	<b>121</b>	<b>126</b>	<b>125</b>	<b>121</b>	<b>1,206</b>
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/Missed		2									2	4	8
Mishandling of Passenger Property - Damaged/Missed		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
<b>2023</b>	<b>142</b>	<b>118</b>	<b>126</b>	<b>130</b>	<b>108</b>	<b>119</b>	<b>127</b>	<b>129</b>	<b>135</b>	<b>136</b>	<b>132</b>	<b>140</b>	<b>1,542</b>
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
<b>2024</b>	<b>151</b>	<b>110</b>	<b>119</b>	<b>103</b>									<b>483</b>
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 - Not Specified				1									1
Civil Rights - Race			1										1
Customer Service	23	12	16	12									63
Customer Service - TCC	1												1
Customer Service - TSO	22	12	16	12									62
Expedited Passenger Screening Program	105	67	84	75									331
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - DoD		1	1	1									3
Expedited Passenger Screening Program	1	1	2	1									5
Expedited Passenger Screening Program	103	65	81	72									321
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			2										3
Lost and Found - Airport/TSA		1	2										3
Mishandling of Passenger Property	1	4	3	5									13
Mishandling of Passenger Property - Damaged/Missin		1	1	1									3
Mishandling of Passenger Property - Dam	1	2	2	3									8
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction	2		1										3
No Jurisdiction - No Referral	1		1										2
No Jurisdiction - Refer to Other	1												1
Patdown	4	2	2										8
Patdown - Flyer	4	2	2										8
Persons w/ Disabilities (PWD)	2	6	3	1									12
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 - At		1											1
Persons w/ Disabilities (PWD) - Medically Necessary	2		1	1									4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Ostomy/C	1												1
Property - Special Handling	3	3	1	2									9
Property - Special Handling - Damaged It	2	1	1	1									5
Property - Special Handling - Missing Item	1	1											2
Property - Special Handling - Missing Items - Checke		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	9	13	6	6									34
Screening - Inconsistency			2										4
Screening - Lengthy Lines	1	3		1									5
Screening - Procedures/Process	8	8	3	5									24
Screening - Shoe Screening			1										1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BZN</b>	<b>39</b>	<b>28</b>	<b>32</b>	<b>32</b>	<b>28</b>	<b>30</b>	<b>21</b>	<b>26</b>	<b>24</b>	<b>29</b>	<b>45</b>	<b>20</b>	<b>354</b>
<b>2022</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>17</b>	<b>10</b>	<b>15</b>	<b>11</b>	<b>13</b>	<b>18</b>	<b>11</b>	<b>125</b>
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
<b>2023</b>	<b>19</b>	<b>14</b>	<b>11</b>	<b>16</b>	<b>22</b>	<b>13</b>	<b>11</b>	<b>11</b>	<b>13</b>	<b>16</b>	<b>27</b>	<b>9</b>	<b>182</b>
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
<b>2024</b>	<b>15</b>	<b>8</b>	<b>14</b>	<b>10</b>									<b>47</b>
Civil Rights			1										1
Civil Rights - Transgender Screening			1										1
Customer Service	3		3	1									7
Customer Service - CSM			1										1
Customer Service - TSO	3		2	1									6
Expedited Passenger Screening Program	9	6	8	7									30
Expedited Passenger Screening Program	9	6	8	7									30
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			2	1									3
Patdown - Flyer			2	1									3
Screening	1	2		1									4
Screening - Procedures/Process	1	2		1									4

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CAE</b>	<b>31</b>	<b>20</b>	<b>32</b>	<b>26</b>	<b>23</b>	<b>19</b>	<b>17</b>	<b>21</b>	<b>21</b>	<b>19</b>	<b>20</b>	<b>19</b>	<b>268</b>
<b>2022</b>	<b>5</b>	<b>1</b>	<b>8</b>	<b>8</b>	<b>14</b>	<b>8</b>	<b>7</b>	<b>12</b>	<b>14</b>	<b>6</b>	<b>10</b>	<b>14</b>	<b>107</b>
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
<b>2023</b>	<b>17</b>	<b>7</b>	<b>11</b>	<b>6</b>	<b>9</b>	<b>11</b>	<b>10</b>	<b>9</b>	<b>7</b>	<b>13</b>	<b>10</b>	<b>5</b>	<b>115</b>
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
<b>2024</b>	<b>9</b>	<b>12</b>	<b>13</b>	<b>12</b>									<b>46</b>
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Customer Service			4	7									11
Customer Service - TSO			4	7									11
Expedited Passenger Screening Program	9	12	7	3									31
Expedited Passenger Screening Program - TSA Application Program			1										1
Expedited Passenger Screening Program	9	12	6	3									30
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Screening			1	1									2
Screening - Procedures/Process			1	1									2

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CAK</b>	<b>10</b>	<b>10</b>	<b>17</b>	<b>10</b>	<b>5</b>	<b>9</b>	<b>8</b>	<b>9</b>	<b>4</b>	<b>7</b>	<b>10</b>	<b>7</b>	<b>106</b>
<b>2022</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>4</b>		<b>6</b>	<b>3</b>	<b>39</b>
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
<b>2023</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>3</b>		<b>7</b>	<b>4</b>	<b>4</b>	<b>46</b>
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
<b>2024</b>	<b>1</b>	<b>4</b>	<b>11</b>	<b>5</b>									<b>21</b>
Civil Rights		1											1
Civil Rights - Transgender Screening		1											1
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1	3	9	4									17
Expedited Passenger Screening Program - TSA Application Prog			1										1
Expedited Passenger Screening Program	1	3	8	4									16
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			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
CDB		1											1
2022		1											1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program - TSA PreC		1											1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CDC</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>5</b>	<b>2</b>			<b>1</b>	<b>1</b>		<b>14</b>
<b>2022</b>			<b>1</b>	<b>1</b>		<b>3</b>	<b>2</b>			<b>1</b>			<b>8</b>
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
<b>2023</b>		<b>1</b>				<b>2</b>					<b>1</b>		<b>4</b>
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
<b>2024</b>	<b>2</b>												<b>2</b>
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							1	4
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
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
CEC		3	1			1	1			1			7
2022		3	1				1				1		6
Civil Rights		1								1			2
Civil Rights - Age		1											1
Civil Rights - Race										1			1
Persons w/ Disabilities (PWD)			2	1									3
Persons w/ Disabilities (PWD) - Mobility Disability (N			1	1									2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/			1										1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
2023						1							1
Customer Service						1							1
Customer Service - TSO						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CEZ</b>	<b>1</b>	<b>1</b>									<b>1</b>		<b>3</b>
<b>2022</b>	<b>1</b>												<b>1</b>
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
<b>2023</b>											<b>1</b>		<b>1</b>
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
<b>2024</b>			<b>1</b>										<b>1</b>
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
<b>CGI</b>	<b>1</b>		<b>1</b>			<b>1</b>					<b>1</b>		<b>4</b>
<b>2022</b>						<b>1</b>							<b>1</b>
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
<b>2023</b>											<b>1</b>		<b>1</b>
Screening											1		1
Screening - Procedures/Process											1		1
<b>2024</b>	<b>1</b>		<b>1</b>										<b>2</b>
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
No Subject				1									1
No Subject - 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
<b>CHA</b>	<b>17</b>	<b>18</b>	<b>26</b>	<b>12</b>	<b>14</b>	<b>4</b>	<b>16</b>	<b>7</b>	<b>12</b>	<b>11</b>	<b>12</b>	<b>12</b>	<b>161</b>
<b>2022</b>	<b>6</b>	<b>5</b>	<b>9</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>10</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>73</b>
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
<b>2023</b>	<b>6</b>	<b>5</b>	<b>9</b>	<b>4</b>	<b>10</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>64</b>
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
<b>2024</b>	<b>5</b>	<b>8</b>	<b>8</b>	<b>3</b>									<b>24</b>
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Customer Service			2	1									3
Customer Service - TSO			2	1									3
Expedited Passenger Screening Program	5	6	4	2									17
Expedited Passenger Screening Program	5	6	4	2									17
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction			1										1
No Jurisdiction - Refer to CBP			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
<b>CHO</b>	<b>14</b>	<b>12</b>	<b>19</b>	<b>17</b>	<b>14</b>	<b>12</b>	<b>18</b>	<b>15</b>	<b>9</b>	<b>14</b>	<b>8</b>	<b>9</b>	<b>161</b>
<b>2022</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>6</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>4</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>63</b>
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
<b>2023</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>8</b>	<b>3</b>	<b>10</b>	<b>8</b>	<b>5</b>	<b>7</b>	<b>4</b>	<b>7</b>	<b>73</b>
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
<b>2024</b>	<b>4</b>	<b>4</b>	<b>12</b>	<b>5</b>									<b>25</b>
Customer Service		1	1										2
Customer Service - TSO		1	1										2
Expedited Passenger Screening Program	3	3	10	4									20
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA Application Pro			1										1
Expedited Passenger Screening Program	3	3	8	4									18
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Property - Special Handling	1			1									2
Property - Special Handling - Damaged Items - Carry-On				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
<b>CHS</b>	<b>150</b>	<b>117</b>	<b>97</b>	<b>91</b>	<b>52</b>	<b>82</b>	<b>91</b>	<b>99</b>	<b>99</b>	<b>64</b>	<b>88</b>	<b>83</b>	<b>1,113</b>
<b>2022</b>	<b>28</b>	<b>23</b>	<b>18</b>	<b>23</b>	<b>22</b>	<b>42</b>	<b>46</b>	<b>45</b>	<b>56</b>	<b>32</b>	<b>57</b>	<b>40</b>	<b>432</b>
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
<b>2023</b>	<b>52</b>	<b>54</b>	<b>42</b>	<b>44</b>	<b>30</b>	<b>40</b>	<b>45</b>	<b>54</b>	<b>43</b>	<b>32</b>	<b>31</b>	<b>43</b>	<b>510</b>
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
<b>2024</b>	<b>70</b>	<b>40</b>	<b>37</b>	<b>24</b>									<b>171</b>
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Information		1											1
Customer Service	6	1	5	4									16
Customer Service - TSO	6	1	5	4									16
Expedited Passenger Screening Program	58	35	28	14									135
Expedited Passenger Screening Program	2		3	1									6
Expedited Passenger Screening Program	56	35	25	13									129
Mishandling of Passenger Property	2	1	2	1									6
Mishandling of Passenger Property - Damaged	2	1	2										5
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) - Cognitive /Developmental		1											1
Property - Special Handling	2		2	2									6
Property - Special Handling - Damaged Items	1		1	1									3
Property - Special Handling - Missing Items	1			1									2
Property - Special Handling - Missing Items - Checked			1										1
Screening	1	1		2									4
Screening - Crew Member or Airline Employee		1		1									2
Screening - Procedures/Process	1			1									2

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CID</b>	<b>21</b>	<b>34</b>	<b>20</b>	<b>26</b>	<b>14</b>	<b>30</b>	<b>21</b>	<b>15</b>	<b>22</b>	<b>15</b>	<b>21</b>	<b>23</b>	<b>262</b>
<b>2022</b>	<b>3</b>	<b>8</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>19</b>	<b>11</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>6</b>	<b>13</b>	<b>94</b>
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
<b>2023</b>	<b>3</b>	<b>17</b>	<b>7</b>	<b>14</b>	<b>10</b>	<b>11</b>	<b>10</b>	<b>8</b>	<b>16</b>	<b>7</b>	<b>15</b>	<b>10</b>	<b>128</b>
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
<b>2024</b>	<b>15</b>	<b>9</b>	<b>8</b>	<b>8</b>									<b>40</b>
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Fly	1												1
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	12	8	7	7									34
Expedited Passenger Screening Program - TSA Application Pro			2										2
Expedited Passenger Screening Program	12	8	5	6									31
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1									1
Screening	1	1	1	1									4
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	1	1	1										3

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CIU</b>	<b>2</b>				<b>1</b>			<b>1</b>		<b>1</b>		<b>1</b>	<b>6</b>
<b>2022</b>					<b>1</b>			<b>1</b>				<b>1</b>	<b>3</b>
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
<b>2023</b>	<b>1</b>									<b>1</b>			<b>2</b>
Expedited Passenger Screening Program	1									1			2
Expedited Passenger Screening Program	1									1			2
<b>2024</b>	<b>1</b>												<b>1</b>
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
<b>CKB</b>		<b>2</b>		<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>3</b>			<b>9</b>
<b>2022</b>		<b>1</b>			<b>1</b>			<b>1</b>	<b>1</b>	<b>1</b>			<b>5</b>
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
<b>2023</b>		<b>1</b>								<b>2</b>			<b>3</b>
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
<b>2024</b>				<b>1</b>									<b>1</b>
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
<b>CLE</b>	<b>227</b>	<b>206</b>	<b>221</b>	<b>236</b>	<b>177</b>	<b>197</b>	<b>202</b>	<b>173</b>	<b>184</b>	<b>138</b>	<b>148</b>	<b>140</b>	<b>2,249</b>
<b>2022</b>	<b>50</b>	<b>47</b>	<b>63</b>	<b>56</b>	<b>85</b>	<b>106</b>	<b>102</b>	<b>78</b>	<b>86</b>	<b>74</b>	<b>70</b>	<b>81</b>	<b>898</b>
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
<b>2023</b>	<b>82</b>	<b>98</b>	<b>80</b>	<b>110</b>	<b>92</b>	<b>91</b>	<b>100</b>	<b>95</b>	<b>98</b>	<b>64</b>	<b>78</b>	<b>59</b>	<b>1,047</b>
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	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
<b>2024</b>	<b>95</b>	<b>61</b>	<b>78</b>	<b>70</b>									<b>304</b>
Additional Information Required/Insufficient Inf	1	1											2
Additional Information Required/Insufficient	1	1											2
Civil Rights		2											2
Civil Rights - Civil Rights Violation (TSA Employee)	1												1
Civil Rights - Transgender Screening		1											1
Customer Service	6	2	6	6									20
Customer Service - CSM				1									1
Customer Service - TSO	6	2	6	5									19
Expedited Passenger Screening Program	73	50	61	58									242
Expedited Passenger Screening Program	2	1	3	6									12
Expedited Passenger Screening Program	71	49	58	52									230
Locks	2												2
Locks - General	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	2	1	3										6
Mishandling of Passenger Property - Damaged/Missi		1	1										2
Mishandling of Passenger Property - Dam	2		2										4
No Jurisdiction	1		2										3
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to CBP			1										1
No Jurisdiction - Refer to Other	1												1
Patdown				2									2
Patdown - Flyer				2									2
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Property - Special Handling	4	2		3									9
Property - Special Handling - Damaged It	1	1											2
Property - Special Handling - Damaged It	1			1									2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Item	2	1		1									4
Screening	6	3	5	1									15
Screening - Inconsistency	1	2	1										4
Screening - Lengthy Lines	2		1										3
Screening - Procedures/Process	3	1	2	1									7
Screening - Retrieving Abandoned/Confiscated Items			1										1



## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CLL</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>30</b>
<b>2022</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>9</b>
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
<b>2023</b>	<b>1</b>		<b>4</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>1</b>			<b>1</b>		<b>17</b>
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
<b>2024</b>	<b>1</b>	<b>2</b>	<b>1</b>										<b>4</b>
Customer Service		2											2
Customer Service - TSO		2											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
<b>CLT</b>	<b>431</b>	<b>388</b>	<b>412</b>	<b>308</b>	<b>191</b>	<b>257</b>	<b>286</b>	<b>294</b>	<b>321</b>	<b>315</b>	<b>268</b>	<b>316</b>	<b>3,787</b>
<b>2022</b>	<b>78</b>	<b>83</b>	<b>85</b>	<b>64</b>	<b>84</b>	<b>104</b>	<b>117</b>	<b>137</b>	<b>144</b>	<b>136</b>	<b>123</b>	<b>147</b>	<b>1,302</b>
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/Beverage	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
<b>2023</b>	<b>171</b>	<b>154</b>	<b>184</b>	<b>121</b>	<b>107</b>	<b>153</b>	<b>169</b>	<b>157</b>	<b>177</b>	<b>179</b>	<b>145</b>	<b>169</b>	<b>1,886</b>
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/Missing		1	2	1		1	3	4	2	3	4		21
Mishandling of Passenger Property - Damaged/Missing	4	1	1	2		2	1	2	1	2	2		18
No Jurisdiction	2	1				1	1		2	2		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
<b>2024</b>	<b>182</b>	<b>151</b>	<b>143</b>	<b>123</b>									<b>599</b>
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1
Airline	1	1	1										3
Airline - Lost Baggage			1										1
Airline - Policy/Regulations/Service	1												1
Airline - Wheelchair Assistance		1											1
Civil Rights		2	2	2									6
Civil Rights - Headwear		1											1
Civil Rights - Race		1	1	1									3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1									2
Claims			1										1
Claims - General			1										1
Customer Service	14	15	15	19									63
Customer Service - CSM			1										1
Customer Service - Others		1											1
Customer Service - TSO	14	14	14	19									61
Expedited Passenger Screening Program	146	112	117	80									455
Expedited Passenger Screening Program	1	1	1										3
Expedited Passenger Screening Program	4	5	5	3									17
Expedited Passenger Screening Program	141	106	111	77									435
Lost and Found	2			1									3
Lost and Found - Airport/TSA	2			1									3
Mishandling of Passenger Property	3	2	2	4									11
Mishandling of Passenger Property - Damaged/Missing		2	1	2									5
Mishandling of Passenger Property - Damaged/Missing	3			2									5
Mishandling of Passenger Property - Damaged/Missing Items--Unchecked			1										1
No Jurisdiction	2	1		2									5
No Jurisdiction - No Referral		1											1
No Jurisdiction - Refer to CBP				2									2
No Jurisdiction - Refer to Other	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
Persons w/ Disabilities (PWD)	2	2		4									8
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				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) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Wheelchair	1			1									2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Alcohol and Tobacco		1											1
Property - Special Handling	2	5	2	5									14
Property - Special Handling - Damaged Items - Carry		2											2
Property - Special Handling - Damaged Items - Checked		3		1									4
Property - Special Handling - Missing Items	1			3									4
Property - Special Handling - Missing Items	1		2	1									4
Screening	10	9	2	6									27
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency			1	2									3
Screening - Lengthy Lines	2	1		1									4
Screening - Opposite Gender		1											1
Screening - Procedures/Process	7	7		2									16
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach			1										1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CMH</b>	<b>175</b>	<b>151</b>	<b>151</b>	<b>139</b>	<b>104</b>	<b>121</b>	<b>130</b>	<b>104</b>	<b>105</b>	<b>130</b>	<b>116</b>	<b>104</b>	<b>1,530</b>
<b>2022</b>	<b>28</b>	<b>38</b>	<b>39</b>	<b>35</b>	<b>27</b>	<b>61</b>	<b>62</b>	<b>50</b>	<b>46</b>	<b>60</b>	<b>54</b>	<b>50</b>	<b>550</b>
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	4		1	2	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
<b>2023</b>	<b>75</b>	<b>57</b>	<b>60</b>	<b>61</b>	<b>77</b>	<b>60</b>	<b>68</b>	<b>54</b>	<b>59</b>	<b>70</b>	<b>62</b>	<b>54</b>	<b>757</b>
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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 - Checked	1	1			1		1			2	1		7
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	4	2	6	7	2	8	7	8	2	11	5	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
<b>2024</b>	<b>72</b>	<b>56</b>	<b>52</b>	<b>43</b>									<b>223</b>
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	2	2		2									6
Civil Rights - Perceived Religion				1									1
Civil Rights - Race	1	1		1									3
Civil Rights - Sex/Gender/Gender Identity	1												1
Civil Rights - Sexual Orientation - Not Transgender		1											1
Customer Service	12	19	5	10									46
Customer Service - CSM				1									1
Customer Service - TSO	12	19	5	9									45
Expedited Passenger Screening Program	47	28	40	26									141
Expedited Passenger Screening Program - TSA Application Process			4										4
Expedited Passenger Screening Program - TSA Application Process	47	28	36	26									137
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				1									1
Patdown	4	1	1										6
Patdown - Flyer	4	1	1										6
Persons w/ Disabilities (PWD)	1		2	2									5
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 Equipment				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	2	1									6
Property - Special Handling - Damaged Items - Carry-On			1	1									2
Property - Special Handling - Missing Items - Carry-On		1	1										2
Property - Special Handling - Missing Items - Checked	1	1											2
Screening	4	4	1	1									10
Screening - Inconsistency	1	1											2
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	3	2		1									6
Screening - Retrieving Abandoned/Confiscated Items		1											1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CMI</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>3</b>		<b>2</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>32</b>
<b>2022</b>		<b>1</b>	<b>1</b>	<b>3</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>10</b>
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
<b>2023</b>	<b>1</b>	<b>1</b>	<b>1</b>			<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>13</b>
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
<b>2024</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>3</b>									<b>9</b>
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights			2										2
Civil Rights - Race			2										2
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program		1		3									4
Expedited Passenger Screening Program - TSA PreC		1		3									4
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Carry		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
<b>CMX</b>		<b>1</b>	<b>3</b>			<b>1</b>	<b>2</b>			<b>1</b>	<b>1</b>		<b>9</b>
<b>2022</b>			<b>1</b>			<b>1</b>	<b>1</b>			<b>1</b>			<b>4</b>
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
<b>2023</b>		<b>1</b>	<b>1</b>				<b>1</b>				<b>1</b>		<b>4</b>
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
<b>2024</b>				<b>1</b>									<b>1</b>
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
<b>CNY</b>	<b>1</b>	<b>3</b>					<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>			<b>10</b>
<b>2022</b>		<b>1</b>					<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>			<b>6</b>
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
<b>2023</b>		<b>2</b>							<b>1</b>				<b>3</b>
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
<b>2024</b>	<b>1</b>												<b>1</b>
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
<b>COD</b>	<b>4</b>	<b>4</b>				<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>22</b>
<b>2022</b>						<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>10</b>
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
<b>2023</b>	<b>2</b>	<b>1</b>				<b>1</b>						<b>3</b>	<b>7</b>
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
<b>2024</b>	<b>2</b>	<b>3</b>											<b>5</b>
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	2	1											3
Expedited Passenger Screening Program	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
<b>COS</b>	<b>48</b>	<b>49</b>	<b>51</b>	<b>43</b>	<b>21</b>	<b>37</b>	<b>29</b>	<b>45</b>	<b>31</b>	<b>39</b>	<b>37</b>	<b>52</b>	<b>482</b>
<b>2022</b>	<b>7</b>	<b>18</b>	<b>14</b>	<b>12</b>	<b>14</b>	<b>21</b>	<b>19</b>	<b>24</b>	<b>11</b>	<b>17</b>	<b>17</b>	<b>27</b>	<b>201</b>
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
<b>2023</b>	<b>20</b>	<b>15</b>	<b>19</b>	<b>12</b>	<b>7</b>	<b>16</b>	<b>10</b>	<b>21</b>	<b>20</b>	<b>22</b>	<b>20</b>	<b>25</b>	<b>207</b>
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
<b>2024</b>	<b>21</b>	<b>16</b>	<b>18</b>	<b>19</b>									<b>74</b>
Civil Rights		1											1
Civil Rights - National Origin		1											1
Customer Service			6	4									10
Customer Service - TSO			6	4									10
Expedited Passenger Screening Program	18	14	8	12									52
Expedited Passenger Screening Program	18	14	8	12									52
Locks				1									1
Locks - General				1									1
Mishandling of Passenger Property		1											1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missin		1											1
Patdown	1		3										4
Patdown - Children	1												1
Patdown - Flyer			3										3
Persons w/ Disabilities (PWD)	1		1										2
Persons w/ Disabilities (PWD) - Mobility D	1		1										2
Property - Special Handling	1			1									2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Carry-On				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
<b>COU</b>	<b>7</b>	<b>3</b>	<b>7</b>	<b>11</b>	<b>1</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>55</b>
<b>2022</b>		<b>3</b>	<b>3</b>	<b>7</b>		<b>5</b>	<b>3</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>27</b>
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
<b>2023</b>	<b>5</b>		<b>3</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>1</b>		<b>25</b>
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
<b>2024</b>	<b>2</b>		<b>1</b>										<b>3</b>
Civil Rights			1										1
Civil Rights - Race			1										1
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
<b>CPR</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>		<b>2</b>	<b>31</b>
<b>2022</b>		<b>1</b>			<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>			<b>8</b>
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
<b>2023</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>16</b>
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
<b>2024</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>									<b>7</b>
Expedited Passenger Screening Program	3	1	1	1									6
Expedited Passenger Screening Program	3	1	1	1									6
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
<b>CRP</b>	<b>11</b>	<b>14</b>	<b>8</b>	<b>18</b>	<b>8</b>	<b>11</b>	<b>9</b>	<b>10</b>	<b>8</b>	<b>12</b>	<b>10</b>	<b>13</b>	<b>132</b>
<b>2022</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>9</b>	<b>7</b>	<b>2</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>56</b>
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
<b>2023</b>	<b>4</b>	<b>7</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>8</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>56</b>
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
<b>2024</b>	<b>5</b>	<b>6</b>	<b>2</b>	<b>7</b>									<b>20</b>
Expedited Passenger Screening Program	3	4	2	6									15
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	3	4	2	5									14
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	2											3
Screening - Procedures/Process	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
<b>CRW</b>	<b>4</b>	<b>7</b>	<b>10</b>	<b>1</b>	<b>6</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>2</b>	<b>60</b>
<b>2022</b>	<b>1</b>		<b>2</b>		<b>4</b>	<b>1</b>		<b>2</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>19</b>
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
<b>2023</b>	<b>1</b>	<b>3</b>	<b>5</b>		<b>2</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>31</b>
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
<b>2024</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>1</b>									<b>10</b>
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	1	2	3	1									7
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	1	2	3										6
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
<b>CSG</b>	<b>8</b>	<b>4</b>	<b>6</b>	<b>9</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>59</b>
<b>2022</b>	<b>3</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>		<b>2</b>	<b>18</b>
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
<b>2023</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>30</b>
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
<b>2024</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>4</b>									<b>11</b>
Expedited Passenger Screening Program	3	1	3	3									10
Expedited Passenger Screening Program	3	1	3	3									10
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				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
<b>CVG</b>	<b>200</b>	<b>141</b>	<b>170</b>	<b>141</b>	<b>96</b>	<b>131</b>	<b>97</b>	<b>150</b>	<b>131</b>	<b>142</b>	<b>108</b>	<b>109</b>	<b>1,616</b>
<b>2022</b>	<b>45</b>	<b>33</b>	<b>47</b>	<b>43</b>	<b>34</b>	<b>56</b>	<b>50</b>	<b>73</b>	<b>70</b>	<b>75</b>	<b>62</b>	<b>68</b>	<b>656</b>
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
<b>2023</b>	<b>73</b>	<b>59</b>	<b>71</b>	<b>63</b>	<b>62</b>	<b>75</b>	<b>47</b>	<b>77</b>	<b>61</b>	<b>67</b>	<b>46</b>	<b>41</b>	<b>742</b>
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 - Checke		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
<b>2024</b>	<b>82</b>	<b>49</b>	<b>52</b>	<b>35</b>									<b>218</b>
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	5	3		1									9
Customer Service - CSM				1									1
Customer Service - TSO	5	3											8
Expedited Passenger Screening Program	71	36	47	28									182
Expedited Passenger Screening Program - Children l		1											1
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	1	1	5	3									10
Expedited Passenger Screening Program	70	33	42	25									170
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property		3		2									5
Mishandling of Passenger Property - Damaged/Missi		1		1									2
Mishandling of Passenger Property - Damaged/Missi		2		1									3
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Patdown	1		1	1									3
Patdown - Flyer	1		1	1									3
Property - Special Handling		2											2
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Missing Items - Carry-C		1											1
Screening	4	5	3	1									13
Screening - Inconsistency	1	1											2
Screening - Lengthy Lines	2	2											4
Screening - Procedures/Process	1	2	3	1									7
SIDA (Security Identification Display Area)				1									1
SIDA (Security Identification Display Area) - 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
CVN	1	1	1	1		1				1			6
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
2024			1	1									2
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			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
<b>CWA</b>	<b>5</b>	<b>7</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>1</b>		<b>2</b>	<b>36</b>
<b>2022</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>		<b>1</b>	<b>19</b>
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
<b>2023</b>	<b>1</b>	<b>3</b>	<b>1</b>		<b>3</b>	<b>2</b>		<b>1</b>	<b>1</b>			<b>1</b>	<b>13</b>
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
<b>2024</b>	<b>2</b>	<b>1</b>		<b>1</b>									<b>4</b>
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 - 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
<b>CYS</b>	<b>3</b>	<b>2</b>	<b>1</b>		<b>1</b>			<b>2</b>		<b>1</b>		<b>2</b>	<b>12</b>
<b>2022</b>								<b>2</b>		<b>1</b>		<b>1</b>	<b>4</b>
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
<b>2023</b>	<b>3</b>	<b>1</b>	<b>1</b>		<b>1</b>							<b>1</b>	<b>7</b>
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
<b>2024</b>		<b>1</b>											<b>1</b>
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
<b>DAB</b>	<b>14</b>	<b>15</b>	<b>7</b>	<b>12</b>	<b>10</b>	<b>9</b>	<b>10</b>	<b>16</b>	<b>18</b>	<b>11</b>	<b>8</b>	<b>7</b>	<b>137</b>
<b>2022</b>	<b>4</b>	<b>8</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>7</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>55</b>
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
<b>2023</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>10</b>	<b>11</b>	<b>8</b>	<b>3</b>	<b>2</b>	<b>67</b>
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
<b>2024</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>3</b>									<b>15</b>
Expedited Passenger Screening Program	5	4	2	1									12
Expedited Passenger Screening Program	5	4	2	1									12
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Prosthesis	1												1
Screening				1									1
Screening - Lengthy Lines				1									1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DAL</b>	<b>185</b>	<b>177</b>	<b>142</b>	<b>128</b>	<b>90</b>	<b>93</b>	<b>112</b>	<b>141</b>	<b>116</b>	<b>120</b>	<b>117</b>	<b>133</b>	<b>1,554</b>
<b>2022</b>	<b>25</b>	<b>53</b>	<b>36</b>	<b>28</b>	<b>34</b>	<b>37</b>	<b>58</b>	<b>60</b>	<b>46</b>	<b>49</b>	<b>58</b>	<b>65</b>	<b>549</b>
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
<b>2023</b>	<b>66</b>	<b>68</b>	<b>59</b>	<b>44</b>	<b>56</b>	<b>56</b>	<b>54</b>	<b>81</b>	<b>70</b>	<b>71</b>	<b>59</b>	<b>68</b>	<b>752</b>
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 It	1							2	1		1		5
Property - Special Handling - Damaged Items - Checked					1			1	1				3
Property - Special Handling - Missing Items - Carry-On				1	1			1				2	5
Property - Special Handling - Missing Items		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		4
Screening - Military											2		1
Screening - Procedures/Process	5	2	1		3	3	1	3	4	7	7	6	42
Screening - Retrieving Abandoned/Confiscated Items				1						1			2
<b>2024</b>	<b>94</b>	<b>56</b>	<b>47</b>	<b>56</b>									<b>253</b>
Civil Rights	1			1									2
Civil Rights - Race				1									1
Civil Rights - Sexual Orientation - Not Tra	1												1
Customer Service	6	5	2	7									20
Customer Service - TSO	6	5	2	7									20
Expedited Passenger Screening Program	71	40	41	38									190
Expedited Passenger Screening Program	3		2	2									7
Expedited Passenger Screening Program	68	40	38	36									182
Expedited Passenger Screening Program - TSA/DHS Employee			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	4			1									5
Mishandling of Passenger Property - Dam	1			1									2
Mishandling of Passenger Property - Dam	3												3
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1
Patdown	4	3		3									10
Patdown - Children				1									1
Patdown - Flyer	3	2		2									7
Patdown - Flyer as Observer	1	1											2
Persons w/ Disabilities (PWD)		1		1									2
Persons w/ Disabilities (PWD) - Medical Devices - At		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Property - Special Handling	2	1	1	1									5
Property - Special Handling - Damaged It	1	1	1										3
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening	5	5	3	3									16
Screening - Inconsistency	1	1	1	1									4
Screening - Procedures/Process	4	4	2	2									12

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DAY</b>	<b>31</b>	<b>19</b>	<b>16</b>	<b>21</b>	<b>16</b>	<b>13</b>	<b>13</b>	<b>19</b>	<b>16</b>	<b>15</b>	<b>18</b>	<b>18</b>	<b>215</b>
<b>2022</b>	<b>9</b>	<b>8</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>10</b>	<b>9</b>	<b>5</b>	<b>14</b>	<b>7</b>	<b>95</b>
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
<b>2023</b>	<b>12</b>	<b>4</b>	<b>9</b>	<b>11</b>	<b>9</b>	<b>6</b>	<b>4</b>	<b>9</b>	<b>7</b>	<b>10</b>	<b>4</b>	<b>11</b>	<b>96</b>
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
<b>2024</b>	<b>10</b>	<b>7</b>	<b>3</b>	<b>4</b>									<b>24</b>
Civil Rights	1		1										2
Civil Rights - Not Specified			1										1
Civil Rights - Sexual Orientation - Not Transgender	1												1
Customer Service			1	1									2
Customer Service - TSO			1	1									2
Expedited Passenger Screening Program	6	5		3									14
Expedited Passenger Screening Program	6	5		3									14
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missing Items		1											1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling	2												2
Property - Special Handling - Damaged Items	2												2
Screening		1											1
Screening - Crew Member or Airline Employee		1											1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DBQ</b>		<b>2</b>	<b>1</b>			<b>3</b>		<b>1</b>		<b>1</b>			<b>8</b>
<b>2022</b>		<b>2</b>	<b>1</b>			<b>1</b>		<b>1</b>		<b>1</b>			<b>5</b>
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
<b>2023</b>						<b>2</b>		<b>1</b>					<b>3</b>
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
<b>DCA</b>	<b>481</b>	<b>449</b>	<b>476</b>	<b>315</b>	<b>254</b>	<b>362</b>	<b>398</b>	<b>344</b>	<b>349</b>	<b>352</b>	<b>344</b>	<b>371</b>	<b>4,495</b>
<b>2022</b>	<b>93</b>	<b>123</b>	<b>109</b>	<b>66</b>	<b>111</b>	<b>158</b>	<b>203</b>	<b>170</b>	<b>189</b>	<b>193</b>	<b>200</b>	<b>166</b>	<b>1,781</b>
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
<b>2023</b>	<b>189</b>	<b>175</b>	<b>189</b>	<b>137</b>	<b>143</b>	<b>204</b>	<b>195</b>	<b>174</b>	<b>160</b>	<b>159</b>	<b>144</b>	<b>205</b>	<b>2,074</b>
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
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
<b>2024</b>	<b>199</b>	<b>151</b>	<b>178</b>	<b>112</b>									<b>640</b>
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1
Airline		2											2
Airline - Policy/Regulations/Service		2											2
Civil Rights	1	4	2	2									9
Civil Rights - Age				1									1
Civil Rights - National Origin				1									1
Civil Rights - Race		1											1
Civil Rights - Sex/Gender/Gender Identity	1	3	1										5
Civil Rights - Transgender Screening			1										1
Customer Service	11	24	25	13									73
Customer Service - Others				2									2
Customer Service - TSO	11	24	25	11									71
Expedited Passenger Screening Program	168	105	140	84									497
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	2		3										5
Expedited Passenger Screening Program	4	4	7										15
Expedited Passenger Screening Program	160	101	130	83									474
Expedited Passenger Screening Program	1			1									2
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Locks			1										1
Locks - General			1										1
Mishandling of Passenger Property	3	1	1	1									6
Mishandling of Passenger Property - Dam	2		1	1									4
Mishandling of Passenger Property - Dam	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
No Jurisdiction	1	1											2
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP		1											1
Patdown		1	2										3
Patdown - Flyer		1	2										3
Persons w/ Disabilities (PWD)	1	1		2									4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Wheelchair	1			1									2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - General		1											1
Property - Special Handling	3	1	2	2									8
Property - Special Handling - Damaged Items	2			1									3
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Carry-On			1	1									2
Property - Special Handling - Missing Items	1	1											2
Screening	11	10	4	7									32
Screening - Inconsistency	1			1									2
Screening - Lengthy Lines	1	3											4
Screening - Procedures/Process	9	6	4	6									25
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
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
<b>DEC</b>		<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>		<b>1</b>			<b>2</b>	<b>4</b>	<b>12</b>
<b>2022</b>			<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>			<b>1</b>	<b>4</b>	<b>4</b>
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
<b>2023</b>		<b>1</b>				<b>1</b>					<b>1</b>	<b>4</b>	<b>7</b>
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
<b>2024</b>			<b>1</b>										<b>1</b>
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
DEN	1,176	996	921	756	623	875	840	884	813	902	828	873	10,487
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 - General	1	1	3		3	4	3	4	1	2	2		24
Expedited Passenger Screening Program - General	10	23	15	5	13	13	10	11	7	7	14	12	140
Expedited Passenger Screening Program - General	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

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-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/Confis	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
<b>2023</b>	<b>455</b>	<b>416</b>	<b>394</b>	<b>370</b>	<b>381</b>	<b>441</b>	<b>400</b>	<b>479</b>	<b>432</b>	<b>508</b>	<b>422</b>	<b>430</b>	<b>5,128</b>
Additional Information Required/Insufficient Information		1		2	3				1				7
Additional Information Required/Insufficient Informatic		1		2	3				1				7
Airline	1		2			1		2		1		1	8
Airline - Lost Baggage			1			1							2
Airline - Policy/Regulations/Service	1		1					2		1		1	6
Civil Rights	2	2	2	4	6	6	9	7	4	8	2	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	296	313	282	303	3,678
Expedited Passenger Screening Program - Active Duty Military			2				1	1					4
Expedited Passenger Screening Program	1	2		2		1	1	4	3	3	1		18
Expedited Passenger Screening Program	12	12	13	9	10	11	6	5	3	6	4	4	95
Expedited Passenger Screening Program	316	325	297	272	267	311	279	322	290	304	277	299	3,559
Expedited Passenger Screening Program - TSA/DHS		1				1							2
Hazardous Materials Safety			1			1							2
Hazardous Materials Safety - General			1			1							2
Intranet/Internet Inquiries							1					1	2
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 - Dam	4		2		5		6	2	8	6	10	6	49
Mishandling of Passenger Property - Dam	2	1	1	2	5	4	4	2	5	2	8	3	39
Mishandling of Passenger Property - Disa	1	1			1						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 Wheelch			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 It	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 - Request for Assistance	1	1	1	1	5	3	1	2	1	1	2	2	21
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
<b>2024</b>	<b>487</b>	<b>333</b>	<b>297</b>	<b>237</b>									<b>1,354</b>
Additional Information Required/Insufficient Information	3	3											6
Additional Information Required/Insufficient Information - Airline	3	3											6
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights	1	3	2	3									9
Civil Rights - National Origin				1									1
Civil Rights - Race	1	2	2	1									6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1		1									2
Customer Service	42	29	36	30									137
Customer Service - Others				1									1
Customer Service - TCC	1												1
Customer Service - TSO	41	29	36	29									135
Expedited Passenger Screening Program	375	246	219	173									1,013
Expedited Passenger Screening Program - Airline	1												1
Expedited Passenger Screening Program - Civil Rights	9	7	7	4									27
Expedited Passenger Screening Program - Customer Service	364	238	212	169									983
Expedited Passenger Screening Program - Identification (ID) Requirements	1	1											2
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Locks	2	1											3
Locks - Missing or Damaged Lock	2	1											3
Lost and Found	2		2	1									5
Lost and Found - Airport/TSA	2		2	1									5
Mishandling of Passenger Property	6	6	8	3									23
Mishandling of Passenger Property - Damaged Item	2	4	3	1									10
Mishandling of Passenger Property - Damaged Item - Request for Assistance	4	1	3	1									9
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Item				1									1
Mishandling of Passenger Property - Disarrayed Item		1	2										3
No Jurisdiction	1		3	2									6
No Jurisdiction - No Referral				2									2
No Jurisdiction - Refer to CBP	1		3										4
No Subject			1	1									2
No Subject - General			1	1									2
Patdown	3	3	6	3									15
Patdown - Children	1	1		1									3
Patdown - Flyer	2	2	6	2									12
Persons w/ Disabilities (PWD)	4	3	2	2									11
Persons w/ Disabilities (PWD) - Autism Spectrum				2									2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Hearing Impaired	1												1
Persons w/ Disabilities (PWD) - Internal Medical Device		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			2										2
Persons w/ Disabilities (PWD) - Prostheses	2												2
Persons w/ Disabilities (PWD) - Wheelchair	1	1											2
Property - Special Handling	7	5	2	3									17
Property - Special Handling - Damaged Item	3	1	1	2									7
Property - Special Handling - Damaged Item - Request for Assistance	1												1
Property - Special Handling - Missing Item	1	2	1										4
Property - Special Handling - Missing Item - Request for Assistance	2	2		1									5
Screening	41	34	13	16									104
Screening - Inconsistency	5	2	2	2									11
Screening - International Screening		1											1
Screening - Lengthy Lines	2	10	1	6									19
Screening - Procedures/Process	33	21	8	8									70
Screening - Retrieving Abandoned/Confiscated Items	1		2										3
SIDA (Security Identification Display Area)			1										1
SIDA (Security Identification Display Area) - 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
<b>DFW</b>	<b>709</b>	<b>727</b>	<b>700</b>	<b>628</b>	<b>415</b>	<b>598</b>	<b>546</b>	<b>593</b>	<b>579</b>	<b>493</b>	<b>514</b>	<b>544</b>	<b>7,046</b>
<b>2022</b>	<b>131</b>	<b>194</b>	<b>187</b>	<b>134</b>	<b>166</b>	<b>241</b>	<b>228</b>	<b>276</b>	<b>261</b>	<b>230</b>	<b>233</b>	<b>280</b>	<b>2,561</b>
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 - TSA	4	10	4	6	5	5	4	10	8	4	10	5	75
Expedited Passenger Screening Program - TSA/DHS	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 - Damaged/Missing Items-Carriers	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/Medical Devices			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					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
<b>2023</b>	<b>289</b>	<b>265</b>	<b>252</b>	<b>259</b>	<b>249</b>	<b>357</b>	<b>318</b>	<b>317</b>	<b>318</b>	<b>263</b>	<b>281</b>	<b>264</b>	<b>3,432</b>

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	182	178	2,287
Expedited Passenger Screening Program - Active Duty Military					1		1				1		3
Expedited Passenger Screening Program - DoD		1				1							2
Expedited Passenger Screening Program - TSA	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	174	173	2,220
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 - General	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	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 - General	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 - General	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 Items	2	1			2	1	1	2	3	1			13
Screening - Shoe Screening											1		1
<b>2024</b>	<b>289</b>	<b>268</b>	<b>261</b>	<b>235</b>									<b>1,053</b>

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	2	1	3	9									15
Civil Rights - National Origin				1									1
Civil Rights - Not Specified			1										1
Civil Rights - Perceived Religion	1			3									4
Civil Rights - Race		1	2	3									6
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity	1			1									2
Claims	1	1	1										3
Claims - General		1	1										2
Claims - Status	1												1
Customer Service	28	43	59	50									180
Customer Service - CSM			1										1
Customer Service - Others		1	2										3
Customer Service - TCC			1										1
Customer Service - TSO	28	42	55	50									175
Expedited Passenger Screening Program	216	165	164	136									681
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	3	4	8	3									18
Expedited Passenger Screening Program	213	159	156	132									660
Expedited Passenger Screening Program - TSA/DHS		1		1									2
Locks	1		2	2									5
Locks - Missing or Damaged Lock	1		2	2									5
Lost and Found	1	2	1										4
Lost and Found - Airport/TSA	1	2	1										4
Mishandling of Passenger Property	4	8	7	7									26
Mishandling of Passenger Property - Damaged/Missing		1	3	4									8
Mishandling of Passenger Property - Damaged	3	7	2	2									14
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified				1									1
Mishandling of Passenger Property - Disposition	1		2										3
No Jurisdiction		1	1										2
No Jurisdiction - Refer to CBP		1											1
No Jurisdiction - Refer to Other			1										1
Patdown	5	4	2	2									13
Patdown - Children	1												1
Patdown - Flyer	4	4	2	2									12
Persons w/ Disabilities (PWD)	1	8	3	7									19
Persons w/ Disabilities (PWD) - Autism Spectrum		2	1	1									4
Persons w/ Disabilities (PWD) - General		1											1
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) - Mobility Disability (Non-ambulatory)		1		3									4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1	1									2
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1		1									2
Property - Special Handling	4	12	8	6									30
Property - Special Handling - Damaged Items	2	2	3	3									10
Property - Special Handling - Damaged Items - Checked		4	1										5
Property - Special Handling - Missing Items - Carry-On		5	2	1									8
Property - Special Handling - Missing Items	2	1	2	2									7
Screening	26	23	10	15									74
Screening - Crew Member or Airline Employee	2	1											3
Screening - Inconsistency	3	2	1	1									7
Screening - Lengthy Lines	6	4	4	6									20
Screening - Procedures/Process	15	15	4	8									42
Screening - Retrieving Abandoned/Confiscated Items		1											1
Screening - Shoe Screening			1										1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DHN</b>	<b>2</b>	<b>9</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>36</b>
<b>2022</b>		<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>4</b>			<b>1</b>	<b>13</b>
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program			1		1	1		2	3			1	9
Expedited Passenger Screening Program - TSA PreC			1		1	1		2	3			1	9
Property - Special Handling				1			1						2
Property - Special Handling - Missing Items - Checked				1			1						2
Screening						1							1
Screening - Inconsistency						1							1
<b>2023</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>2</b>		<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>15</b>
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
<b>2024</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>2</b>									<b>8</b>
Expedited Passenger Screening Program			2										2
Expedited Passenger Screening Program - TSA PreC			2										2
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1									1
No Subject					1								1
No Subject - General					1								1
Patdown		1		1									2
Patdown - Flyer		1		1									2
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Check			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DIK</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>18</b>
<b>2022</b>											<b>1</b>	<b>1</b>	<b>2</b>
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown												1	1
Patdown - Children												1	1
<b>2023</b>			<b>3</b>		<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>		<b>12</b>
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
<b>2024</b>	<b>1</b>	<b>2</b>		<b>1</b>									<b>4</b>
Customer Service		2											2
Customer Service - TSO		2											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
<b>DLG</b>		<b>1</b>					<b>1</b>			<b>2</b>		<b>1</b>	<b>5</b>
<b>2022</b>							<b>1</b>			<b>1</b>		<b>1</b>	<b>3</b>
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
<b>2023</b>										<b>1</b>			<b>1</b>
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
<b>2024</b>			<b>1</b>										<b>1</b>
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
<b>DLH</b>	<b>3</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>5</b>	<b>53</b>
<b>2022</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>			<b>1</b>	<b>1</b>	<b>1</b>	<b>12</b>
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
<b>2023</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>		<b>5</b>	<b>4</b>	<b>34</b>
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
<b>2024</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>									<b>7</b>
Expedited Passenger Screening Program	2	1	1	2									6
Expedited Passenger Screening Program	2	1	1	2									6
Locks			1										1
Locks - Missing or Damaged Lock			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
<b>DRO</b>	<b>11</b>	<b>12</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>3</b>	<b>7</b>	<b>88</b>
<b>2022</b>	<b>1</b>	<b>5</b>	<b>2</b>		<b>5</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>27</b>
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
<b>2023</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>6</b>	<b>50</b>
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
<b>2024</b>	<b>6</b>	<b>1</b>	<b>2</b>	<b>2</b>									<b>11</b>
Expedited Passenger Screening Program	3	1	1	2									7
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	2	1	1	2									6
Screening	3		1										4
Screening - Inconsistency	1												1
Screening - Procedures/Process	2		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
<b>DRT</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>			<b>1</b>		<b>2</b>	<b>2</b>	<b>14</b>
<b>2022</b>					<b>1</b>				<b>1</b>		<b>2</b>	<b>2</b>	<b>6</b>
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
<b>2023</b>		<b>2</b>	<b>1</b>	<b>1</b>		<b>4</b>							<b>8</b>
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
<b>DSM</b>	<b>69</b>	<b>67</b>	<b>46</b>	<b>41</b>	<b>36</b>	<b>54</b>	<b>49</b>	<b>47</b>	<b>33</b>	<b>35</b>	<b>44</b>	<b>43</b>	<b>564</b>
<b>2022</b>	<b>8</b>	<b>25</b>	<b>8</b>	<b>12</b>	<b>10</b>	<b>33</b>	<b>26</b>	<b>23</b>	<b>15</b>	<b>19</b>	<b>23</b>	<b>18</b>	<b>220</b>
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 - TSA	2	3	1				1	1			1		9
Expedited Passenger Screening Program - TSA/DOJ	3	13	7	11	10	28	18	20	9	18	14	17	168
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1					1				2
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Patdown									1		2		3
Patdown - Flyer									1		2		3
Persons w/ Disabilities (PWD)	1	2											3
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1	2											3
Property - Special Handling		2				1	2				1		6
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked		1				1					1		3
Property - Special Handling - Missing Items - Carry-On		1											1
Property - Special Handling - Missing Items - Checked							1						1
Screening		3					1		2		3	1	10
Screening - Children											1		1
Screening - Inconsistency									1			1	2
Screening - Procedures/Process		3					1		1		2		7
<b>2023</b>	<b>22</b>	<b>25</b>	<b>21</b>	<b>14</b>	<b>26</b>	<b>21</b>	<b>23</b>	<b>24</b>	<b>18</b>	<b>16</b>	<b>21</b>	<b>25</b>	<b>256</b>
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 - TSA	1			1	2	1			1	1			7
Expedited Passenger Screening Program - TSA/DOJ	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		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
<b>2024</b>	<b>39</b>	<b>17</b>	<b>17</b>	<b>15</b>									<b>88</b>
Airline		1											1
Airline - Policy/Regulations/Service		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	38	14	14	12									78
Expedited Passenger Screening Program - TSA	1												1
Expedited Passenger Screening Program - TSA/DOJ	2	1	3										6
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	35	13	11	12									71
Mishandling of Passenger Property		1		2									3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				2									2
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown			1										1
Patdown - Flyer			1										1
Screening	1	1	1										3
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1	1											2

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DTW</b>	<b>468</b>	<b>500</b>	<b>496</b>	<b>434</b>	<b>329</b>	<b>378</b>	<b>338</b>	<b>379</b>	<b>335</b>	<b>295</b>	<b>345</b>	<b>374</b>	<b>4,671</b>
<b>2022</b>	<b>81</b>	<b>137</b>	<b>121</b>	<b>130</b>	<b>137</b>	<b>173</b>	<b>158</b>	<b>171</b>	<b>163</b>	<b>137</b>	<b>187</b>	<b>194</b>	<b>1,789</b>
Airline			2		1					1			4
Airline - Policy/Regulations/Service			2		1					1			4
Civil Rights	3	4	1	1	1	2	2	2	4	2		4	26
Civil Rights - Age									1				1
Civil Rights - Perceived Religion									1				1
Civil Rights - Profiling						1	1						2
Civil Rights - Race						1	1	1	1	2		3	9
Civil Rights - Racial Profiling or Discrimination	3	4	1		1								9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1				1	2
Civil Rights - Sexual Orientation - Not Transgender				1									1
Civil Rights - Transgender Screening									1				1
Claims	1								1				2
Claims - General	1								1				2
Customer Service	8	5	8	7	6	7	6	7	20	10	10	7	101
Customer Service - Others			1							1			2
Customer Service - TCC								1					1
Customer Service - TSO	8	5	7	7	6	7	6	6	20	9	10	7	98
Expedited Passenger Screening Program	55	113	96	107	119	151	139	139	118	105	159	165	1,466
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program - DoD		2	1				1	2					6
Expedited Passenger Screening Program - Known Crew Member					1				1				2
Expedited Passenger Screening Program	2	14	11	6	6	6	9	6	12	4	5	7	88
Expedited Passenger Screening Program	53	96	84	101	112	145	129	131	105	99	154	158	1,367
Expedited Passenger Screening Program - TSA/DHS		1								1			2
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												1
Identification (ID) Requirements	1			1									2
Identification (ID) Requirements - Domestic	1			1									2
Locks	1				1		1	1				1	5
Locks - Missing or Damaged Lock	1				1		1	1				1	5
Lost and Found		1		1					1	1			4
Lost and Found - Airport/TSA		1		1					1	1			4
Mishandling of Passenger Property	1		3			2		2	3	5	4	3	23
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								2	1	3	1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--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	1						1	2					4
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1	1			2
Persons w/ Disabilities (PWD) - Service Animals			1					1					2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1				1				2
Persons w/ Disabilities (PWD) - Visual Impairment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1						3	1				5
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp 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
<b>2023</b>	<b>163</b>	<b>175</b>	<b>208</b>	<b>167</b>	<b>192</b>	<b>205</b>	<b>180</b>	<b>208</b>	<b>172</b>	<b>158</b>	<b>158</b>	<b>180</b>	<b>2,166</b>
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	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
<b>2024</b>	<b>224</b>	<b>188</b>	<b>167</b>	<b>137</b>									<b>716</b>
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insufficient	1												1
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights	3	3	1	3									10
Civil Rights - Age				1									1
Civil Rights - National Origin		1											1
Civil Rights - Perceived Religion				1									1
Civil Rights - Race		2	1	1									4
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											2
Claims - General		1											1
Claims - Status	1												1
Customer Service	17	23	37	18									95
Customer Service - Others			1										1
Customer Service - TSO	17	23	36	18									94
Expedited Passenger Screening Program	177	114	105	95									491
Expedited Passenger Screening Program	2	9	3	3									17
Expedited Passenger Screening Program	175	105	102	92									474
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Locks		2											2
Locks - Missing or Damaged Lock		2											2
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	3	2	6	2									13
Mishandling of Passenger Property - Dam	3	2	4	2									11
Mishandling of Passenger Property - Damaged/Missing Items--C			2										2
No Jurisdiction		3	3										6
No Jurisdiction - No Referral		1	2										3
No Jurisdiction - Refer to CBP		1	1										2
No Jurisdiction - Refer to Department of State		1											1
Patdown	1	1	2	1									5
Patdown - Children				1									1
Patdown - Flyer	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
Persons w/ Disabilities (PWD)		1	1	1									3
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Property - Special Handling	9	8	3	7									27
Property - Special Handling - Damaged It	6	4	3	4									17
Property - Special Handling - Damaged It	1	1		1									3
Property - Special Handling - Missing Items - Carry-C		3		1									4
Property - Special Handling - Missing Item	2			1									3
Screening	12	27	9	9									57
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	3	3	1										7
Screening - International Screening			1										1
Screening - Lengthy Lines	2	8	2	3									15
Screening - Opposite Gender			1										1
Screening - Procedures/Process	7	15	4	5									31
Screening - Retrieving Abandoned/Confiscated Items				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
DUJ										1			1
2023										1			1
Screening										1			1
Screening - Procedures/Process										1			1

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DVL		1				1	1						3
2022						1	1						2
Expedited Passenger Screening Program						1	1						2
Expedited Passenger Screening Program - TSA PreCheck						1	1						2
2024		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
<b>EAR</b>			1			1	1		1			1	5
<b>2022</b>			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
<b>2023</b>							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
<b>EAT</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>		<b>2</b>		<b>18</b>
<b>2022</b>			<b>1</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>		<b>1</b>		<b>9</b>
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
<b>2023</b>	<b>2</b>	<b>2</b>			<b>2</b>						<b>1</b>		<b>7</b>
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
<b>2024</b>			<b>1</b>	<b>1</b>									<b>2</b>
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreCheck			1										1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>EAU</b>	<b>3</b>				<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>9</b>
<b>2022</b>					<b>1</b>				<b>1</b>	<b>1</b>	<b>1</b>		<b>4</b>
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
<b>2023</b>	<b>1</b>					<b>1</b>		<b>1</b>					<b>3</b>
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
<b>2024</b>	<b>2</b>												<b>2</b>
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program - TSA PreC	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
<b>ECP</b>	<b>25</b>	<b>26</b>	<b>15</b>	<b>15</b>	<b>12</b>	<b>17</b>	<b>13</b>	<b>25</b>	<b>20</b>	<b>15</b>	<b>16</b>	<b>15</b>	<b>214</b>
<b>2022</b>	<b>11</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>11</b>	<b>5</b>	<b>12</b>	<b>12</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>90</b>
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
<b>2023</b>	<b>7</b>	<b>8</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>13</b>	<b>8</b>	<b>8</b>	<b>10</b>	<b>9</b>	<b>94</b>
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
<b>2024</b>	<b>7</b>	<b>12</b>	<b>8</b>	<b>3</b>									<b>30</b>
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	4	7	5	2									18
Expedited Passenger Screening Program	4	7	5	2									18
Mishandling of Passenger Property	1	2		1									4
Mishandling of Passenger Property - Damaged/Missing Items		2		1									3
Mishandling of Passenger Property - Damaged/Missing Items	1												1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Checked		1											1
Screening	2	2	1										5
Screening - Lengthy Lines	1	1	1										3
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
<b>EGE</b>	<b>2</b>	<b>4</b>	<b>15</b>	<b>22</b>	<b>14</b>	<b>22</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>8</b>	<b>3</b>	<b>103</b>
<b>2022</b>			<b>6</b>	<b>4</b>	<b>3</b>	<b>11</b>		<b>4</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>38</b>
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
<b>2023</b>	<b>1</b>	<b>1</b>	<b>8</b>	<b>6</b>	<b>11</b>	<b>11</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>4</b>	<b>2</b>	<b>48</b>
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
<b>2024</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>12</b>									<b>17</b>
Customer Service		1		2									3
Customer Service - Others				1									1
Customer Service - TSO		1		1									2
Expedited Passenger Screening Program	1	2	1	8									12
Expedited Passenger Screening Program	1	2	1	8									12
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
EKO	2	1			1	1			1	1			7
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											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
<b>ELM</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>			<b>3</b>	<b>1</b>	<b>1</b>	<b>21</b>
<b>2022</b>		<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>				<b>3</b>		<b>1</b>	<b>8</b>
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
<b>2023</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>2</b>	<b>1</b>	<b>2</b>				<b>1</b>		<b>10</b>
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
<b>2024</b>	<b>1</b>		<b>1</b>	<b>1</b>									<b>3</b>
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
<b>ELP</b>	<b>58</b>	<b>41</b>	<b>58</b>	<b>53</b>	<b>18</b>	<b>50</b>	<b>47</b>	<b>43</b>	<b>30</b>	<b>38</b>	<b>40</b>	<b>37</b>	<b>513</b>
<b>2022</b>	<b>9</b>	<b>10</b>	<b>10</b>	<b>14</b>	<b>8</b>	<b>26</b>	<b>23</b>	<b>24</b>	<b>17</b>	<b>14</b>	<b>18</b>	<b>12</b>	<b>185</b>
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
<b>2023</b>	<b>17</b>	<b>11</b>	<b>25</b>	<b>18</b>	<b>10</b>	<b>24</b>	<b>24</b>	<b>19</b>	<b>13</b>	<b>24</b>	<b>22</b>	<b>25</b>	<b>232</b>
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
<b>2024</b>	<b>32</b>	<b>20</b>	<b>23</b>	<b>21</b>									<b>96</b>
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information	1												1
Customer Service		4		3									7
Customer Service - TSO		4		3									7
Expedited Passenger Screening Program	24	12	18	14									68
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	24	12	18	13									67
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1									1
Persons w/ Disabilities (PWD)	2	1	1	1									5
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Mobility Disability	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Screening	5	3	4	2									14
Screening - Inconsistency	1												1
Screening - Lengthy Lines	1	1	2										4
Screening - Procedures/Process	3	2	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
<b>ERI</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>7</b>	<b>29</b>
<b>2022</b>	<b>2</b>					<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>5</b>	<b>13</b>
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
<b>2023</b>		<b>1</b>	<b>4</b>	<b>1</b>	<b>2</b>		<b>2</b>	<b>1</b>			<b>3</b>	<b>2</b>	<b>16</b>
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
<b>EUG</b>	<b>27</b>	<b>24</b>	<b>33</b>	<b>12</b>	<b>9</b>	<b>15</b>	<b>18</b>	<b>18</b>	<b>19</b>	<b>17</b>	<b>21</b>	<b>17</b>	<b>230</b>
<b>2022</b>	<b>5</b>	<b>1</b>	<b>9</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>10</b>	<b>9</b>	<b>12</b>	<b>8</b>	<b>9</b>	<b>11</b>	<b>83</b>
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
<b>2023</b>	<b>13</b>	<b>15</b>	<b>15</b>	<b>7</b>	<b>6</b>	<b>11</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>9</b>	<b>12</b>	<b>6</b>	<b>118</b>
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
<b>2024</b>	<b>9</b>	<b>8</b>	<b>9</b>	<b>3</b>									<b>29</b>
Expedited Passenger Screening Program	7	7	8	3									25
Expedited Passenger Screening Program - TSA Application Prog			1										1
Expedited Passenger Screening Program	7	7	7	3									24
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
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
<b>EVV</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>8</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>8</b>	<b>2</b>	<b>51</b>
<b>2022</b>	<b>1</b>				<b>3</b>	<b>3</b>	<b>5</b>	<b>2</b>			<b>5</b>	<b>1</b>	<b>20</b>
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
<b>2023</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>25</b>
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
<b>2024</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>									<b>6</b>
Expedited Passenger Screening Program	3	1		1									5
Expedited Passenger Screening Program	3	1		1									5
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>EWN</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>		<b>3</b>	<b>1</b>	<b>1</b>			<b>1</b>		<b>14</b>
<b>2022</b>		<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>					<b>7</b>
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
<b>2023</b>						<b>2</b>					<b>1</b>		<b>3</b>
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
<b>2024</b>	<b>1</b>			<b>3</b>									<b>4</b>
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1			2									3
Expedited Passenger Screening Program	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
<b>EW R</b>	<b>1,375</b>	<b>1,281</b>	<b>1,405</b>	<b>1,180</b>	<b>772</b>	<b>1,249</b>	<b>1,187</b>	<b>1,147</b>	<b>937</b>	<b>915</b>	<b>991</b>	<b>997</b>	<b>13,436</b>
<b>2022</b>	<b>198</b>	<b>255</b>	<b>302</b>	<b>175</b>	<b>274</b>	<b>664</b>	<b>632</b>	<b>595</b>	<b>478</b>	<b>461</b>	<b>496</b>	<b>472</b>	<b>5,002</b>
Additional Information Required/Insufficient Information				1								1	2
Additional Information Required/Insufficient Information - EMAIL ONLY				1								1	2
Airline	1	1					1	1	2	1	2	1	10
Airline - Lost Baggage									2	1			3
Airline - Policy/Regulations/Service	1	1					1	1			2	1	7
Animals			1										1
Animals - Carry-On			1										1
Civil Rights	6	4	4	2	3	7	3	5	5	4	6	7	56
Civil Rights - Age								1					1
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Hair Patdowns										1			1
Civil Rights - Headwear												1	1
Civil Rights - National Origin						2						2	4
Civil Rights - Perceived Religion							1						1
Civil Rights - Profiling						1							1
Civil Rights - Race						2	2	3	3	2	5	4	21
Civil Rights - Racial Profiling or Discrimination	6	2	3	1	3								15
Civil Rights - Screening of Religious Cultural and 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 - TSA/DHS	1	2				1	3	4		1	2	1	15
Expedited Passenger Screening Program - TSA/DHS	1												1
Expedited Passenger Screening Program - TSA/DHS	10	25	20	4	13	12	16	19	13	13	10	6	161
Expedited Passenger Screening Program - TSA/DHS	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	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 (current or past)	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 Devices	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) - Wheelchairs	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/Scissors		1											1
Prohibited & Permitted Items - Sporting Goods		1											1
Property - Special Handling	4	10	18	6	9	15	10	7	10	17	9	13	128
Property - Special Handling - Damaged Items	2	3	9	4	1	4	5		2	4	2	2	38
Property - Special Handling - Damaged Items - Checked			5	1	2	2			2	1	2	1	16
Property - Special Handling - Missing Items	1	5	2	1	2	7	5	7	4	7	3	7	51
Property - Special Handling - Missing Items - Checked	1	2	2		4	2			2	5	2	3	23
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening	14	11	26	11	13	20	16	30	16	17	27	20	221
Screening - Children								1				1	2
Screening - Crew Member or Airline Employee												1	1
Screening - Gate Pass		1											1
Screening - Inconsistency	2	1	6		2	1	1	7	2	3	7	4	36
Screening - International Screening					1								1
Screening - Lengthy Lines	4	1	6	1	2	3	1	5		4	5	4	36
Screening - Procedures/Process	8	8	14	9	5	15	11	15	14	9	13	8	129
Screening - Retrieving Abandoned/Confiscated Items				1	3	1	3	2			2	2	14
Screening - Shoe Screening										1			1
<b>2023</b>	<b>540</b>	<b>563</b>	<b>591</b>	<b>564</b>	<b>498</b>	<b>585</b>	<b>555</b>	<b>552</b>	<b>459</b>	<b>454</b>	<b>495</b>	<b>525</b>	<b>6,381</b>
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
<b>2024</b>	<b>637</b>	<b>463</b>	<b>512</b>	<b>441</b>									<b>2,053</b>
Airline	1			3									4
Airline - Lost Baggage				2									2
Airline - Policy/Regulations/Service				1									1
Airline - Wheelchair Assistance	1												1
Civil Rights	5	2	5	6									18
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights		1		2									3
Civil Rights - Perceived Religion			3	1									4
Civil Rights - Profiling				1									1
Civil Rights - Race	4	1	2	1									8
Civil Rights - Transgender Screening				1									1
Claims		1											1
Claims - Status		1											1
Customer Service	39	47	61	54									201
Customer Service - Others		1	1										2
Customer Service - TCC	2	1	1										4
Customer Service - TSO	37	45	59	54									195
DHS TRIP				1									1
DHS TRIP - General				1									1
Duplicate E-mail	1												1
Duplicate E-mail - General	1												1
Expedited Passenger Screening Program	535	331	367	302									1,535
Expedited Passenger Screening Program - Active Duty Military			1	1									2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - Known Crew Member				1									1
Expedited Passenger Screening Program	5	9	13	10									37
Expedited Passenger Screening Program	528	322	353	290									1,493
Expedited Passenger Screening Program	1												1
Hazardous Materials Safety		1											1
Hazardous Materials Safety - General		1											1
Intranet/Internet Inquiries	1												1
Intranet/Internet Inquiries - General	1												1
Locks	4	3	1										8
Locks - Missing or Damaged Lock	4	3	1										8
Lost and Found	1	2	2	3									8
Lost and Found - Airport/TSA	1	2	2	3									8
Mishandling of Passenger Property	4	11	16	18									49
Mishandling of Passenger Property - Dam	2	10	13	12									37
Mishandling of Passenger Property - Dam	1		2	5									8
Mishandling of Passenger Property - Damaged/Missii		1	1										2
Mishandling of Passenger Property - Disa	1			1									2
No Jurisdiction	3	2											5
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP	2	1											3
No Jurisdiction - Refer to Other		1											1
Patdown	1	5	1	2									9
Patdown - Children				1									1
Patdown - Flyer	1	3	1	1									6
Patdown - Flyer as Observer		2											2
Persons w/ Disabilities (PWD)	6	6	7	11									30
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cai			1										1
Persons w/ Disabilities (PWD) - Diabetes			1	1									3
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Medically	2	1		2									5
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility D	3		1	5									9
Persons w/ Disabilities (PWD) - Respiratory and Inha		1	1										2
Persons w/ Disabilities (PWD) - Wheelcha	1	2	2	3									8
Property - Special Handling	11	13	16	15									55
Property - Special Handling - Damaged It	4	6	7	10									27
Property - Special Handling - Damaged It	2		2	2									6
Property - Special Handling - Missing Item	3	5	5	1									14
Property - Special Handling - Missing Item	2	2	2	2									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	25	39	36	26									126
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency	1	1	2	2									6
Screening - Lengthy Lines	3	9	15	8									35
Screening - Procedures/Process	21	25	18	14									78
Screening - Retrieving Abandoned/Confiscated Items		4	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
<b>EYW</b>	<b>19</b>	<b>23</b>	<b>23</b>	<b>23</b>	<b>17</b>	<b>19</b>	<b>20</b>	<b>16</b>	<b>18</b>	<b>13</b>	<b>13</b>	<b>6</b>	<b>210</b>
<b>2022</b>	<b>3</b>	<b>7</b>	<b>10</b>	<b>10</b>	<b>7</b>	<b>10</b>	<b>11</b>	<b>6</b>	<b>11</b>	<b>4</b>	<b>7</b>	<b>2</b>	<b>88</b>
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/Missin		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
<b>2023</b>	<b>6</b>	<b>12</b>	<b>6</b>	<b>6</b>	<b>10</b>	<b>9</b>	<b>9</b>	<b>10</b>	<b>7</b>	<b>9</b>	<b>6</b>	<b>4</b>	<b>94</b>
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
<b>2024</b>	<b>10</b>	<b>4</b>	<b>7</b>	<b>7</b>									<b>28</b>
Customer Service		1	3	1									5
Customer Service - TSO		1	3	1									5
Expedited Passenger Screening Program	9	3	4	5									21
Expedited Passenger Screening Program	9	3	3	5									20
Expedited Passenger Screening Program - TSA/DHS Employee			1										1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				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
<b>FAI</b>	<b>9</b>	<b>16</b>	<b>15</b>	<b>14</b>	<b>6</b>	<b>14</b>	<b>7</b>	<b>12</b>	<b>13</b>	<b>12</b>	<b>12</b>	<b>12</b>	<b>142</b>
<b>2022</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>49</b>
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
<b>2023</b>	<b>5</b>	<b>10</b>	<b>5</b>	<b>8</b>	<b>3</b>	<b>9</b>	<b>2</b>	<b>10</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>78</b>
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						2			2	1	8
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency												1	1
Screening - Procedures/Process		2						2			2		6
<b>2024</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>3</b>									<b>15</b>
Expedited Passenger Screening Program	1	3	4	3									11
Expedited Passenger Screening Program	1	3	4	3									11
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Screening		2	1										3
Screening - Inconsistency		1	1										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
<b>FAR</b>	<b>12</b>	<b>18</b>	<b>31</b>	<b>19</b>	<b>21</b>	<b>17</b>	<b>7</b>	<b>14</b>	<b>20</b>	<b>12</b>	<b>14</b>	<b>17</b>	<b>202</b>
<b>2022</b>	<b>3</b>	<b>5</b>	<b>10</b>	<b>5</b>	<b>5</b>	<b>10</b>	<b>4</b>	<b>6</b>	<b>12</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>77</b>
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
<b>2023</b>	<b>3</b>	<b>5</b>	<b>9</b>	<b>9</b>	<b>16</b>	<b>7</b>	<b>3</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>8</b>	<b>11</b>	<b>94</b>
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
<b>2024</b>	<b>6</b>	<b>8</b>	<b>12</b>	<b>5</b>									<b>31</b>
Civil Rights				1									1
Civil Rights - Transgender Screening				1									1
Customer Service			2										2
Customer Service - TSO			2										2
Expedited Passenger Screening Program	5	6	9	4									24
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	5	5	9	4									23
Property - Special Handling	1												1
Property - Special Handling - Missing Items	1												1
Screening		2	1										3
Screening - Procedures/Process		2	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
<b>FAT</b>	<b>42</b>	<b>42</b>	<b>24</b>	<b>23</b>	<b>13</b>	<b>27</b>	<b>35</b>	<b>39</b>	<b>24</b>	<b>26</b>	<b>24</b>	<b>31</b>	<b>350</b>
<b>2022</b>	<b>7</b>	<b>9</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>12</b>	<b>13</b>	<b>18</b>	<b>6</b>	<b>11</b>	<b>9</b>	<b>15</b>	<b>114</b>
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
<b>2023</b>	<b>18</b>	<b>18</b>	<b>10</b>	<b>9</b>	<b>8</b>	<b>15</b>	<b>22</b>	<b>21</b>	<b>18</b>	<b>15</b>	<b>15</b>	<b>16</b>	<b>185</b>
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
<b>2024</b>	<b>17</b>	<b>15</b>	<b>8</b>	<b>11</b>									<b>51</b>
Customer Service	2	3	1	1									7
Customer Service - TSO	2	3	1	1									7
Expedited Passenger Screening Program	12	9	7	10									38
Expedited Passenger Screening Program - TSA Appl	1												1
Expedited Passenger Screening Program	12	8	7	10									37
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Screening	2	3											5
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1	3											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
<b>FAY</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>9</b>	<b>9</b>	<b>2</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>72</b>
<b>2022</b>	<b>3</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>		<b>5</b>	<b>24</b>
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
<b>2023</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>2</b>		<b>6</b>	<b>7</b>		<b>3</b>	<b>3</b>	<b>7</b>	<b>3</b>	<b>39</b>
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
<b>2024</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>1</b>									<b>9</b>
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	4	1	1	1									7
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	4		1	1									6
No Jurisdiction				1									1
No Jurisdiction - No Referral			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
<b>FLG</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>1</b>		<b>4</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>32</b>
<b>2022</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>19</b>
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
<b>2023</b>		<b>2</b>				<b>2</b>		<b>1</b>					<b>5</b>
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
<b>2024</b>	<b>2</b>	<b>5</b>	<b>1</b>										<b>8</b>
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
Expedited Passenger Screening Program	1	2											3
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown				1									1
Patdown - Flyer				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
<b>FLL</b>	<b>425</b>	<b>465</b>	<b>489</b>	<b>466</b>	<b>312</b>	<b>395</b>	<b>362</b>	<b>363</b>	<b>285</b>	<b>286</b>	<b>293</b>	<b>255</b>	<b>4,396</b>
<b>2022</b>	<b>84</b>	<b>103</b>	<b>145</b>	<b>118</b>	<b>124</b>	<b>185</b>	<b>184</b>	<b>211</b>	<b>152</b>	<b>150</b>	<b>162</b>	<b>115</b>	<b>1,733</b>
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
<b>2023</b>	<b>162</b>	<b>205</b>	<b>183</b>	<b>205</b>	<b>188</b>	<b>210</b>	<b>178</b>	<b>152</b>	<b>133</b>	<b>136</b>	<b>131</b>	<b>140</b>	<b>2,023</b>
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
<b>2024</b>	<b>179</b>	<b>157</b>	<b>161</b>	<b>143</b>									<b>640</b>
Additional Information Required/Insufficient Inf	1	1											2
Additional Information Required/Insufficient	1	1											2
Airline	1		3										4
Airline - Lost Baggage	1												1
Airline - Policy/Regulations/Service			3										3
Civil Rights			3	1									4
Civil Rights - Race			2	1									3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	7	17	16	10									50
Customer Service - CSM				1									1
Customer Service - TSO	7	17	16	9									49
Expedited Passenger Screening Program	136	110	117	106									469
Expedited Passenger Screening Program	2	1	5	4									12
Expedited Passenger Screening Program	134	109	112	102									457
Hazardous Materials Safety			1	1									2
Hazardous Materials Safety - General			1	1									2
Locks	1		1	1									3
Locks - Missing or Damaged Lock	1		1	1									3
Lost and Found				1									1
Lost and Found - Airport/TSA			1										1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	7	6	7	6									26
Mishandling of Passenger Property - Dam	3	1	3	4									11
Mishandling of Passenger Property - Dam	3	3	3	1									10
Mishandling of Passenger Property - Disa	1	2	1	1									5
No Jurisdiction				1									1
No Jurisdiction - Refer to CBP				1									1
No Subject			1	1									2
No Subject - General			1	1									2
Notice of Violation/Civil Penalties		1											1
Notice of Violation/Civil Penalties - General		1											1
Patdown	3	3		1									7
Patdown - Flyer	3	3		1									7
Persons w/ Disabilities (PWD)	3	2	1	3									9
Persons w/ Disabilities (PWD) - Autism Sp	1												1
Persons w/ Disabilities (PWD) - Diabetes	1		1	2									4
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Persons w/ Disabilities (PWD) - Wheelcha	1	1											2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Knives/Tools/Razors/£		1											1
Property - Special Handling	6	9	6	2									23
Property - Special Handling - Damaged It	2	3	1										6
Property - Special Handling - Damaged It	1		1										2
Property - Special Handling - Missing Item	2	5	1	2									10
Property - Special Handling - Missing Item	1	1	3										5
Screening	14	7	4	10									35
Screening - Crew Member or Airline Empl	1	1											2
Screening - Inconsistency	1	1		1									3
Screening - Lengthy Lines	1	1	1	4									7
Screening - Procedures/Process	10	4	2	5									21
Screening - Retrieving Abandoned/Confis	1		1										2

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>FLO</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>			<b>1</b>	<b>1</b>				<b>2</b>	<b>14</b>
<b>2022</b>		<b>1</b>		<b>1</b>				<b>1</b>				<b>2</b>	<b>5</b>
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
<b>2023</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>			<b>1</b>						<b>6</b>
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
<b>2024</b>	<b>1</b>		<b>2</b>										<b>3</b>
Expedited Passenger Screening Program	1		2										3
Expedited Passenger Screening Program	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
<b>FNL</b>	<b>7</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>6</b>		<b>9</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>54</b>
<b>2022</b>					<b>1</b>	<b>3</b>		<b>7</b>	<b>2</b>	<b>2</b>		<b>3</b>	<b>18</b>
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
<b>2023</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>3</b>		<b>2</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>31</b>
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
<b>2024</b>	<b>3</b>	<b>2</b>											<b>5</b>
Expedited Passenger Screening Program	3	2											5
Expedited Passenger Screening Program	3	2											5

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>FNT</b>	<b>3</b>	<b>6</b>	<b>14</b>	<b>11</b>	<b>15</b>	<b>10</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>83</b>
<b>2022</b>	<b>2</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>8</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>		<b>2</b>	<b>3</b>	<b>42</b>
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			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
<b>2023</b>			<b>2</b>	<b>2</b>	<b>7</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>26</b>
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
<b>2024</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>6</b>									<b>15</b>
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program		1	5	4									10
Expedited Passenger Screening Program - TSA PreC		1	5	4									10
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>FOD</b>								<b>1</b>		<b>2</b>			<b>3</b>
<b>2022</b>								<b>1</b>		<b>1</b>			<b>2</b>
Expedited Passenger Screening Program								1		1			2
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck										1			1
<b>2023</b>										<b>1</b>			<b>1</b>
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	2
2023													1	1
Expedited Passenger Screening Program													1	1
Expedited Passenger Screening Program - TSA PreCheck													1	1
2024	1													1
Mishandling of Passenger Property	1													1
Mishandling of Passenger Property - Damaged/Missing Items--C	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
<b>FSD</b>	<b>27</b>	<b>17</b>	<b>15</b>	<b>22</b>	<b>16</b>	<b>18</b>	<b>19</b>	<b>15</b>	<b>17</b>	<b>9</b>	<b>10</b>	<b>16</b>	<b>201</b>
<b>2022</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>11</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>11</b>	<b>77</b>
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
<b>2023</b>	<b>9</b>	<b>9</b>	<b>3</b>	<b>10</b>	<b>9</b>	<b>12</b>	<b>12</b>	<b>7</b>	<b>10</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>100</b>
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
<b>2024</b>	<b>11</b>	<b>4</b>	<b>8</b>	<b>1</b>									<b>24</b>
Customer Service			3										3
Customer Service - TSO			3										3
Expedited Passenger Screening Program	10	2	4	1									17
Expedited Passenger Screening Program	10	2	4	1									17
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Screening	1	1	1										3
Screening - Procedures/Process	1	1	1										3

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>FSM</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>29</b>
<b>2022</b>		<b>1</b>	<b>1</b>			<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>11</b>
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
<b>2023</b>	<b>1</b>				<b>1</b>		<b>1</b>	<b>1</b>	<b>2</b>		<b>3</b>	<b>2</b>	<b>11</b>
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
<b>2024</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>									<b>7</b>
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	1		2	1									4
Expedited Passenger Screening Program	1		1	1									3
Expedited Passenger Screening Program - TSA/DHS Employee:			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
<b>FWA</b>	<b>11</b>	<b>15</b>	<b>11</b>	<b>19</b>	<b>15</b>	<b>7</b>	<b>8</b>	<b>17</b>	<b>5</b>	<b>6</b>	<b>10</b>	<b>7</b>	<b>131</b>
<b>2022</b>		<b>7</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>9</b>	<b>1</b>	<b>3</b>	<b>8</b>	<b>5</b>	<b>49</b>
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
<b>2023</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>9</b>	<b>11</b>	<b>4</b>	<b>3</b>	<b>8</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>58</b>
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	1												1
Screening			1										1
Screening - Procedures/Process			1										1
<b>2024</b>	<b>7</b>	<b>5</b>	<b>3</b>	<b>9</b>									<b>24</b>
Civil Rights		1											1
Civil Rights - Race		1											1
Expedited Passenger Screening Program	7	3	1	7									18
Expedited Passenger Screening Program - TSA Application Program	7	3	1	7									18
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1									1
Property - Special Handling		1	1										2
Property - Special Handling - Damaged Items - Carry-On		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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GCC</b>			<b>3</b>	<b>1</b>		<b>3</b>		<b>1</b>			<b>1</b>		<b>9</b>
<b>2022</b>						<b>1</b>					<b>1</b>		<b>2</b>
Customer Service											<b>1</b>		<b>1</b>
Customer Service - TSO											<b>1</b>		<b>1</b>
Expedited Passenger Screening Program							<b>1</b>						<b>1</b>
Expedited Passenger Screening Program - TSA PreCheck							<b>1</b>						<b>1</b>
<b>2023</b>			<b>1</b>			<b>2</b>		<b>1</b>					<b>4</b>
Expedited Passenger Screening Program			<b>1</b>			<b>2</b>		<b>1</b>					<b>4</b>
Expedited Passenger Screening Program - TSA PreCheck			<b>1</b>			<b>2</b>		<b>1</b>					<b>4</b>
<b>2024</b>			<b>2</b>	<b>1</b>									<b>3</b>
Expedited Passenger Screening Program			<b>1</b>	<b>1</b>									<b>2</b>
Expedited Passenger Screening Program - TSA PreCheck			<b>1</b>	<b>1</b>									<b>2</b>
Locks			<b>1</b>										<b>1</b>
Locks - Missing or Damaged Lock			<b>1</b>										<b>1</b>

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GCK</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>					<b>2</b>	<b>1</b>	<b>2</b>	<b>11</b>
<b>2022</b>	<b>1</b>			<b>1</b>	<b>1</b>					<b>1</b>	<b>1</b>	<b>1</b>	<b>6</b>
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
<b>2023</b>	<b>1</b>	<b>1</b>	<b>1</b>							<b>1</b>		<b>1</b>	<b>5</b>
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
<b>GEG</b>	<b>91</b>	<b>80</b>	<b>79</b>	<b>52</b>	<b>43</b>	<b>53</b>	<b>74</b>	<b>47</b>	<b>34</b>	<b>50</b>	<b>62</b>	<b>63</b>	<b>728</b>
<b>2022</b>	<b>25</b>	<b>17</b>	<b>14</b>	<b>12</b>	<b>15</b>	<b>19</b>	<b>33</b>	<b>15</b>	<b>12</b>	<b>21</b>	<b>38</b>	<b>31</b>	<b>252</b>
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
<b>2023</b>	<b>40</b>	<b>37</b>	<b>33</b>	<b>24</b>	<b>28</b>	<b>34</b>	<b>41</b>	<b>32</b>	<b>22</b>	<b>29</b>	<b>24</b>	<b>32</b>	<b>376</b>
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
<b>2024</b>	<b>26</b>	<b>26</b>	<b>32</b>	<b>16</b>									<b>100</b>
Civil Rights	2			1									3
Civil Rights - Race	2			1									3
Customer Service	2	3	5	4									14



**TSA Contact Center (TCC) Data Tool - FOIA**

Categories	10-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	3	5	4									14
Expedited Passenger Screening Program	18	17	25	8									68
Expedited Passenger Screening Program - TSA Application Pro			2	1									3
Expedited Passenger Screening Program	18	17	23	7									65
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
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	2	3		1									6
Screening - Lengthy Lines	1	1											2
Screening - Procedures/Process	1	2		1									4

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GFK</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>3</b>		<b>5</b>	<b>47</b>
<b>2022</b>	<b>1</b>	<b>2</b>		<b>1</b>			<b>1</b>						<b>5</b>
Expedited Passenger Screening Program	1	2		1									4
Expedited Passenger Screening Program	1	2		1									4
Patdown							1						1
Patdown - Flyer							1						1
<b>2023</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>3</b>		<b>5</b>	<b>35</b>
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
<b>2024</b>	<b>1</b>		<b>3</b>	<b>3</b>									<b>7</b>
Expedited Passenger Screening Program			2	3									5
Expedited Passenger Screening Program - TSA PreCheck			2	3									5
Patdown			1										1
Patdown - Flyer			1										1
Screening	1												1
Screening - Procedures/Process	1												1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GGG</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>2</b>		<b>1</b>	<b>2</b>	<b>10</b>
<b>2022</b>					<b>1</b>		<b>1</b>		<b>1</b>			<b>1</b>	<b>3</b>
Customer Service												<b>1</b>	<b>1</b>
Customer Service - TSO												<b>1</b>	<b>1</b>
Patdown									<b>1</b>				<b>1</b>
Patdown - Flyer									<b>1</b>				<b>1</b>
Property - Special Handling					<b>1</b>								<b>1</b>
Property - Special Handling - Damaged Items - Checked					<b>1</b>								<b>1</b>
<b>2023</b>		<b>1</b>					<b>1</b>		<b>1</b>		<b>1</b>	<b>1</b>	<b>5</b>
Airline												<b>1</b>	<b>1</b>
Airline - Policy/Regulations/Service												<b>1</b>	<b>1</b>
Civil Rights							<b>1</b>						<b>1</b>
Civil Rights - Race							<b>1</b>						<b>1</b>
Customer Service		<b>1</b>											<b>1</b>
Customer Service - TSO		<b>1</b>											<b>1</b>
Expedited Passenger Screening Program									<b>1</b>		<b>1</b>		<b>2</b>
Expedited Passenger Screening Program - TSA PreCheck									<b>1</b>		<b>1</b>		<b>2</b>
<b>2024</b>			<b>1</b>	<b>1</b>									<b>2</b>
Expedited Passenger Screening Program				<b>1</b>									<b>1</b>
Expedited Passenger Screening Program - TSA PreCheck				<b>1</b>									<b>1</b>
No Jurisdiction			<b>1</b>										<b>1</b>
No Jurisdiction - No Referral			<b>1</b>										<b>1</b>

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-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
<b>GJT</b>	<b>17</b>	<b>10</b>	<b>9</b>	<b>13</b>	<b>8</b>	<b>5</b>	<b>15</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>9</b>	<b>6</b>	<b>111</b>
<b>2022</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>34</b>
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
<b>2023</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>9</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>55</b>
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
<b>2024</b>	<b>10</b>	<b>3</b>	<b>3</b>	<b>6</b>									<b>22</b>
Customer Service	3			2									5
Customer Service - TCC	1												1
Customer Service - TSO	2			2									4
Expedited Passenger Screening Program	5		3	2									10
Expedited Passenger Screening Program	5		3	2									10
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown		1											1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Screening	1	2		1									4
Screening - Inconsistency				1									1
Screening - Procedures/Process	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
<b>GLH</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>2</b>			<b>2</b>			<b>1</b>		<b>1</b>	<b>13</b>
<b>2022</b>	<b>2</b>	<b>2</b>	<b>1</b>				<b>2</b>					<b>1</b>	<b>8</b>
Customer Service			1									1	2
Customer Service - TSO			1									1	2
Mishandling of Passenger Property			1										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
<b>2023</b>										<b>1</b>			<b>1</b>
Screening										1			1
Screening - Procedures/Process										1			1
<b>2024</b>	<b>2</b>			<b>2</b>									<b>4</b>
Mishandling of Passenger Property	2			1									3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Dam	2												2
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GNV</b>	<b>13</b>	<b>11</b>	<b>3</b>	<b>13</b>	<b>8</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>8</b>	<b>4</b>	<b>9</b>	<b>6</b>	<b>88</b>
<b>2022</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>39</b>
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
<b>2023</b>	<b>7</b>	<b>7</b>	<b>2</b>	<b>6</b>	<b>2</b>		<b>2</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>39</b>
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
<b>2024</b>	<b>3</b>	<b>2</b>		<b>5</b>									<b>10</b>
Civil Rights				1									1
Civil Rights - Race				1									1
Expedited Passenger Screening Program	3	1		2									6
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	3	1		1									5
Patdown				2									2
Patdown - Children				1									1
Patdown - Flyer				1									1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Carry		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
<b>GPI</b>	<b>11</b>	<b>9</b>	<b>10</b>	<b>9</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>9</b>	<b>6</b>	<b>9</b>	<b>16</b>	<b>9</b>	<b>100</b>
<b>2022</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>39</b>
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/Missii		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
<b>2023</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>2</b>		<b>3</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>12</b>	<b>2</b>	<b>45</b>
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
<b>2024</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>2</b>									<b>16</b>
Customer Service	1		1	1									3
Customer Service - TSO	1		1	1									3
Expedited Passenger Screening Program	4	4	4	1									13
Expedited Passenger Screening Program	4	4	4	1									13



## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GPT</b>	<b>23</b>	<b>29</b>	<b>16</b>	<b>16</b>	<b>17</b>	<b>16</b>	<b>6</b>	<b>15</b>	<b>9</b>	<b>12</b>	<b>14</b>	<b>21</b>	<b>194</b>
<b>2022</b>	<b>5</b>	<b>15</b>	<b>9</b>	<b>4</b>	<b>8</b>	<b>12</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>84</b>
Civil Rights				2				1				1	4
Civil Rights - Age				1									1
Civil Rights - Hair Patdowns				1									1
Civil Rights - Race													1
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
<b>2023</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>9</b>	<b>4</b>	<b>3</b>	<b>9</b>	<b>3</b>	<b>4</b>	<b>9</b>	<b>18</b>	<b>82</b>
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 Proq			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
<b>2024</b>	<b>13</b>	<b>8</b>	<b>2</b>	<b>5</b>									<b>28</b>
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	10	6	2	5									23
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	10	5	2	5									22
Mishandling of Passenger Property	2	1											3
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	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
<b>GRB</b>	<b>8</b>	<b>9</b>	<b>12</b>	<b>4</b>	<b>10</b>	<b>9</b>	<b>10</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>9</b>	<b>5</b>	<b>91</b>
<b>2022</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>45</b>
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
<b>2023</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>35</b>
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
<b>2024</b>	<b>4</b>	<b>2</b>	<b>5</b>										<b>11</b>
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	4	2	3										9
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	3	2	3										8
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			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
<b>GRI</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>		<b>32</b>
<b>2022</b>				<b>1</b>		<b>4</b>	<b>1</b>		<b>1</b>		<b>1</b>		<b>8</b>
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
<b>2023</b>		<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>		<b>4</b>			<b>17</b>
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
<b>2024</b>	<b>3</b>	<b>2</b>	<b>2</b>										<b>7</b>
Civil Rights	2	1											3
Civil Rights - Age	2												2
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Customer Service	1	1											2
Customer Service - TSO	1	1											2
Expedited Passenger Screening Program				2									2
Expedited Passenger Screening Program - TSA PreCheck				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
<b>GRK</b>		<b>1</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>39</b>
<b>2022</b>			<b>2</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>17</b>
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
<b>2023</b>		<b>1</b>	<b>4</b>	<b>3</b>	<b>2</b>		<b>2</b>	<b>2</b>			<b>1</b>	<b>4</b>	<b>19</b>
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
<b>2024</b>			<b>1</b>	<b>2</b>									<b>3</b>
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
<b>GRR</b>	<b>61</b>	<b>55</b>	<b>54</b>	<b>59</b>	<b>44</b>	<b>49</b>	<b>60</b>	<b>35</b>	<b>34</b>	<b>35</b>	<b>43</b>	<b>37</b>	<b>566</b>
<b>2022</b>	<b>7</b>	<b>10</b>	<b>12</b>	<b>11</b>	<b>18</b>	<b>27</b>	<b>33</b>	<b>13</b>	<b>18</b>	<b>28</b>	<b>26</b>	<b>19</b>	<b>222</b>
Civil Rights			1		1								2
Civil Rights - Racial Profiling or Discrimination			1		1								2
Customer Service		3					1	1		1	1		7
Customer Service - TSO		3					1	1		1	1		7
Expedited Passenger Screening Program	5	7	10	10	13	26	31	12	17	24	18	16	189
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program	1				1				1			2	6
Expedited Passenger Screening Program	4	7	10	10	12	26	31	12	16	21	18	14	181
Mishandling of Passenger Property	1				1				1		2	2	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1				1		1	2	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	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
<b>2023</b>	<b>30</b>	<b>28</b>	<b>29</b>	<b>25</b>	<b>26</b>	<b>22</b>	<b>27</b>	<b>22</b>	<b>16</b>	<b>7</b>	<b>17</b>	<b>18</b>	<b>267</b>
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 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
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 Mobility	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
<b>2024</b>	<b>24</b>	<b>17</b>	<b>13</b>	<b>23</b>									<b>77</b>
Customer Service	1	1		1									3
Customer Service - TSO	1	1		1									3
Expedited Passenger Screening Program	21	14	8	18									61
Expedited Passenger Screening Program	21	14	8	18									61
Intranet/Internet Inquiries			1										1
Intranet/Internet Inquiries - General			1										1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property		2	3	2									7
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
Mishandling of Passenger Property - Damaged/Missing Items--Unchecked Baggage			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked			1										1
Property - Special Handling	2		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 - 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	
<b>GSN</b>	<b>2</b>					<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>			<b>7</b>	
<b>2022</b>						<b>2</b>				<b>1</b>			<b>3</b>	
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	
<b>2023</b>	<b>1</b>						<b>1</b>		<b>1</b>				<b>3</b>	
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	
<b>2024</b>	<b>1</b>													<b>1</b>
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
<b>GSO</b>	<b>29</b>	<b>34</b>	<b>33</b>	<b>31</b>	<b>18</b>	<b>40</b>	<b>30</b>	<b>26</b>	<b>24</b>	<b>22</b>	<b>24</b>	<b>32</b>	<b>343</b>
<b>2022</b>	<b>8</b>	<b>10</b>	<b>13</b>	<b>7</b>	<b>12</b>	<b>25</b>	<b>16</b>	<b>10</b>	<b>15</b>	<b>10</b>	<b>8</b>	<b>11</b>	<b>145</b>
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 It	1	1	1	1	2							1	7
Property - Special Handling - Damaged Items - Checked			2						1				3
Property - Special Handling - Missing Items - Checke	1							1					2
Screening					1	1	1		1		1		5
Screening - Inconsistency						1							1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process							1		1		1		3
<b>2023</b>	<b>10</b>	<b>14</b>	<b>8</b>	<b>11</b>	<b>6</b>	<b>15</b>	<b>14</b>	<b>16</b>	<b>9</b>	<b>12</b>	<b>16</b>	<b>21</b>	<b>152</b>
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
<b>2024</b>	<b>11</b>	<b>10</b>	<b>12</b>	<b>13</b>									<b>46</b>
Civil Rights				1									1
Civil Rights - Race				1									1
Expedited Passenger Screening Program	7	8	11	10									36
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	7	8	11	9									35
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missin		1											1
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medical D	1												1
Property - Special Handling	1			1									2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked				1									1
Screening	2		1										3
Screening - Inconsistency	1												1
Screening - Procedures/Process	1		1										2

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GSP</b>	<b>50</b>	<b>51</b>	<b>43</b>	<b>52</b>	<b>31</b>	<b>36</b>	<b>38</b>	<b>42</b>	<b>48</b>	<b>20</b>	<b>48</b>	<b>39</b>	<b>498</b>
<b>2022</b>	<b>15</b>	<b>15</b>	<b>11</b>	<b>16</b>	<b>14</b>	<b>19</b>	<b>18</b>	<b>20</b>	<b>31</b>	<b>10</b>	<b>29</b>	<b>20</b>	<b>218</b>
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			1	5
<b>2023</b>	<b>20</b>	<b>19</b>	<b>20</b>	<b>23</b>	<b>17</b>	<b>17</b>	<b>20</b>	<b>22</b>	<b>17</b>	<b>10</b>	<b>19</b>	<b>19</b>	<b>223</b>
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
<b>2024</b>	<b>15</b>	<b>17</b>	<b>12</b>	<b>13</b>									<b>57</b>
Customer Service			1	5									6
Customer Service - TSO			1	5									6
Expedited Passenger Screening Program	12	15	8	6									41
Expedited Passenger Screening Program	12	15	8	6									41
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	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 - Checked				1									1
Screening	2	2	3										7
Screening - Inconsistency		1	3										4
Screening - Procedures/Process	1	1											2
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
<b>GST</b>				<b>1</b>						<b>3</b>	<b>1</b>		<b>5</b>
<b>2022</b>				<b>1</b>						<b>2</b>	<b>1</b>		<b>4</b>
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
<b>2023</b>										<b>1</b>			<b>1</b>
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
<b>GTF</b>	<b>8</b>	<b>4</b>	<b>5</b>	<b>11</b>	<b>3</b>	<b>4</b>	<b>7</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>64</b>
<b>2022</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>30</b>
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
<b>2023</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>1</b>		<b>2</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>		<b>27</b>
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
<b>2024</b>	<b>3</b>	<b>2</b>		<b>2</b>									<b>7</b>
Expedited Passenger Screening Program	3	2		1									6
Expedited Passenger Screening Program	3	2		1									6
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GTR</b>	<b>4</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>3</b>		<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>28</b>
<b>2022</b>		<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>2</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>12</b>
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
<b>2023</b>	<b>4</b>		<b>2</b>			<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>		<b>11</b>
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
<b>2024</b>			<b>3</b>	<b>2</b>									<b>5</b>
Expedited Passenger Screening Program			1	1									2
Expedited Passenger Screening Program - TSA PreCheck			1	1									2
No Subject			1										1
No Subject - General			1										1
Patdown			1	1									2
Patdown - Flyer			1	1									2

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GUC</b>	<b>1</b>		<b>4</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>20</b>
<b>2022</b>					<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>9</b>
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
<b>2023</b>			<b>1</b>		<b>1</b>	<b>1</b>			<b>1</b>	<b>2</b>			<b>6</b>
Expedited Passenger Screening Program			1		1	1			1	2			6
Expedited Passenger Screening Program - TSA PreCheck			1		1	1			1	2			6
<b>2024</b>	<b>1</b>		<b>3</b>	<b>1</b>									<b>5</b>
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program			2										2
Expedited Passenger Screening Program - TSA PreCheck			2										2
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			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
<b>GUM</b>	<b>10</b>	<b>16</b>	<b>12</b>	<b>12</b>	<b>8</b>	<b>14</b>	<b>13</b>	<b>15</b>	<b>11</b>	<b>10</b>	<b>13</b>	<b>18</b>	<b>152</b>
<b>2022</b>				<b>3</b>	<b>2</b>	<b>8</b>	<b>6</b>	<b>10</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>14</b>	<b>64</b>
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
<b>2023</b>	<b>6</b>	<b>10</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>71</b>
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 Items	1												1
Screening											1		1
Screening - Procedures/Process											1		1
<b>2024</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>3</b>									<b>17</b>
Expedited Passenger Screening Program	3	5	4	3									15
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	3	4	4	3									14
Property - Special Handling	1	1											2
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Missing 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
<b>HDN</b>	<b>4</b>	<b>6</b>	<b>8</b>	<b>16</b>	<b>7</b>	<b>9</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>7</b>	<b>3</b>	<b>75</b>
<b>2022</b>		<b>5</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>2</b>		<b>3</b>	<b>3</b>	<b>30</b>
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
<b>2023</b>			<b>2</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>2</b>		<b>6</b>	<b>4</b>		<b>28</b>
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
<b>2024</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>9</b>									<b>17</b>
Civil Rights				1									1
Civil Rights - National Origin				1									1
Customer Service			1	3									4
Customer Service - CSM				1									1
Customer Service - TSO			1	2									3
Expedited Passenger Screening Program	3	1	1	4									9
Expedited Passenger Screening Program	3	1	1	4									9
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry-On			1										1
Screening	1												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
<b>HGR</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>		<b>2</b>		<b>1</b>	<b>1</b>		<b>2</b>	<b>15</b>
<b>2022</b>	<b>1</b>			<b>1</b>	<b>2</b>		<b>1</b>			<b>1</b>		<b>1</b>	<b>7</b>
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
<b>2023</b>		<b>1</b>			<b>1</b>		<b>1</b>		<b>1</b>			<b>1</b>	<b>5</b>
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
<b>2024</b>			<b>3</b>										<b>3</b>
Expedited Passenger Screening Program			3										3
Expedited Passenger Screening Program - TSA PreCheck			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
<b>HIB</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>				<b>1</b>	<b>1</b>	<b>1</b>	<b>11</b>
<b>2022</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>						<b>1</b>	<b>5</b>
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
<b>2023</b>	<b>1</b>	<b>1</b>				<b>1</b>				<b>1</b>	<b>1</b>		<b>5</b>
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
<b>2024</b>	<b>1</b>												<b>1</b>
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
<b>HLN</b>	<b>4</b>	<b>9</b>	<b>6</b>	<b>7</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>12</b>	<b>5</b>	<b>4</b>	<b>66</b>
<b>2022</b>		<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>11</b>	<b>3</b>	<b>2</b>	<b>30</b>
Customer Service						1		1					2
Customer Service - TSO						1		1					2
Expedited Passenger Screening Program		1	2	1	1		1		2	11	3	2	24
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreC		1	2	1	1		1		2	11	3	1	23
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Screening		1		1									2
Screening - Procedures/Process		1		1									2
<b>2023</b>	<b>2</b>	<b>2</b>	<b>1</b>		<b>4</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>23</b>
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
<b>2024</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>4</b>									<b>13</b>
Civil Rights			2										2
Civil Rights - Not Specified			1										1
Civil Rights - Race			1										1
Expedited Passenger Screening Program	2	3		4									9
Expedited Passenger Screening Program	2	3		4									9
Screening		1	1										2
Screening - Inconsistency			1										1
Screening - Procedures/Process		1											1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HNL</b>	<b>229</b>	<b>260</b>	<b>282</b>	<b>231</b>	<b>178</b>	<b>207</b>	<b>208</b>	<b>232</b>	<b>205</b>	<b>198</b>	<b>173</b>	<b>205</b>	<b>2,608</b>
<b>2022</b>	<b>39</b>	<b>62</b>	<b>80</b>	<b>67</b>	<b>86</b>	<b>100</b>	<b>88</b>	<b>97</b>	<b>108</b>	<b>90</b>	<b>86</b>	<b>104</b>	<b>1,007</b>
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 - Civil Rights	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
Expedited Passenger Screening Program - TSA/DHS		1					1		1	1			4
Identification (ID) Requirements				1		1							2
Identification (ID) Requirements - Domestic				1		1							2
Locks	1		1				1	1	1				5
Locks - General	1								1				2
Locks - Missing or Damaged Lock			1				1	1					3
Mishandling of Passenger Property	1		2	1	2	2	2	2		1	2	5	20
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on			1		1			1			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
<b>2023</b>	<b>87</b>	<b>115</b>	<b>117</b>	<b>106</b>	<b>92</b>	<b>107</b>	<b>120</b>	<b>135</b>	<b>97</b>	<b>108</b>	<b>87</b>	<b>101</b>	<b>1,272</b>
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Information - Civil Rights		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 - Civil Rights	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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	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-on		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
<b>2024</b>	<b>103</b>	<b>83</b>	<b>85</b>	<b>58</b>									<b>329</b>
Civil Rights	2	3	2	4									11
Civil Rights - Constitutional Rights			1										1
Civil Rights - National Origin				1									1
Civil Rights - Profiling		1											1
Civil Rights - Race	1	2		1									4
Civil Rights - Sex/Gender/Gender Identity	1		1	2									4
Claims				1									1
Claims - Status				1									1
Customer Service	2	9	9	11									31
Customer Service - TCC			1										1
Customer Service - TSO	2	9	8	11									30
Expedited Passenger Screening Program	80	58	62	30									230
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	1	2	3	3									9
Expedited Passenger Screening Program	79	55	59	27									220
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	3	3	3	4									13
Mishandling of Passenger Property - Damaged	2			2									4
Mishandling of Passenger Property - Damaged	1	3	3	2									9
No Jurisdiction		1											1
No Jurisdiction - No Referral		1											1
Patdown	4		2										6
Patdown - Children	2		1										3
Patdown - Flyer	1		1										2
Patdown - General	1												1
Persons w/ Disabilities (PWD)	2	1	1	2									6
Persons w/ Disabilities (PWD) - Autism Spectrum	1												1
Persons w/ Disabilities (PWD) - Diabetes				2									2
Persons w/ Disabilities (PWD) - Diapers/Garments/Devices		1											1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Property - Special Handling	5	6	3		4								18
Property - Special Handling - Damaged Items	2	1		2									5
Property - Special Handling - Damaged Items	1	2		1									4
Property - Special Handling - Missing Items	2	1	1										4
Property - Special Handling - Missing Items - Checked		2	2	1									5
Screening	5	2	3	1									11
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency				1									1
Screening - International Screening			1										1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	4	2	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
<b>HOB</b>		<b>1</b>	<b>3</b>	<b>1</b>				<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>		<b>13</b>
<b>2022</b>		<b>1</b>	<b>2</b>					<b>2</b>					<b>5</b>
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
<b>2023</b>				<b>1</b>					<b>2</b>	<b>3</b>	<b>1</b>		<b>7</b>
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
<b>2024</b>			<b>1</b>										<b>1</b>
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
<b>HOU</b>	<b>173</b>	<b>174</b>	<b>151</b>	<b>140</b>	<b>74</b>	<b>118</b>	<b>108</b>	<b>100</b>	<b>101</b>	<b>105</b>	<b>134</b>	<b>147</b>	<b>1,525</b>
<b>2022</b>	<b>35</b>	<b>50</b>	<b>41</b>	<b>32</b>	<b>32</b>	<b>57</b>	<b>54</b>	<b>45</b>	<b>50</b>	<b>50</b>	<b>66</b>	<b>49</b>	<b>561</b>
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
<b>2023</b>	<b>64</b>	<b>52</b>	<b>50</b>	<b>60</b>	<b>42</b>	<b>61</b>	<b>54</b>	<b>55</b>	<b>51</b>	<b>55</b>	<b>68</b>	<b>98</b>	<b>710</b>
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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-C		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
<b>2024</b>	<b>74</b>	<b>72</b>	<b>60</b>	<b>48</b>									<b>254</b>
Civil Rights			1	2	1								4
Civil Rights - Race		1		1									2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Transgender Screening			1										1
Customer Service	9	16	18	13									56
Customer Service - Others			1										1
Customer Service - TCC			1										1
Customer Service - TSO	9	16	16	13									54
Expedited Passenger Screening Program	45	36	23	22									126
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	45	34	23	22									124
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	3		6	3									12
Mishandling of Passenger Property - Damaged	1		1	2									4
Mishandling of Passenger Property - Damaged	2		4	1									7
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
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	1	4		2									7
Patdown - Flyer	1	4		2									7
Persons w/ Disabilities (PWD)	2	2	1										5
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medical Equipment	1	1											2
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	2	3	4	2									11
Property - Special Handling - Damaged Items - Carry		1	1	2									4
Property - Special Handling - Missing Items - Carry-C		1	1										2
Property - Special Handling - Missing Items	2	1	2										5
Screening	11	9	4	4									28
Screening - Children	1												1
Screening - Inconsistency	2	3		1									6
Screening - Lengthy Lines	2		1										3
Screening - Procedures/Process	6	5	3	2									16
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach		1											1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HPN</b>	<b>50</b>	<b>56</b>	<b>45</b>	<b>61</b>	<b>35</b>	<b>44</b>	<b>41</b>	<b>36</b>	<b>45</b>	<b>34</b>	<b>28</b>	<b>32</b>	<b>507</b>
<b>2022</b>	<b>11</b>	<b>11</b>	<b>5</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>10</b>	<b>11</b>	<b>23</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>147</b>
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
<b>2023</b>	<b>17</b>	<b>27</b>	<b>29</b>	<b>28</b>	<b>26</b>	<b>36</b>	<b>31</b>	<b>25</b>	<b>22</b>	<b>18</b>	<b>11</b>	<b>14</b>	<b>284</b>
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
<b>2024</b>	<b>22</b>	<b>18</b>	<b>11</b>	<b>25</b>									<b>76</b>
Customer Service	1	1	2										4
Customer Service - TSO	1	1	2										4
Expedited Passenger Screening Program	17	16	8	23									64
Expedited Passenger Screening Program - TSA Application Process			1	2									3
Expedited Passenger Screening Program	17	16	7	21									61
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property		1		1									2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
Patdown	2			1									3
Patdown - Flyer	2			1									3
Screening	1		1										2
Screening - Inconsistency	1												1
Screening - Lengthy Lines			1										1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HRL</b>	<b>9</b>	<b>9</b>	<b>10</b>	<b>8</b>	<b>8</b>	<b>9</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>6</b>	<b>9</b>	<b>9</b>	<b>99</b>
<b>2022</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>45</b>
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
<b>2023</b>	<b>3</b>	<b>3</b>	<b>3</b>		<b>6</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>41</b>
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
<b>2024</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>3</b>									<b>13</b>
Civil Rights	1												1
Civil Rights - Race	1												1
Expedited Passenger Screening Program	2	3	2	1									8
Expedited Passenger Screening Program	2	3	2	1									8
Mishandling of Passenger Property	1			1									2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Dam	1												1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Carry		1											1



## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HSV</b>	<b>33</b>	<b>40</b>	<b>40</b>	<b>31</b>	<b>16</b>	<b>35</b>	<b>27</b>	<b>33</b>	<b>30</b>	<b>24</b>	<b>35</b>	<b>27</b>	<b>371</b>
<b>2022</b>	<b>4</b>	<b>9</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>19</b>	<b>13</b>	<b>16</b>	<b>9</b>	<b>12</b>	<b>16</b>	<b>18</b>	<b>131</b>
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
<b>2023</b>	<b>18</b>	<b>20</b>	<b>13</b>	<b>16</b>	<b>10</b>	<b>16</b>	<b>14</b>	<b>17</b>	<b>21</b>	<b>12</b>	<b>19</b>	<b>9</b>	<b>185</b>
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
<b>2024</b>	<b>11</b>	<b>11</b>	<b>23</b>	<b>10</b>									<b>55</b>
Civil Rights				1									1
Civil Rights - Race				1									1
Customer Service	1		3	2									6
Customer Service - CSM			1										1
Customer Service - TSO	1		2	2									5
Expedited Passenger Screening Program	6	10	17	6									39
Expedited Passenger Screening Program - TSA Application Pro			1										1
Expedited Passenger Screening Program	6	10	16	6									38
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) - Mobility Disability (Not Wheelch			1										1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening	3		1	1									5
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	2		1	1									4

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HTS</b>	<b>3</b>	<b>3</b>	<b>8</b>	<b>3</b>			<b>3</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>34</b>
<b>2022</b>			<b>2</b>	<b>3</b>			<b>1</b>	<b>2</b>	<b>3</b>			<b>2</b>	<b>10</b>
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
<b>2023</b>		<b>2</b>	<b>2</b>	<b>1</b>			<b>2</b>			<b>4</b>	<b>1</b>	<b>2</b>	<b>14</b>
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
<b>2024</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>2</b>									<b>10</b>
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	2		3										5
Expedited Passenger Screening Program	2		2										4
Expedited Passenger Screening Program - TSA/DHS Employee			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1
Patdown	1												1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Diabetes		1											1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HVN</b>	<b>11</b>	<b>5</b>	<b>8</b>	<b>11</b>	<b>11</b>	<b>9</b>	<b>8</b>	<b>9</b>	<b>13</b>	<b>10</b>	<b>4</b>	<b>8</b>	<b>107</b>
<b>2022</b>			<b>1</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>3</b>		<b>3</b>	<b>1</b>	<b>6</b>	<b>23</b>
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
<b>2023</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>9</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>13</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>61</b>
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--Checked Baggage			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
<b>2024</b>	<b>9</b>	<b>3</b>	<b>5</b>	<b>6</b>									<b>23</b>
Animals	1												1
Animals - Carry-On	1												1
Customer Service			1										1
Customer Service - CSM			1										1
Expedited Passenger Screening Program	7	2	2	3									14
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	7	2	2	2									13
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--Unchecked Baggage			1										1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening	1		1	1									3
Screening - Inconsistency	1												1
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
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
<b>HXD</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>2</b>		<b>5</b>	<b>6</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>46</b>
<b>2022</b>	<b>3</b>		<b>3</b>	<b>1</b>		<b>4</b>	<b>5</b>	<b>2</b>		<b>3</b>	<b>2</b>	<b>2</b>	<b>25</b>
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
<b>2023</b>	<b>1</b>	<b>3</b>	<b>2</b>			<b>1</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>2</b>		<b>18</b>
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
<b>2024</b>	<b>1</b>	<b>1</b>		<b>1</b>									<b>3</b>
Expedited Passenger Screening Program		1		1									2
Expedited Passenger Screening Program - TSA PreC		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
HYA	1										1	2	
2022											1	1	
Expedited Passenger Screening Program											1	1	
Expedited Passenger Screening Program - TSA PreCheck											1	1	
2024	1										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
<b>HYS</b>		<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>3</b>				<b>1</b>	<b>8</b>
<b>2022</b>			<b>1</b>			<b>1</b>		<b>2</b>				<b>1</b>	<b>5</b>
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
<b>2023</b>		<b>1</b>						<b>1</b>					<b>2</b>
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
<b>2024</b>				<b>1</b>									<b>1</b>
Customer Service				1									1
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
IAD	471	390	423	358	209	375	410	429	418	361	357	424	4,625
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		1	2						3	2	2	4	14
No Jurisdiction - No Referral		1							1				2
No Jurisdiction - Refer to CBP			2						2	2	1	4	11
No Jurisdiction - Refer to Other											1		1
Patdown	1	1			1		1	1				1	6
Patdown - Flyer	1	1			1		1	1				1	6
Persons w/ Disabilities (PWD)	1	1	1		2		1	4	1	1	3	2	17
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes			1				1						2
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1			1			1		3
Persons w/ Disabilities (PWD) - Medically Necessary		1								1	1	1	4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelchair	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



## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1		1	2	1					1	6
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 - Checked	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 - Checked	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
<b>2024</b>	<b>208</b>	<b>139</b>	<b>164</b>	<b>109</b>									<b>620</b>
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information	1												1
Airline		3	1										4
Airline - Policy/Regulations/Service		3	1										4
Civil Rights		2	1	1									4
Civil Rights - Age				1									1
Civil Rights - National Origin													1
Civil Rights - Perceived Religion		1											1
Civil Rights - Race			1										1
Customer Service	5	7	8	9									29
Customer Service - Others			1										1
Customer Service - TSO	5	7	7	9									28
DHS TRIP		1	1	1									3
DHS TRIP - General		1	1	1									3
Expedited Passenger Screening Program	184	113	136	84									517
Expedited Passenger Screening Program - DoD		3	1										4
Expedited Passenger Screening Program - DHS	3	2	8	1									14
Expedited Passenger Screening Program - TSA	181	108	127	83									499
Freedom of Information Act (FOIA)			1										1
Freedom of Information Act (FOIA) - General			1										1
Locks				2									2
Locks - Missing or Damaged Lock				2									2
Lost and Found	1			1									2
Lost and Found - Airport/TSA	1			1									2
Mishandling of Passenger Property	4	1	6	7									18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	4		2	1									7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	1	2	4										7
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I		1	2										3
Mishandling of Passenger Property - Disarrayed Items--Carry-on		1											1
No Jurisdiction	3		2										5
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP			2										2
No Jurisdiction - Refer to Other	2												2
Patdown	1	1											2
Patdown - Flyer	1	1											2
Persons w/ Disabilities (PWD)		1		1									2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling	4	2	2	3									11
Property - Special Handling - Damaged Items - Checked	1	1	1	1									4
Property - Special Handling - Damaged Items - Checked			1	1									2
Property - Special Handling - Missing Items - Carry-C	1	1		1									3
Property - Special Handling - Missing Items - Checked	2												2
Screening	5	8	6										19

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-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	3										5
Screening - Procedures/Process	3	6	2										11
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
<b>IAG</b>	<b>3</b>	<b>3</b>		<b>5</b>	<b>3</b>			<b>1</b>	<b>1</b>		<b>3</b>		<b>19</b>
<b>2022</b>	<b>1</b>				<b>2</b>						<b>1</b>		<b>4</b>
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
<b>2023</b>	<b>2</b>	<b>3</b>		<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>		<b>2</b>		<b>11</b>
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
<b>2024</b>				<b>4</b>									<b>4</b>
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program				3									3
Expedited Passenger Screening Program - TSA PreCheck				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
IAH	663	612	607	563	389	603	618	628	559	512	489	565	6,808
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			1	5
Lost and Found - Airport/TSA				1		1	1		1			1	5
Mishandling of Passenger Property	1	7	2	2	3	2	5	7	5		1	4	39
Mishandling of Passenger Property - Damaged/Missing		3		1	2	1	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
<b>2023</b>	<b>266</b>	<b>257</b>	<b>272</b>	<b>228</b>	<b>260</b>	<b>301</b>	<b>292</b>	<b>330</b>	<b>281</b>	<b>245</b>	<b>260</b>	<b>293</b>	<b>3,285</b>
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	188	223	2,349
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	185	213	2,284
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 - Checked	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 - Checked	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 Items	1	2	1	1	1	1		2			1	1	11
<b>2024</b>	<b>276</b>	<b>205</b>	<b>223</b>	<b>202</b>									<b>906</b>
Additional Information Required/Insufficient Information	1	1											2
Additional Information Required/Insufficient Information - General	1	1											2
Airline			1	1									2
Airline - Lost Baggage				1									1
Airline - Policy/Regulations/Service			1										1
Civil Rights	3	6	3	5									17
Civil Rights - Constitutional Rights		1	1										2
Civil Rights - National Origin			1	1									2
Civil Rights - Perceived Religion		1											1
Civil Rights - Profiling	1												1
Civil Rights - Race	1	3	1	2									7
Civil Rights - Sex/Gender/Gender Identity	1	1		1									3
Civil Rights - Sexual Orientation - Not Transgender				1									1
Customer Service	28	26	27	23									104
Customer Service - TSO	28	26	27	23									104
Expedited Passenger Screening Program	206	137	155	140									638
Expedited Passenger Screening Program - General	1												1
Expedited Passenger Screening Program - Damaged/Missing Items--Unspecified Item	2	1	6	2									11
Expedited Passenger Screening Program - Damaged/Missing Items--Unspecified Item	203	136	149	138									626
Freedom of Information Act (FOIA)		1											1
Freedom of Information Act (FOIA) - General		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	1	6	8	9									24
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Item	1	4	4	7									16
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Item			4										4
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Item				1									1
Mishandling of Passenger Property - Disarrayed Item		2		1									3
No Jurisdiction		3	2										5
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to CBP		3	1										4
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Ombudsman			1										1
Ombudsman - General			1										1
Patdown	8	2	7	6									23
Patdown - Children	1												1
Patdown - Flyer	7	2	6	6									21
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	5	6	3	2									16
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1												1
Persons w/ Disabilities (PWD) - Cancer (General)	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 - At Risk		1											1
Persons w/ Disabilities (PWD) - Medically Fragile	1	2											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	1		1	1									3
Property - Special Handling	8	7	7	4									26
Property - Special Handling - Damaged Item	1	1	3										5
Property - Special Handling - Damaged Item	3	1		1									5
Property - Special Handling - Missing Item	2	2		2									6
Property - Special Handling - Missing Item	2	3	4	1									10
Screening	16	10	8	8									42
Screening - Crew Member or Airline Employee	2												2
Screening - Inconsistency	1	1		2									4
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	13	9	7	3									32
Screening - Retrieving Abandoned/Confiscated Items				2									2
Screening - Security Breach				1									1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ICT</b>	<b>24</b>	<b>42</b>	<b>35</b>	<b>27</b>	<b>23</b>	<b>31</b>	<b>20</b>	<b>13</b>	<b>20</b>	<b>26</b>	<b>15</b>	<b>19</b>	<b>295</b>
<b>2022</b>	<b>5</b>	<b>6</b>	<b>11</b>	<b>9</b>	<b>10</b>	<b>16</b>	<b>5</b>	<b>7</b>	<b>9</b>	<b>17</b>	<b>5</b>	<b>12</b>	<b>112</b>
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
<b>2023</b>	<b>5</b>	<b>20</b>	<b>10</b>	<b>7</b>	<b>13</b>	<b>15</b>	<b>15</b>	<b>6</b>	<b>11</b>	<b>9</b>	<b>10</b>	<b>7</b>	<b>128</b>
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
<b>2024</b>	<b>14</b>	<b>16</b>	<b>14</b>	<b>11</b>									<b>55</b>
Civil Rights			1										1
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Customer Service	6	1	1	2									10
Customer Service - TCC	1												1
Customer Service - TSO	5	1	1	2									9
Expedited Passenger Screening Program	6	11	10	8									35
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	6	11	9	8									34
Mishandling of Passenger Property		2		1									3
Mishandling of Passenger Property - Damaged/Missii		2											2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening	2	2											4
Screening - Inconsistency	1												1
Screening - Procedures/Process	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
<b>IDA</b>	<b>9</b>	<b>8</b>	<b>9</b>	<b>13</b>	<b>6</b>	<b>10</b>	<b>9</b>	<b>3</b>	<b>8</b>	<b>11</b>	<b>5</b>	<b>8</b>	<b>99</b>
<b>2022</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>39</b>
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
<b>2023</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>9</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>43</b>
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
<b>2024</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>4</b>									<b>17</b>
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	5	2	1	1									9
Expedited Passenger Screening Program	5	2	1	1									9
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	1			2									3
Mishandling of Passenger Property - Dam	1			1									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Patdown		1		1									2
Patdown - Flyer		1		1									2
Screening		1											1
Screening - Lengthy Lines		1											1



## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>IFP</b>	<b>2</b>	<b>3</b>	<b>1</b>		<b>2</b>		<b>1</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>15</b>
<b>2022</b>		<b>1</b>			<b>2</b>		<b>1</b>		<b>2</b>	<b>1</b>		<b>1</b>	<b>8</b>
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
<b>2023</b>										<b>1</b>	<b>1</b>		<b>2</b>
Customer Service										1			1
Customer Service - TSO										1			1
Screening											1		1
Screening - Procedures/Process											1		1
<b>2024</b>	<b>2</b>	<b>2</b>	<b>1</b>										<b>5</b>
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 - 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
<b>ILG</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>36</b>
<b>2022</b>									<b>4</b>			<b>1</b>	<b>5</b>
Claims												<b>1</b>	<b>1</b>
Claims - General												<b>1</b>	<b>1</b>
Expedited Passenger Screening Program									<b>4</b>				<b>4</b>
Expedited Passenger Screening Program - TSA Application Program									<b>1</b>				<b>1</b>
Expedited Passenger Screening Program - TSA PreCheck									<b>3</b>				<b>3</b>
<b>2023</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>25</b>
Customer Service								<b>1</b>			<b>1</b>		<b>2</b>
Customer Service - TSO								<b>1</b>			<b>1</b>		<b>2</b>
Expedited Passenger Screening Program	<b>2</b>	<b>1</b>			<b>2</b>	<b>1</b>			<b>2</b>	<b>2</b>		<b>1</b>	<b>11</b>
Expedited Passenger Screening Program	<b>1</b>					<b>1</b>							<b>2</b>
Expedited Passenger Screening Program	<b>1</b>	<b>1</b>			<b>2</b>				<b>2</b>	<b>2</b>		<b>1</b>	<b>9</b>
Patdown						<b>1</b>		<b>1</b>					<b>2</b>
Patdown - Flyer						<b>1</b>		<b>1</b>					<b>2</b>
Persons w/ Disabilities (PWD)									<b>1</b>	<b>1</b>	<b>1</b>		<b>3</b>
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									<b>1</b>		<b>1</b>		<b>2</b>
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										<b>1</b>			<b>1</b>
Screening			<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>			<b>1</b>		<b>2</b>	<b>7</b>
Screening - Lengthy Lines			<b>1</b>							<b>1</b>			<b>2</b>
Screening - Procedures/Process					<b>1</b>	<b>1</b>	<b>1</b>					<b>2</b>	<b>5</b>
<b>2024</b>		<b>2</b>	<b>2</b>	<b>2</b>									<b>6</b>
Expedited Passenger Screening Program		<b>2</b>	<b>2</b>	<b>1</b>									<b>5</b>
Expedited Passenger Screening Program - TSA PreC		<b>2</b>	<b>2</b>	<b>1</b>									<b>5</b>
Patdown				<b>1</b>									<b>1</b>
Patdown - Flyer				<b>1</b>									<b>1</b>

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ILM</b>	<b>20</b>	<b>23</b>	<b>27</b>	<b>22</b>	<b>11</b>	<b>22</b>	<b>19</b>	<b>21</b>	<b>26</b>	<b>19</b>	<b>26</b>	<b>15</b>	<b>251</b>
<b>2022</b>	<b>2</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>13</b>	<b>9</b>	<b>11</b>	<b>11</b>	<b>5</b>	<b>12</b>	<b>7</b>	<b>92</b>
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
<b>2023</b>	<b>6</b>	<b>14</b>	<b>12</b>	<b>9</b>	<b>6</b>	<b>9</b>	<b>10</b>	<b>10</b>	<b>15</b>	<b>14</b>	<b>14</b>	<b>8</b>	<b>127</b>
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
<b>2024</b>	<b>12</b>	<b>4</b>	<b>8</b>	<b>8</b>									<b>32</b>
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service		1	2										3
Customer Service - TSO		1	2										3
Expedited Passenger Screening Program	9	3	5	7									24
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	9	3	5	6									23
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening	2		1										3
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency			1										1
Screening - Procedures/Process	1												1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>IMT</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>		<b>4</b>	<b>3</b>	<b>26</b>
<b>2022</b>		<b>2</b>	<b>3</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>2</b>	<b>3</b>	<b>17</b>
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
<b>2023</b>	<b>1</b>		<b>3</b>	<b>1</b>			<b>1</b>	<b>1</b>			<b>2</b>		<b>9</b>
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
<b>IND</b>	<b>147</b>	<b>151</b>	<b>134</b>	<b>140</b>	<b>82</b>	<b>136</b>	<b>97</b>	<b>137</b>	<b>107</b>	<b>118</b>	<b>109</b>	<b>115</b>	<b>1,473</b>
<b>2022</b>	<b>32</b>	<b>37</b>	<b>38</b>	<b>34</b>	<b>29</b>	<b>64</b>	<b>37</b>	<b>49</b>	<b>45</b>	<b>47</b>	<b>54</b>	<b>51</b>	<b>517</b>
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 - DoI	3	2	3	4		2	1	2		1		1	19
Expedited Passenger Screening Program - DoJ	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--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 (Nondiscrimination)		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
<b>2023</b>	<b>60</b>	<b>66</b>	<b>51</b>	<b>64</b>	<b>53</b>	<b>72</b>	<b>60</b>	<b>88</b>	<b>62</b>	<b>71</b>	<b>55</b>	<b>64</b>	<b>766</b>
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 - DoD	2	1											3
Expedited Passenger Screening Program - DoI	4	6	4	1	3	2	1	1	1	1	3		27
Expedited Passenger Screening Program - DoJ	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--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
<b>2024</b>	<b>55</b>	<b>48</b>	<b>45</b>	<b>42</b>									<b>190</b>
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights	1	1	2										4
Civil Rights - Perceived Religion		1											1
Civil Rights - Sex/Gender/Gender Identity	1												1
Civil Rights - Transgender Screening			2										2
Customer Service	3	5	2	2									12
Customer Service - TSO	3	5	2	2									12
Expedited Passenger Screening Program	36	35	34	30									135
Expedited Passenger Screening Program	2	2	1	1									6
Expedited Passenger Screening Program	34	33	33	29									129
Locks			2										2
Locks - Missing or Damaged Lock			2										2
Mishandling of Passenger Property	2		3	1									6
Mishandling of Passenger Property - Damaged	1		1										2
Mishandling of Passenger Property - Damaged	1		2	1									4
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1
Patdown	4		1										5
Patdown - Children	1												1
Patdown - Flyer	3												3
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	3	1		3									7
Persons w/ Disabilities (PWD) - Breast Cancer	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1									1
Persons w/ Disabilities (PWD) - Prostheses	1			1									2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		1											1
Property - Special Handling	1			2									3
Property - Special Handling - Missing Items	1			2									3
Screening	5	5	1	3									14
Screening - Children		1											1
Screening - Inconsistency		1		1									2
Screening - Lengthy Lines	1			1									2
Screening - Procedures/Process	4	3	1										8
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
<b>INL</b>	<b>1</b>	<b>3</b>					<b>1</b>				<b>1</b>	<b>1</b>	<b>7</b>
<b>2022</b>		<b>2</b>									<b>1</b>		<b>3</b>
Patdown											<b>1</b>		<b>1</b>
Patdown - Flyer											<b>1</b>		<b>1</b>
Screening			<b>2</b>										<b>2</b>
Screening - Inconsistency			<b>2</b>										<b>2</b>
<b>2023</b>	<b>1</b>						<b>1</b>					<b>1</b>	<b>3</b>
Expedited Passenger Screening Program	<b>1</b>												<b>1</b>
Expedited Passenger Screening Program	<b>1</b>												<b>1</b>
Mishandling of Passenger Property												<b>1</b>	<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												<b>1</b>	<b>1</b>
Property - Special Handling							<b>1</b>						<b>1</b>
Property - Special Handling - Damaged Items - Carry-On							<b>1</b>						<b>1</b>
<b>2024</b>		<b>1</b>											<b>1</b>
Expedited Passenger Screening Program		<b>1</b>											<b>1</b>
Expedited Passenger Screening Program - TSA PreC		<b>1</b>											<b>1</b>

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>IPL</b>	<b>1</b>		<b>1</b>		<b>1</b>					<b>1</b>	<b>1</b>		<b>5</b>
<b>2022</b>	<b>1</b>		<b>1</b>		<b>1</b>						<b>1</b>		<b>4</b>
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
<b>2023</b>										<b>1</b>			<b>1</b>
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
<b>IPT</b>							1	1					2
<b>2022</b>							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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ISP</b>	<b>20</b>	<b>28</b>	<b>24</b>	<b>32</b>	<b>17</b>	<b>28</b>	<b>16</b>	<b>20</b>	<b>14</b>	<b>13</b>	<b>12</b>	<b>11</b>	<b>235</b>
<b>2022</b>	<b>11</b>	<b>11</b>	<b>5</b>	<b>8</b>	<b>12</b>	<b>10</b>	<b>9</b>	<b>8</b>	<b>3</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>99</b>
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
<b>2023</b>	<b>7</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>5</b>	<b>18</b>	<b>7</b>	<b>12</b>	<b>11</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>104</b>
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 Lug				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
<b>2024</b>	<b>2</b>	<b>8</b>	<b>9</b>	<b>13</b>									<b>32</b>
Customer Service			2	2									4
Customer Service - TSO			2	2									4
Expedited Passenger Screening Program	2	8	6	11									27
Expedited Passenger Screening Program	2	8	6	11									27
Locks			1										1
Locks - Missing or Damaged Lock			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
<b>ITH</b>	<b>4</b>	<b>3</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>				<b>17</b>
<b>2022</b>		<b>1</b>				<b>2</b>	<b>1</b>						<b>4</b>
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
<b>2023</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>2</b>				<b>9</b>
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
<b>2024</b>	<b>3</b>	<b>1</b>											<b>4</b>
Expedited Passenger Screening Program	3	1											4
Expedited Passenger Screening Program	3	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
<b>ITO</b>	<b>22</b>	<b>12</b>	<b>15</b>	<b>18</b>	<b>7</b>	<b>18</b>	<b>6</b>	<b>20</b>	<b>14</b>	<b>17</b>	<b>12</b>	<b>10</b>	<b>171</b>
<b>2022</b>	<b>6</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>8</b>	<b>12</b>	<b>6</b>	<b>5</b>	<b>65</b>
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
<b>2023</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>2</b>	<b>12</b>	<b>3</b>	<b>14</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>79</b>
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/Missin		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
<b>2024</b>	<b>9</b>	<b>4</b>	<b>4</b>	<b>10</b>									<b>27</b>
Customer Service	2	1		1									4
Customer Service - TSO	2	1		1									4
Expedited Passenger Screening Program	6	2	2	8									18
Expedited Passenger Screening Program	6	2	2	8									18
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
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - General				1									1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Carry-C		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
<b>IWA</b>	<b>17</b>	<b>23</b>	<b>33</b>	<b>22</b>	<b>18</b>	<b>28</b>	<b>18</b>	<b>9</b>	<b>15</b>	<b>12</b>	<b>10</b>	<b>15</b>	<b>220</b>
<b>2022</b>	<b>3</b>	<b>9</b>	<b>8</b>	<b>6</b>	<b>4</b>	<b>18</b>	<b>9</b>	<b>4</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>8</b>	<b>90</b>
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
<b>2023</b>	<b>3</b>	<b>6</b>	<b>15</b>	<b>4</b>	<b>14</b>	<b>10</b>	<b>9</b>	<b>5</b>	<b>8</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>89</b>
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				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
<b>2024</b>	<b>11</b>	<b>8</b>	<b>10</b>	<b>12</b>									<b>41</b>
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service		1	3	2									6
Customer Service - TSO		1	3	2									6
Expedited Passenger Screening Program	11	4	4	8									27
Expedited Passenger Screening Program - TSA Application Program			1										1
Expedited Passenger Screening Program	11	4	3	8									26
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) - Cognitive /Developmental /Mental			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling		2											2
Property - Special Handling - Missing Items - Checked		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
<b>IWD</b>				<b>1</b>	<b>1</b>	<b>1</b>			<b>1</b>				<b>4</b>
<b>2022</b>					<b>1</b>	<b>1</b>			<b>1</b>				<b>3</b>
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
<b>2023</b>				<b>1</b>									<b>1</b>
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
<b>JAC</b>	<b>10</b>	<b>7</b>	<b>8</b>	<b>14</b>	<b>3</b>	<b>14</b>	<b>3</b>		<b>8</b>	<b>19</b>	<b>15</b>	<b>9</b>	<b>110</b>
<b>2022</b>		<b>1</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>9</b>	<b>1</b>		<b>8</b>	<b>3</b>	<b>10</b>	<b>5</b>	<b>39</b>
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
<b>2023</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>2</b>		<b>8</b>	<b>16</b>	<b>5</b>	<b>4</b>	<b>58</b>
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
<b>2024</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>5</b>									<b>13</b>
Expedited Passenger Screening Program	4	2	1	5									12
Expedited Passenger Screening Program	4	2	1	5									12
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
<b>JAN</b>	<b>21</b>	<b>21</b>	<b>23</b>	<b>19</b>	<b>18</b>	<b>12</b>	<b>12</b>	<b>23</b>	<b>15</b>	<b>24</b>	<b>18</b>	<b>14</b>	<b>220</b>
<b>2022</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>12</b>	<b>7</b>	<b>6</b>	<b>15</b>	<b>10</b>	<b>18</b>	<b>10</b>	<b>8</b>	<b>106</b>
Additional Information Required/Insufficient Information											1		1
Additional Information Required/Insufficient Information - EMAIL ONLY											1		1
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service		2			1	2	1	2		2	1	1	12
Customer Service - TSO		2			1	2	1	2		2	1	1	12
Expedited Passenger Screening Program	1	3	2	5	10	3	5	12	10	14	6	4	75
Expedited Passenger Screening Program - DoD					1								1
Expedited Passenger Screening Program - TSA Application Program			1				1	1		1			4
Expedited Passenger Screening Program	1	3	1	5	9	3	4	11	10	13	6	4	70
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown			1					1				1	3
Patdown - Flyer			1					1				1	3
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the			1										1
Property - Special Handling	1	1			1	1						1	5
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Carry-On		1										1	2
Property - Special Handling - Missing Items - Checked	1					1							2
Screening	1		2			1				1	1	1	7
Screening - Inconsistency												1	1
Screening - Lengthy Lines			1			1							2
Screening - Procedures/Process	1		1							1	1		4
<b>2023</b>	<b>9</b>	<b>7</b>	<b>6</b>	<b>10</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>6</b>	<b>82</b>
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 Baggage				1						1			2
No Jurisdiction							1						1
No Jurisdiction - Refer to Other							1						1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Property - Special Handling			1					1					2
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checked								1					1
Screening			1			1	1	2	1	1	3	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
<b>2024</b>	<b>9</b>	<b>8</b>	<b>11</b>	<b>4</b>									<b>32</b>
Customer Service	1	2	1	1									5
Customer Service - TSO	1	2	1	1									5
Expedited Passenger Screening Program	7	4	8	3									22
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	6		8	3									21
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Screening	1	1	2										4
Screening - Lengthy Lines		1											1
Screening - Procedures/Process	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
<b>JAX</b>	<b>165</b>	<b>154</b>	<b>159</b>	<b>147</b>	<b>80</b>	<b>135</b>	<b>120</b>	<b>144</b>	<b>143</b>	<b>97</b>	<b>119</b>	<b>131</b>	<b>1,594</b>
<b>2022</b>	<b>26</b>	<b>38</b>	<b>35</b>	<b>29</b>	<b>35</b>	<b>74</b>	<b>56</b>	<b>69</b>	<b>58</b>	<b>42</b>	<b>59</b>	<b>53</b>	<b>574</b>
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
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
<b>2023</b>	<b>62</b>	<b>63</b>	<b>58</b>	<b>62</b>	<b>45</b>	<b>61</b>	<b>64</b>	<b>75</b>	<b>85</b>	<b>55</b>	<b>60</b>	<b>78</b>	<b>768</b>
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	10
Screening - Procedures/Process		1	2	1	4			1	3			4	19
Screening - Retrieving Abandoned/Confiscated Items							1						1
<b>2024</b>	<b>77</b>	<b>53</b>	<b>66</b>	<b>56</b>									<b>252</b>
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights				3									3
Civil Rights - Profiling				1									1
Civil Rights - Race				1									1
Civil Rights - Transgender Screening				1									1
Customer Service		7	7	6	3								23
Customer Service - TSO		7	7	6	3								23
DHS TRIP			1										1
DHS TRIP - General			1										1
Expedited Passenger Screening Program		54	35	43	35								167
Expedited Passenger Screening Program		4	2	2	1								9
Expedited Passenger Screening Program		49	32	41	34								156
Expedited Passenger Screening Program		1	1										2
Locks		1		1	1								3
Locks - Missing or Damaged Lock		1		1	1								3
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property		2	1	4	3								10
Mishandling of Passenger Property - Dam		2	1	2	2								7
Mishandling of Passenger Property - Damaged/Missing Items--C				2									2
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I					1								1
No Jurisdiction			1	1									2
No Jurisdiction - No Referral			1	1									2
Notice of Violation/Civil Penalties					1								1
Notice of Violation/Civil Penalties - General					1								1
Patdown		2			2								4
Patdown - Flyer		2			2								4
Persons w/ Disabilities (PWD)		1	1	2	1								5
Persons w/ Disabilities (PWD) - Internal Medical Dev			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch				1	1								2
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	7	4	10								29
Screening - Crew Member or Airline Empl		1											1
Screening - Inconsistency		1	3										4
Screening - Lengthy Lines		2		2	2								6
Screening - Procedures/Process		4	4	1	8								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
JFK	1,051	1,006	1,132	968	653	766	687	745	762	790	831	747	10,138
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	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 Beverages	1	1	3										5
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump			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
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
<b>2023</b>	<b>417</b>	<b>438</b>	<b>434</b>	<b>424</b>	<b>393</b>	<b>464</b>	<b>377</b>	<b>389</b>	<b>398</b>	<b>383</b>	<b>364</b>	<b>384</b>	<b>4,865</b>
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
<b>2024</b>	<b>471</b>	<b>358</b>	<b>435</b>	<b>316</b>									<b>1,580</b>
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insuffici	1												1
Airline	2	1		4									7
Airline - Lost Baggage	1			2									3
Airline - Policy/Regulations/Service	1	1		1									3
Airline - Wheelchair Assistance				1									1
Civil Rights	3	2	4	11									20
Civil Rights - National Origin				4									4
Civil Rights - Perceived Religion				2									2
Civil Rights - Race	1	1	3	4									9
Civil Rights - Screening of Religious or Cu	1			1									2
Civil Rights - Sex/Gender/Gender Identity	1	1	1										3
Customer Service	43	51	79	56									229
Customer Service - CSM			1	2									3
Customer Service - TSO	43	51	78	54									226
DHS TRIP	1												1
DHS TRIP - General	1												1
Expedited Passenger Screening Program	348	234	280	185									1,047
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program	5	5	10	5									25
Expedited Passenger Screening Program	342	229	270	179									1,020
Expedited Passenger Screening Program	1												1
Hazardous Materials Safety		1		2									3
Hazardous Materials Safety - General		1		2									3
Locks	2												2
Locks - Missing or Damaged Lock	2												2
Lost and Found			2	1									3
Lost and Found - Airport/TSA			2	1									3
Mishandling of Passenger Property	5	7	10	11									33
Mishandling of Passenger Property - Dam	3	3	2	6									14
Mishandling of Passenger Property - Dam	2	3	8	4									17
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction	5	5	4	2									16
No Jurisdiction - No Referral	2	2	1	1									6
No Jurisdiction - Refer to CBP	1	3	3	1									8
No Jurisdiction - Refer to Other	2												2
Ombudsman			1										1
Ombudsman - General			1										1
Patdown	3	5	3	2									13
Patdown - Children		1											1
Patdown - Flyer	2	3	3	1									9
Patdown - Flyer as Observer	1	1		1									3
Persons w/ Disabilities (PWD)	7	7	11	6									31
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General	1		3										4
Persons w/ Disabilities (PWD) - Internal Medical Dev		1		1									2
Persons w/ Disabilities (PWD) - Medically	1	2	1										4
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1	1										2
Persons w/ Disabilities (PWD) - Mobility [	1	2	1										4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Service A	1			1									2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				2									2
Persons w/ Disabilities (PWD) - Visual Im	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	3	2									6
Prohibited & Permitted Items		2											2
Prohibited & Permitted Items - Food/Beverages		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
Prohibited & Permitted Items - General			1										1
Property - Special Handling	11	14	21	15									61
Property - Special Handling - Damaged Items	3	3	5	3									14
Property - Special Handling - Damaged Items - Checked			1	3									7
Property - Special Handling - Missing Items	5	5	9	5									24
Property - Special Handling - Missing Items - Checked	3	5	4	4									16
Request for Assistance	1		1										2
Request for Assistance - Other	1		1										2
Screening	38	29	19	21									107
Screening - Children	1												1
Screening - Crew Member or Airline Employee	2	1											3
Screening - Inconsistency	5	3		1									9
Screening - Lengthy Lines	5	8	10	3									26
Screening - Procedures/Process	24	16	9	14									63
Screening - Retrieving Abandoned/Confiscated Items	1			2									3
Screening - Security Breach		1		1									2
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



## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	2			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
Screening									1				1
Screening - Children									1				1
2024			2										2
Expedited Passenger Screening Program			2										2
Expedited Passenger Screening Program - TSA PreC			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
<b>JNU</b>	<b>11</b>	<b>9</b>	<b>8</b>	<b>8</b>	<b>3</b>	<b>6</b>	<b>15</b>	<b>10</b>	<b>12</b>	<b>10</b>	<b>13</b>	<b>12</b>	<b>117</b>
<b>2022</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>6</b>	<b>43</b>
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
<b>2023</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>9</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>62</b>
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
<b>2024</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>3</b>									<b>12</b>
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	1	2		3									6
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA PreC		2		3									5
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown	2												2
Patdown - Flyer as Observer	2												2
Screening	1		1										2
Screening - Procedures/Process	1		1										2

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>JQF</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>		<b>2</b>	<b>2</b>		<b>3</b>	<b>1</b>		<b>1</b>	<b>19</b>
<b>2022</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>2</b>		<b>3</b>				<b>11</b>
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
<b>2023</b>	<b>1</b>		<b>1</b>	<b>1</b>						<b>1</b>		<b>1</b>	<b>5</b>
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
<b>2024</b>	<b>1</b>	<b>1</b>	<b>1</b>										<b>3</b>
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	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
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>KOA</b>	<b>43</b>	<b>50</b>	<b>54</b>	<b>62</b>	<b>28</b>	<b>52</b>	<b>38</b>	<b>58</b>	<b>49</b>	<b>29</b>	<b>42</b>	<b>33</b>	<b>538</b>
<b>2022</b>	<b>7</b>	<b>17</b>	<b>19</b>	<b>18</b>	<b>16</b>	<b>25</b>	<b>28</b>	<b>31</b>	<b>27</b>	<b>19</b>	<b>25</b>	<b>23</b>	<b>255</b>
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
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
<b>2023</b>	<b>16</b>	<b>13</b>	<b>21</b>	<b>25</b>	<b>12</b>	<b>27</b>	<b>10</b>	<b>27</b>	<b>22</b>	<b>10</b>	<b>17</b>	<b>10</b>	<b>210</b>
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 Program			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
<b>2024</b>	<b>20</b>	<b>20</b>	<b>14</b>	<b>19</b>									<b>73</b>
Customer Service	2	2	1	6									11
Customer Service - TCC		1											1
Customer Service - TSO	2	1	1	6									10
Expedited Passenger Screening Program	13	14	10	11									48
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
Expedited Passenger Screening Program	13	14	10	10									47
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	3	1											4
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	2	1											3
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)	1	1											2
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Property - Special Handling				1	1								2
Property - Special Handling - Damaged Items - Carry-On				1	1								2
Screening	1	2	1										4
Screening - Inconsistency		1											1
Screening - Procedures/Process	1	1	1										3

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>KTN</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>3</b>		<b>2</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>37</b>
<b>2022</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>2</b>		<b>5</b>	<b>17</b>
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
<b>2023</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>		<b>16</b>
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
<b>2024</b>	<b>2</b>		<b>2</b>										<b>4</b>
Customer Service			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 - Missing 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
<b>LAN</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>3</b>		<b>1</b>	<b>5</b>	<b>1</b>	<b>36</b>
<b>2022</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>		<b>2</b>	<b>1</b>			<b>5</b>	<b>1</b>	<b>16</b>
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
<b>2023</b>		<b>2</b>		<b>2</b>	<b>3</b>	<b>1</b>		<b>2</b>		<b>1</b>			<b>11</b>
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
<b>2024</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>									<b>9</b>
Civil Rights			1										1
Civil Rights - Not Specified			1										1
Customer Service		1		1									2
Customer Service - TSO		1		1									2
Expedited Passenger Screening Program	2	1	1	1									5
Expedited Passenger Screening Program	2	1	1	1									5
Screening		1											1
Screening - Procedures/Process		1											1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LAR</b>	<b>2</b>			<b>1</b>		<b>2</b>		<b>1</b>	<b>1</b>			<b>3</b>	<b>10</b>
<b>2022</b>						<b>1</b>		<b>1</b>	<b>1</b>			<b>3</b>	<b>6</b>
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
<b>2023</b>				<b>1</b>		<b>1</b>							<b>2</b>
Expedited Passenger Screening Program				1		1							2
Expedited Passenger Screening Program - TSA PreCheck				1		1							2
<b>2024</b>	<b>2</b>												<b>2</b>
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Screening	1												1
Screening - Lengthy Lines	1												1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LAS</b>	<b>718</b>	<b>605</b>	<b>581</b>	<b>520</b>	<b>382</b>	<b>493</b>	<b>392</b>	<b>449</b>	<b>478</b>	<b>344</b>	<b>404</b>	<b>450</b>	<b>5,816</b>
<b>2022</b>	<b>168</b>	<b>178</b>	<b>163</b>	<b>130</b>	<b>159</b>	<b>222</b>	<b>166</b>	<b>217</b>	<b>222</b>	<b>150</b>	<b>205</b>	<b>209</b>	<b>2,189</b>
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	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 Equipment	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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
<b>2023</b>	<b>253</b>	<b>210</b>	<b>217</b>	<b>208</b>	<b>223</b>	<b>271</b>	<b>226</b>	<b>232</b>	<b>256</b>	<b>194</b>	<b>199</b>	<b>241</b>	<b>2,730</b>
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 - Disappeared	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		14	4	13	13	13		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
<b>2024</b>	<b>297</b>	<b>217</b>	<b>201</b>	<b>182</b>									<b>897</b>
Additional Information Required/Insufficient Information	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
Additional Information Required/Insufficient	1												1
Airline			2	1									3
Airline - Policy/Regulations/Service			2										2
Airline - Wheelchair Assistance				1									1
Civil Rights	4	2	5	4									15
Civil Rights - Age				1									1
Civil Rights - National Origin	1												1
Civil Rights - Profiling			1										1
Civil Rights - Race	1	1	2	1									5
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1	1	2									4
Civil Rights - Transgender Screening	2		1										3
Customer Service	36	29	23	31									119
Customer Service - Others		2		1									3
Customer Service - TCC		2											2
Customer Service - TSO	36	25	23	30									114
Expedited Passenger Screening Program	190	130	118	99									537
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1	5	7	3									16
Expedited Passenger Screening Program	188	125	110	96									519
Expedited Passenger Screening Program - TSA/DHS Employees			1										1
Locks	3	1											4
Locks - Missing or Damaged Lock	3	1											4
Lost and Found			2	1									3
Lost and Found - Airport/TSA			2	1									3
Mishandling of Passenger Property	10	11	13	15									49
Mishandling of Passenger Property - Damaged	7	10	11	9									37
Mishandling of Passenger Property - Damaged	3	1	2	6									12
No Jurisdiction	3		1	1									5
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to CBP	2												2
No Jurisdiction - Refer to Other	1			1									2
Patdown	5	4	3	3									15
Patdown - Flyer	5	4	2	3									14
Patdown - General			1										1
Persons w/ Disabilities (PWD)	10	4	3	3									20
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Breast Cancer	1												1
Persons w/ Disabilities (PWD) - Diabetes	2												2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Medical Device	1												1
Persons w/ Disabilities (PWD) - Medically Necessary	3	1											4
Persons w/ Disabilities (PWD) - Mobility Device	2												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	1	1	2	2									6
Property - Special Handling	19	19	20	9									67
Property - Special Handling - Damaged Items	12	12	6	4									34
Property - Special Handling - Damaged Items - Checked		2		2									4
Property - Special Handling - Missing Items	2	4	8	2									16
Property - Special Handling - Missing Items	5	1	6	1									13
Screening	16	17	11	15									59
Screening - Crew Member or Airline Employee	2												2
Screening - Inconsistency		4	1	1									6
Screening - Lengthy Lines	4	1	3	2									10
Screening - Procedures/Process	10	11	7	11									39
Screening - Retrieving Abandoned/Confiscated Items		1		1									2

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LAW</b>	<b>2</b>		<b>5</b>			<b>1</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>22</b>
<b>2022</b>	<b>1</b>		<b>1</b>			<b>1</b>		<b>2</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>9</b>
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
<b>2023</b>			<b>1</b>				<b>4</b>		<b>1</b>	<b>1</b>		<b>2</b>	<b>9</b>
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
<b>2024</b>	<b>1</b>		<b>3</b>										<b>4</b>
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program			2										2
Expedited Passenger Screening Program - TSA PreCheck			2										2
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
<b>LAX</b>	<b>1,076</b>	<b>957</b>	<b>1,094</b>	<b>813</b>	<b>523</b>	<b>748</b>	<b>822</b>	<b>827</b>	<b>832</b>	<b>828</b>	<b>751</b>	<b>764</b>	<b>10,035</b>
<b>2022</b>	<b>206</b>	<b>266</b>	<b>276</b>	<b>187</b>	<b>224</b>	<b>355</b>	<b>424</b>	<b>395</b>	<b>418</b>	<b>412</b>	<b>372</b>	<b>402</b>	<b>3,937</b>
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	2	3	3		1	6	5	5	3	6	7	39
Mishandling of Passenger Property - Disappearance	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 (diagnosed)	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 Devices	1	1		1		1							4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically Necessary	1	1	1	1	1	3	1	4		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
<b>2023</b>	<b>419</b>	<b>399</b>	<b>441</b>	<b>324</b>	<b>299</b>	<b>393</b>	<b>398</b>	<b>432</b>	<b>414</b>	<b>416</b>	<b>379</b>	<b>362</b>	<b>4,676</b>
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 Trans		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	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	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
<b>2024</b>	<b>451</b>	<b>292</b>	<b>377</b>	<b>302</b>									<b>1,422</b>
Airline	1	3		1									5
Airline - Lost Baggage	1	1											2
Airline - Policy/Regulations/Service		2		1									3
Civil Rights	2	1	4	7									14
Civil Rights - National Origin			2										2
Civil Rights - Profiling				1									1
Civil Rights - Race	1		1	6									8
Civil Rights - Sex/Gender/Gender Identity	1		1										2
Civil Rights - Sexual Orientation - Not Transgender		1											1
Claims		1											1
Claims - General		1											1
Customer Service	23	13	36	30									102
Customer Service - CSM				1									1
Customer Service - Others			2										2
Customer Service - TCC	1		1										2
Customer Service - TSO	22	13	33	29									97
Expedited Passenger Screening Program	370	225	292	203									1,090
Expedited Passenger Screening Program	11	5	13	4									33
Expedited Passenger Screening Program	359	219	279	198									1,055
Expedited Passenger Screening Program - TSA/DHS		1		1									2
HAZMAT Endorsement		1											1
HAZMAT Endorsement - General		1											1
Lost and Found	2	3	5	3									13
Lost and Found - Airport/TSA	2	3	5	3									13
Mishandling of Passenger Property	7	10	9	19									45
Mishandling of Passenger Property - Dam	4	4	3	10									21
Mishandling of Passenger Property - Dam	3	6	5	9									23
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
No Jurisdiction	7	2	1	2									12
No Jurisdiction - No Referral	1	1	1										3
No Jurisdiction - Refer to CBP	5			2									7
No Jurisdiction - Refer to Other	1	1											2
Ombudsman		1											1
Ombudsman - General		1											1
Patdown	7	4	6	3									20
Patdown - Children	1												1
Patdown - Flyer	6	4	6	3									19
Persons w/ Disabilities (PWD)	3	2	3	8									16
Persons w/ Disabilities (PWD) - Autism S	1			1									2
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - General	1			1									2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				2									2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				3									3
Persons w/ Disabilities (PWD) - Respirato	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	2	1									4
Property - Special Handling	15	9	14	14									52
Property - Special Handling - Damaged It	3	5	3	2									13
Property - Special Handling - Damaged It	1		1	2									4
Property - Special Handling - Missing Item	8	4	4	9									25
Property - Special Handling - Missing Item	3		6	1									10
Screening	13	18	7	12									50
Screening - Children		1	1										2
Screening - Inconsistency	1	2		1									4
Screening - Lengthy Lines		1											1
Screening - Procedures/Process	12	13	6	10									41
Screening - Retrieving Abandoned/Confiscated Items		1											1
Screening - Security Breach				1									1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LBB</b>	<b>15</b>	<b>18</b>	<b>23</b>	<b>12</b>	<b>8</b>	<b>10</b>	<b>15</b>	<b>19</b>	<b>14</b>	<b>13</b>	<b>7</b>	<b>14</b>	<b>168</b>
<b>2022</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>9</b>	<b>60</b>
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
<b>2023</b>	<b>7</b>	<b>9</b>	<b>9</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>12</b>	<b>14</b>	<b>11</b>	<b>9</b>	<b>3</b>	<b>5</b>	<b>91</b>
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
<b>2024</b>	<b>3</b>	<b>4</b>	<b>8</b>	<b>2</b>									<b>17</b>
Customer Service	2		1	1									4
Customer Service - TSO	2		1	1									4
Expedited Passenger Screening Program		2	7	1									10
Expedited Passenger Screening Program - Known Crew Membe			1										1
Expedited Passenger Screening Program - TSA PreC		2	6	1									9
Patdown		1											1
Patdown - Flyer		1											1
Screening	1	1											2
Screening - Crew Member or Airline Empl	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
<b>LBE</b>	<b>2</b>	<b>2</b>	<b>3</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>22</b>
<b>2022</b>		<b>2</b>	<b>2</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>16</b>
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
<b>2023</b>	<b>2</b>							<b>2</b>	<b>1</b>				<b>5</b>
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
<b>2024</b>				<b>1</b>									<b>1</b>
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
<b>LBF</b>		<b>2</b>		<b>2</b>	<b>1</b>				<b>2</b>	<b>2</b>	<b>2</b>		<b>11</b>
<b>2022</b>		<b>1</b>							<b>1</b>		<b>2</b>		<b>4</b>
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
<b>2023</b>					<b>1</b>				<b>1</b>	<b>2</b>			<b>4</b>
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
<b>2024</b>		<b>1</b>		<b>2</b>									<b>3</b>
Mishandling of Passenger Property				2									2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Bag				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
<b>LCH</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>6</b>	<b>41</b>
<b>2022</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>			<b>2</b>	<b>4</b>	<b>12</b>
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
<b>2023</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>21</b>
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
<b>2024</b>	<b>3</b>	<b>4</b>	<b>1</b>										<b>8</b>
Expedited Passenger Screening Program	3	4	1										8
Expedited Passenger Screening Program	3	4	1										8

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LCK</b>	<b>1</b>	<b>8</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>53</b>
<b>2022</b>				<b>1</b>		<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>20</b>
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
<b>2023</b>		<b>2</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>20</b>
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
<b>2024</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>5</b>									<b>13</b>
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program		3		2									5
Expedited Passenger Screening Program - TSA PreC		3		2									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
Persons w/ Disabilities (PWD)	1	1											2
Persons w/ Disabilities (PWD) - Prosthesis	1	1											2
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Chemical/Household Products				1									1
Screening		1		1									2
Screening - Retrieving Abandoned/Confiscated Items		1		1									2

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LEB</b>	<b>2</b>		<b>1</b>			<b>2</b>		<b>2</b>			<b>2</b>	<b>1</b>	<b>10</b>
<b>2022</b>			<b>1</b>			<b>1</b>		<b>1</b>			<b>1</b>		<b>4</b>
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
<b>2023</b>						<b>1</b>		<b>1</b>			<b>1</b>	<b>1</b>	<b>4</b>
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
<b>2024</b>	<b>2</b>												<b>2</b>
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
<b>LEX</b>	<b>12</b>	<b>22</b>	<b>11</b>	<b>20</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>17</b>	<b>10</b>	<b>13</b>	<b>21</b>	<b>20</b>	<b>185</b>
<b>2022</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>4</b>	<b>6</b>	<b>8</b>	<b>13</b>	<b>10</b>	<b>72</b>
Civil Rights											1		1
Civil Rights - Race											1		1
Claims					1								1
Claims - General					1								1
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program		3	4	2	4	5	6	4	5	8	11	7	59
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA Application Program											2		2
Expedited Passenger Screening Program - TSA PreC		3	4	2	4	5	6	4	5	7	9	7	56
Patdown							1				1		2
Patdown - Flyer							1				1		2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items		1											1
Screening		1				1	1		1			2	6
Screening - Inconsistency						1						1	2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process		1							1			1	3
<b>2023</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>9</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>13</b>	<b>4</b>	<b>5</b>	<b>8</b>	<b>10</b>	<b>88</b>
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
<b>2024</b>	<b>5</b>	<b>10</b>	<b>2</b>	<b>8</b>									<b>25</b>
Expedited Passenger Screening Program	4	9	1	7									21
Expedited Passenger Screening Program - TSA Appl		1		2									3
Expedited Passenger Screening Program	4	8	1	5									18
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1									1
Patdown	1												1
Patdown - Flyer	1												1
Screening		1	1										2
Screening - Procedures/Process		1	1										2



## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LFT</b>	<b>12</b>	<b>13</b>	<b>12</b>	<b>10</b>	<b>8</b>	<b>15</b>	<b>14</b>	<b>12</b>	<b>14</b>	<b>14</b>	<b>9</b>	<b>9</b>	<b>142</b>
<b>2022</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>50</b>
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
<b>2023</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>9</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>9</b>	<b>3</b>	<b>5</b>	<b>78</b>
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
<b>2024</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>3</b>									<b>14</b>
Advanced Imaging Technology (AIT)		1	1										2
Advanced Imaging Technology (AIT) - Flyer		1	1										2
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Customer Service	1	1		1									3
Customer Service - Others				1									1
Customer Service - TSO	1	1											2
Expedited Passenger Screening Program	1	2	3	2									8
Expedited Passenger Screening Program	1	2	3	2									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
<b>LGA</b>	<b>532</b>	<b>548</b>	<b>524</b>	<b>443</b>	<b>267</b>	<b>421</b>	<b>450</b>	<b>392</b>	<b>390</b>	<b>346</b>	<b>437</b>	<b>377</b>	<b>5,127</b>
<b>2022</b>	<b>93</b>	<b>136</b>	<b>131</b>	<b>104</b>	<b>98</b>	<b>215</b>	<b>224</b>	<b>200</b>	<b>225</b>	<b>178</b>	<b>248</b>	<b>175</b>	<b>2,027</b>
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 - Checked	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 - Checked	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
<b>2023</b>	<b>186</b>	<b>208</b>	<b>196</b>	<b>156</b>	<b>169</b>	<b>206</b>	<b>226</b>	<b>192</b>	<b>165</b>	<b>168</b>	<b>189</b>	<b>202</b>	<b>2,263</b>
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	4	1			17
Civil Rights - Screening of Religious or Cultural Garments											2		2
Civil Rights - Sex/Gender/Gender Identity	1						2	1		2	1		7
Civil Rights - Sexual Orientation - Not Transgender							1						1
Civil Rights - Transgender Screening								1				1	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	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
<b>2024</b>	<b>253</b>	<b>204</b>	<b>197</b>	<b>183</b>									<b>837</b>
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	2	3	2	3									10
Civil Rights - Perceived Religion	1												1
Civil Rights - Race		2		1									3
Civil Rights - Screening of Religious Cultural and Cer		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2	2									4
Civil Rights - Transgender Screening	1												1
Claims		1											1
Claims - General		1											1
Customer Service	23	19	33	26									101
Customer Service - TSO	23	19	33	26									101
DHS TRIP		1											1
DHS TRIP - General		1											1
Expedited Passenger Screening Program	190	138	132	129									589
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program - Over 75			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
Expedited Passenger Screening Program	5	1	4	1									11
Expedited Passenger Screening Program	185	136	127	127									575
Expedited Passenger Screening Program - TSA/DHS		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	4	1		1									6
Lost and Found - Airport/TSA	4	1		1									6
Mishandling of Passenger Property	7	8	8	4									27
Mishandling of Passenger Property - Dam	5	5	4	2									16
Mishandling of Passenger Property - Dam	2	3	3	1									9
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
No Jurisdiction		1	1	1									3
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to CBP			1										1
No Jurisdiction - Refer to Other		1											1
Patdown	2	2	2	1									7
Patdown - Children			1										1
Patdown - Flyer	2	2	1	1									6
Persons w/ Disabilities (PWD)	6	4	1	2									13
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Medically	2	1		1									4
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1		1									2
Persons w/ Disabilities (PWD) - Mobility D	2	1											3
Persons w/ Disabilities (PWD) - Prosthesi	1		1										2
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	8	11	5	7									31
Property - Special Handling - Damaged It	2	5	1	3									11
Property - Special Handling - Damaged Items - Check		3											3
Property - Special Handling - Missing Item	4	1	4	3									12
Property - Special Handling - Missing Item	2	2		1									5
Screening	10	15	12	7									44
Screening - Inconsistency	1	4											5
Screening - Lengthy Lines		1	8	3									12
Screening - Procedures/Process	8	9	4	4									25
Screening - Retrieving Abandoned/Confis	1	1											2

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LGB</b>	<b>52</b>	<b>49</b>	<b>34</b>	<b>54</b>	<b>46</b>	<b>26</b>	<b>47</b>	<b>29</b>	<b>46</b>	<b>40</b>	<b>34</b>	<b>55</b>	<b>512</b>
<b>2022</b>	<b>10</b>	<b>16</b>	<b>10</b>	<b>16</b>	<b>12</b>	<b>11</b>	<b>19</b>	<b>15</b>	<b>19</b>	<b>18</b>	<b>14</b>	<b>29</b>	<b>189</b>
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	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
<b>2023</b>	<b>20</b>	<b>20</b>	<b>13</b>	<b>24</b>	<b>34</b>	<b>15</b>	<b>28</b>	<b>14</b>	<b>27</b>	<b>22</b>	<b>20</b>	<b>26</b>	<b>263</b>
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	3			2		1	10
<b>2024</b>	<b>22</b>	<b>13</b>	<b>11</b>	<b>14</b>									<b>60</b>
Civil Rights		1											1
Civil Rights - National Origin		1											1
Customer Service	2	1	2	1									6
Customer Service - TSO	2	1	2	1									6
Expedited Passenger Screening Program	19	9	9	9									46
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	18	8	9	9									44
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domestic		1											1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
Persons w/ Disabilities (PWD)		1		1									2
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Equipment				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening			1										1
Screening - Procedures/Process			1										1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LIH</b>	<b>46</b>	<b>50</b>	<b>47</b>	<b>33</b>	<b>35</b>	<b>51</b>	<b>36</b>	<b>60</b>	<b>47</b>	<b>47</b>	<b>39</b>	<b>38</b>	<b>529</b>
<b>2022</b>	<b>12</b>	<b>19</b>	<b>12</b>	<b>15</b>	<b>13</b>	<b>27</b>	<b>23</b>	<b>26</b>	<b>27</b>	<b>26</b>	<b>21</b>	<b>21</b>	<b>242</b>
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	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
<b>2023</b>	<b>16</b>	<b>14</b>	<b>21</b>	<b>11</b>	<b>22</b>	<b>24</b>	<b>13</b>	<b>34</b>	<b>20</b>	<b>21</b>	<b>18</b>	<b>17</b>	<b>231</b>
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
<b>2024</b>	<b>18</b>	<b>17</b>	<b>14</b>	<b>7</b>									<b>56</b>
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transg		1											1
Customer Service	1	3	4	2									10
Customer Service - TSO	1	3	4	2									10
Expedited Passenger Screening Program	12	5	8	3									28
Expedited Passenger Screening Program	12	5	8	3									28
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Persons w/ Disabilities (PWD)			1										3
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1	1									2
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry			1										1
Screening		4	5	1	1								11
Screening - Inconsistency				1									1
Screening - Lengthy Lines		1	3		1								5
Screening - Procedures/Process		3	2										5



## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LIT</b>	<b>43</b>	<b>55</b>	<b>44</b>	<b>45</b>	<b>17</b>	<b>31</b>	<b>26</b>	<b>36</b>	<b>38</b>	<b>32</b>	<b>34</b>	<b>39</b>	<b>440</b>
<b>2022</b>	<b>10</b>	<b>10</b>	<b>17</b>	<b>16</b>	<b>11</b>	<b>9</b>	<b>12</b>	<b>21</b>	<b>25</b>	<b>21</b>	<b>19</b>	<b>31</b>	<b>202</b>
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
<b>2023</b>	<b>23</b>	<b>29</b>	<b>15</b>	<b>17</b>	<b>6</b>	<b>22</b>	<b>14</b>	<b>15</b>	<b>13</b>	<b>11</b>	<b>15</b>	<b>8</b>	<b>188</b>
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	7	135
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	7	129
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
<b>2024</b>	<b>10</b>	<b>16</b>	<b>12</b>	<b>12</b>									<b>50</b>
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service		2	1	1									4
Customer Service - TSO		2	1	1									4
Expedited Passenger Screening Program	8	12	7	10									37
Expedited Passenger Screening Program	2	1		1									4
Expedited Passenger Screening Program	6	11	7	9									33
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)		1		1									2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1											1
Property - Special Handling			2	1									3
Property - Special Handling - Damaged Items - Checked			2										2
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
Screening	1	1											2
Screening - Procedures/Process	1	1											2

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LNK</b>	<b>7</b>	<b>9</b>	<b>9</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>9</b>	<b>65</b>
<b>2022</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>			<b>2</b>	<b>3</b>			<b>4</b>	<b>6</b>	<b>22</b>
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
<b>2023</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>35</b>
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
<b>2024</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>1</b>									<b>8</b>
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									3
Expedited Passenger Screening Program - TSA PreC		1	1	1									3
Patdown		1	1										2
Patdown - Flyer		1	1										2

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LNY					1				1				2
2022					1				1				2
Customer Service					1				1				2
Customer Service - TSO					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
<b>LRD</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>27</b>
<b>2022</b>		<b>3</b>	<b>1</b>			<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>12</b>
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
<b>2023</b>	<b>2</b>	<b>1</b>	<b>4</b>		<b>1</b>			<b>1</b>			<b>1</b>		<b>10</b>
Expedited Passenger Screening Program	2	1	4		1			1			1		10
Expedited Passenger Screening Program	2	1	4		1			1			1		10
<b>2024</b>	<b>2</b>	<b>1</b>		<b>2</b>									<b>5</b>
Expedited Passenger Screening Program	2	1		1									4
Expedited Passenger Screening Program	2	1		1									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
<b>LSE</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>25</b>
<b>2022</b>	<b>2</b>	<b>3</b>			<b>1</b>	<b>2</b>	<b>4</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>17</b>
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
<b>2023</b>			<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>					<b>6</b>
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
<b>2024</b>	<b>1</b>		<b>1</b>										<b>2</b>
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
<b>LWB</b>					1	1	1					1	4
<b>2022</b>					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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LWS</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>3</b>	<b>2</b>	<b>3</b>				<b>1</b>		<b>13</b>
<b>2022</b>					<b>1</b>								<b>1</b>
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck					1								1
<b>2023</b>		<b>1</b>			<b>2</b>	<b>2</b>	<b>3</b>				<b>1</b>		<b>9</b>
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
<b>2024</b>	<b>1</b>	<b>1</b>	<b>1</b>										<b>3</b>
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program - TSA Appl		1											1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam		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
<b>LYH</b>	<b>4</b>		<b>3</b>	<b>2</b>		<b>3</b>		<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>31</b>
<b>2022</b>	<b>1</b>		<b>2</b>			<b>1</b>		<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>14</b>
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
<b>2023</b>			<b>1</b>	<b>1</b>		<b>2</b>		<b>3</b>	<b>2</b>		<b>2</b>	<b>2</b>	<b>13</b>
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
<b>2024</b>	<b>3</b>			<b>1</b>									<b>4</b>
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	2			1									3
Expedited Passenger Screening Program	2			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
<b>MAF</b>	<b>7</b>	<b>16</b>	<b>11</b>	<b>20</b>	<b>7</b>	<b>11</b>	<b>21</b>	<b>18</b>	<b>8</b>	<b>11</b>	<b>15</b>	<b>21</b>	<b>166</b>
<b>2022</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>9</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>10</b>	<b>64</b>
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
<b>2023</b>	<b>2</b>	<b>12</b>	<b>1</b>	<b>8</b>	<b>4</b>	<b>6</b>	<b>12</b>	<b>10</b>	<b>3</b>	<b>8</b>	<b>10</b>	<b>11</b>	<b>87</b>
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
<b>2024</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>7</b>									<b>15</b>
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	2	1	2	3									8
Expedited Passenger Screening Program	2	1	2	3									8
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) - Metal Implants (joint)				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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MBS</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>1</b>		<b>5</b>	<b>4</b>	<b>36</b>
<b>2022</b>	<b>1</b>			<b>2</b>		<b>1</b>		<b>1</b>			<b>2</b>	<b>1</b>	<b>8</b>
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
<b>2023</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>1</b>		<b>3</b>	<b>3</b>	<b>22</b>
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
<b>2024</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>									<b>6</b>
Expedited Passenger Screening Program	1	2	1	1									5
Expedited Passenger Screening Program	1	2	1	1									5
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1												1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MCE</b>	<b>3</b>										<b>1</b>		<b>4</b>
<b>2022</b>	<b>1</b>										<b>1</b>		<b>2</b>
Expedited Passenger Screening Program	1										1		2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA PreCheck											1		1
<b>2024</b>	<b>2</b>												<b>2</b>
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
<b>MCI</b>	<b>172</b>	<b>163</b>	<b>142</b>	<b>111</b>	<b>97</b>	<b>127</b>	<b>112</b>	<b>155</b>	<b>127</b>	<b>108</b>	<b>107</b>	<b>124</b>	<b>1,545</b>
<b>2022</b>	<b>26</b>	<b>44</b>	<b>43</b>	<b>27</b>	<b>30</b>	<b>56</b>	<b>48</b>	<b>74</b>	<b>68</b>	<b>50</b>	<b>51</b>	<b>61</b>	<b>578</b>
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/Missi		1						1				2	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Mishandling of Passenger Property - Dam	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) - Wheelcha	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-C		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
<b>2023</b>	<b>63</b>	<b>65</b>	<b>60</b>	<b>55</b>	<b>67</b>	<b>71</b>	<b>64</b>	<b>81</b>	<b>59</b>	<b>58</b>	<b>56</b>	<b>63</b>	<b>762</b>
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 - Dam	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	2	1											3
Persons w/ Disabilities (PWD) - Metal Im	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Wheelcha	1										2		3
Property - Special Handling		1		1				2			3		7
Property - Special Handling - Damaged Items - Carry		1		1									2
Property - Special Handling - Damaged Items - Checked								2					2
Property - Special Handling - Missing Items - Carry-On											2		2

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
<b>2024</b>	<b>83</b>	<b>54</b>	<b>39</b>	<b>29</b>									<b>205</b>
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights			1	1									2
Civil Rights - Race				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	2	2	1	2									7
Customer Service - TSO	2	2	1	2									7
Expedited Passenger Screening Program	77	46	28	20									171
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	2	1	3										6
Expedited Passenger Screening Program	75	44	25	20									164
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		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
No Jurisdiction	1		1										2
No Jurisdiction - No Referral	1		1										2
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - General			1										1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - General			1										1
Property - Special Handling		2	1	3									6
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									2
Property - Special Handling - Missing Items - Checked Baggage		1		1									2
Screening	3	3	4	1									11
Screening - Procedures/Process	3	2	4										9
Screening - Retrieving Abandoned/Confiscated Items		1											1
Screening - Shoe Screening				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MCK</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>						<b>1</b>			<b>6</b>
<b>2022</b>		<b>1</b>	<b>1</b>										<b>2</b>
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
<b>2023</b>			<b>1</b>	<b>1</b>						<b>1</b>			<b>3</b>
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
<b>2024</b>	<b>1</b>												<b>1</b>
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
<b>MCN</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>1</b>		<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>19</b>
<b>2022</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>3</b>	<b>1</b>			<b>2</b>		<b>13</b>
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
<b>2023</b>	<b>1</b>		<b>1</b>			<b>1</b>			<b>1</b>			<b>1</b>	<b>5</b>
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
<b>2024</b>		<b>1</b>											<b>1</b>
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
MCO	981	969	991	930	642	868	802	812	676	666	611	625	9,573
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
<b>2023</b>	<b>379</b>	<b>398</b>	<b>399</b>	<b>403</b>	<b>406</b>	<b>482</b>	<b>407</b>	<b>410</b>	<b>330</b>	<b>350</b>	<b>298</b>	<b>319</b>	<b>4,581</b>
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 - Inconsistent	9	11	15	4	4	3	6	7	5	4	5	4	77
Expedited Passenger Screening Program - Inconsistent	244	255	249	225	257	279	249	247	199	215	192	206	2,817
Expedited Passenger Screening Program - TSA/DHS		1	1	3	1		1						7
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	6	4	1	3	3	4	5	5	5	5	2	1	44
Mishandling of Passenger Property - Damaged	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	2	2	1			2	3	2		6	2		20
Persons w/ Disabilities (PWD) - Breast Cancer			2										2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developmental		1	2			1		1		1	1		7
Persons w/ Disabilities (PWD) - Diabetes		1	1			1	1	3	1	3	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 Necessary	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) - Respirators	1									1			2
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchairs	3	2		7	2	3		3	3	2	2	1	28
Property - Special Handling	14	6	6	19	7	17	5	15	5	9	13	15	131
Property - Special Handling - Damaged Items	5	2	1	5	2	3		3	2	2	2	4	31
Property - Special Handling - Damaged Items	3	2		1	2	3	2	3		3	2	1	22
Property - Special Handling - Missing Items	1	2	2	6	2	6	1	5	1	2	1	8	37
Property - Special Handling - Missing Items	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	30	543
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	23	275
Screening - Retrieving Abandoned/Confiscated Items	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
<b>2024</b>	<b>388</b>	<b>317</b>	<b>291</b>	<b>287</b>									<b>1,283</b>
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Airline	1	2		3									6
Airline - Lost Baggage				1									1
Airline - Policy/Regulations/Service	1	2		2									5
Civil Rights	5	4	7	2									18
Civil Rights - Constitutional Rights		1		1									2
Civil Rights - Not Specified		1	2										3
Civil Rights - Race	2	1	3										6
Civil Rights - Screening of Religious or Cultural Practices	1			1									2
Civil Rights - Sex/Gender/Gender Identity	1		1										2
Civil Rights - Transgender Screening	1	1	1										3
Customer Service	30	29	39	54									152
Customer Service - CSM				1									1
Customer Service - Others		1	1	1									3
Customer Service - TSO	30	28	38	52									148
Expedited Passenger Screening Program	285	221	184	175									865
Expedited Passenger Screening Program - DoD			1	1									2
Expedited Passenger Screening Program	4	2	7	7									20
Expedited Passenger Screening Program	281	219	176	167									843
Hazardous Materials Safety		1											1
Hazardous Materials Safety - General		1											1
Human Capital	1												1
Human Capital - Prospective Employment	1												1
Locks	2	2	1	1									6
Locks - General			1										1
Locks - Missing or Damaged Lock	2	2		1									5
Lost and Found		1	3	4									8
Lost and Found - Airport/TSA		1	3	4									8
Mishandling of Passenger Property	10	8	10	10									38
Mishandling of Passenger Property - Damaged Items	4	3	5	3									15
Mishandling of Passenger Property - Damaged Items	3	5	4	7									19
Mishandling of Passenger Property - Discrepancies	3		1										4
No Jurisdiction	1	2	1	1									5
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to CBP		2											2
No Jurisdiction - Refer to Other	1			1									2
Patdown	3	5	3	3									14
Patdown - Children		1											1
Patdown - Flyer	2	4	1	3									10
Patdown - Flyer as Observer	1		2										3
Persons w/ Disabilities (PWD)	10	5	4	7									26
Persons w/ Disabilities (PWD) - Autism Spectrum	1												1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer			1	1									2
Persons w/ Disabilities (PWD) - Diabetes	1			3									4
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Internal Medical Conditions	1												1
Persons w/ Disabilities (PWD) - Medically Unstable	3	1		2									6
Persons w/ Disabilities (PWD) - Metal Implants (joint)				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) - Wheelchairs	4	2											6
Persons w/ Disabilities (PWD) - Wounded Warrior		1											1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Liquids/Gels/Aerosols		1											1
Property - Special Handling	11	13	16	12									52
Property - Special Handling - Damaged Items	4	5	2	2									13
Property - Special Handling - Damaged Items	1	2											3
Property - Special Handling - Missing Items	3	4	9	8									24
Property - Special Handling - Missing Items	3	2	5	2									12
Request for Assistance			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
Request for Assistance - Other			1	1									2
Screening	29	23	22	13									87
Screening - Children		1											1
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	3	1	1										5
Screening - Lengthy Lines	11	9	11	6									37
Screening - Procedures/Process	15	12	9	7									43

TSA Contact Center (TCC) Data Tool - FOIA														
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
MCW	2		3	1				1						7
2022				1				1						2
Expedited Passenger Screening Program				1				1						2
Expedited Passenger Screening Program - TSA PreCheck				1				1						2
2024	2		3										5	
Customer Service			1										1	
Customer Service - TSO			1										1	
Expedited Passenger Screening Program			2										2	
Expedited Passenger Screening Program - TSA PreCheck			2										2	
No Jurisdiction			1										1	
No Jurisdiction - No Referral			1										1	
Prohibited & Permitted Items			1										1	
Prohibited & Permitted Items - Marijuana			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
<b>MDT</b>	<b>42</b>	<b>41</b>	<b>26</b>	<b>33</b>	<b>18</b>	<b>30</b>	<b>20</b>	<b>22</b>	<b>20</b>	<b>18</b>	<b>24</b>	<b>20</b>	<b>314</b>
<b>2022</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>9</b>	<b>8</b>	<b>14</b>	<b>12</b>	<b>8</b>	<b>10</b>	<b>6</b>	<b>13</b>	<b>10</b>	<b>113</b>
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
<b>2023</b>	<b>13</b>	<b>20</b>	<b>8</b>	<b>12</b>	<b>10</b>	<b>16</b>	<b>8</b>	<b>14</b>	<b>10</b>	<b>12</b>	<b>11</b>	<b>10</b>	<b>144</b>
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
<b>2024</b>	<b>21</b>	<b>13</b>	<b>11</b>	<b>12</b>									<b>57</b>
Customer Service	1	2	2	1									6
Customer Service - TSO	1	2	2	1									6
Expedited Passenger Screening Program	17	11	8	8									44
Expedited Passenger Screening Program	1	1		2									4
Expedited Passenger Screening Program	16	10	8	6									40
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Screening	3		1	1									5
Screening - Procedures/Process	2		1	1									4
Screening - Shoe Screening	1												1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MDW</b>	<b>209</b>	<b>190</b>	<b>213</b>	<b>178</b>	<b>109</b>	<b>139</b>	<b>140</b>	<b>151</b>	<b>151</b>	<b>173</b>	<b>153</b>	<b>171</b>	<b>1,977</b>
<b>2022</b>	<b>44</b>	<b>35</b>	<b>46</b>	<b>41</b>	<b>41</b>	<b>48</b>	<b>64</b>	<b>71</b>	<b>69</b>	<b>71</b>	<b>85</b>	<b>65</b>	<b>680</b>
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
<b>2023</b>	<b>72</b>	<b>84</b>	<b>92</b>	<b>85</b>	<b>68</b>	<b>91</b>	<b>76</b>	<b>80</b>	<b>82</b>	<b>102</b>	<b>68</b>	<b>106</b>	<b>1,006</b>
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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) - Wheelchair	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 Items	1	2		1	3	1		1	1		1		11
Property - Special Handling - Missing Items - Checked	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 Employee	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
<b>2024</b>	<b>93</b>	<b>71</b>	<b>75</b>	<b>52</b>									<b>291</b>
Civil Rights	1	2		1									4
Civil Rights - Age				1									1
Civil Rights - Race	1	2											3
Customer Service	15	10	18	9									52
Customer Service - TSO	15	10	18	9									52
Expedited Passenger Screening Program	59	40	41	25									165
Expedited Passenger Screening Program - Active Duty Military				1									1
Expedited Passenger Screening Program - General	1	1											2
Expedited Passenger Screening Program - TSA/DHS	58	38	41	24									161
Expedited Passenger Screening Program - TSA/DHS		1											1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	3	4	4	2									13
Mishandling of Passenger Property - Damaged	2	3	3	2									10
Mishandling of Passenger Property - Damaged	1	1	1										3
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - General			1										1
Ombudsman		1											1
Ombudsman - General		1											1
Patdown	1	6	1										8
Patdown - Flyer	1	6	1										8
Persons w/ Disabilities (PWD)	6	1	2	3									12
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
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) - Mobility Disability	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts	2												2
Persons w/ Disabilities (PWD) - Service Animals	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1									2
Property - Special Handling	2	1	1	8									12
Property - Special Handling - Damaged Items	1	1		3									5
Property - Special Handling - Missing Items	1		1	4									6
Property - Special Handling - Missing Items - Checked				1									1
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	6	5	5	4									20
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		1		2									3
Screening - Lengthy Lines	1		2										3
Screening - Procedures/Process	5	3	3										11
Screening - Retrieving Abandoned/Confiscated Items		1		1									2



## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MEI</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>		<b>2</b>	<b>1</b>					<b>8</b>
<b>2022</b>				<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>					<b>5</b>
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
<b>2023</b>	<b>1</b>		<b>1</b>										<b>2</b>
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	1		1										2
<b>2024</b>				<b>1</b>									<b>1</b>
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
<b>MEM</b>	<b>119</b>	<b>90</b>	<b>94</b>	<b>70</b>	<b>44</b>	<b>61</b>	<b>64</b>	<b>74</b>	<b>86</b>	<b>58</b>	<b>69</b>	<b>81</b>	<b>910</b>
<b>2022</b>	<b>23</b>	<b>21</b>	<b>29</b>	<b>17</b>	<b>16</b>	<b>44</b>	<b>26</b>	<b>46</b>	<b>41</b>	<b>36</b>	<b>36</b>	<b>42</b>	<b>377</b>
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 - Civil Rights	1	2		3	1	1	1	1	2		2		14
Expedited Passenger Screening Program - Customer Service	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--Carry-On			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
<b>2023</b>	<b>51</b>	<b>47</b>	<b>31</b>	<b>34</b>	<b>28</b>	<b>17</b>	<b>38</b>	<b>28</b>	<b>45</b>	<b>22</b>	<b>33</b>	<b>39</b>	<b>413</b>
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information - Civil Rights	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 - Civil Rights	1	1	2	1	1			1	2			2	11
Expedited Passenger Screening Program - Customer Service	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--Carry-On			1				1	2	1				5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1							1				2
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									1				1
Patdown	2		1	1					1		1		6
Patdown - Flyer	2		1	1					1		1		6
Persons w/ Disabilities (PWD)		1		1				1	1	1	1	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 of glasses)		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
<b>2024</b>	<b>45</b>	<b>22</b>	<b>34</b>	<b>19</b>									<b>120</b>
Customer Service	4		3	3									10
Customer Service - TSO	4		3	3									10
Expedited Passenger Screening Program	37	18	25	13									93
Expedited Passenger Screening Program - Civil Rights	4		1										5
Expedited Passenger Screening Program - Customer Service	33	18	24	13									88

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			1										1
Patdown		1		2									3
Patdown - Flyer		1		2									3
Property - Special Handling		2	1		2								5
Property - Special Handling - Damaged It		1	1										2
Property - Special Handling - Missing Item		1											1
Property - Special Handling - Missing Items - Checked					2								2
Screening		1	1	4	1								7
Screening - Lengthy Lines				1									1
Screening - Procedures/Process		1	1	3	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
<b>MFE</b>	<b>21</b>	<b>17</b>	<b>10</b>	<b>12</b>	<b>9</b>	<b>6</b>	<b>3</b>	<b>18</b>	<b>9</b>	<b>12</b>	<b>6</b>	<b>5</b>	<b>128</b>
<b>2022</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>15</b>	<b>5</b>	<b>9</b>	<b>4</b>	<b>1</b>	<b>60</b>
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
<b>2023</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>50</b>
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
<b>2024</b>	<b>11</b>	<b>6</b>	<b>1</b>										<b>18</b>
Expedited Passenger Screening Program	10	5	1										16
Expedited Passenger Screening Program	10	5	1										16
Screening	1	1											2
Screening - Procedures/Process	1	1											2

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MFR</b>	<b>15</b>	<b>16</b>	<b>20</b>	<b>19</b>	<b>13</b>	<b>13</b>	<b>17</b>	<b>14</b>	<b>19</b>	<b>11</b>	<b>16</b>	<b>19</b>	<b>192</b>
<b>2022</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>12</b>	<b>5</b>	<b>13</b>	<b>5</b>	<b>9</b>	<b>9</b>	<b>77</b>
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
<b>2023</b>	<b>5</b>	<b>10</b>	<b>10</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>5</b>	<b>9</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>10</b>	<b>95</b>
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
<b>2024</b>	<b>7</b>	<b>2</b>	<b>7</b>	<b>4</b>									<b>20</b>
Customer Service		1		1									2
Customer Service - TSO		1		1									2
Expedited Passenger Screening Program	7		7	3									17
Expedited Passenger Screening Program	7		7	3									17
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
<b>MGM</b>	<b>10</b>	<b>10</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>10</b>	<b>7</b>	<b>4</b>	<b>74</b>
<b>2022</b>	<b>2</b>	<b>2</b>			<b>2</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>31</b>
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
<b>2023</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>2</b>		<b>27</b>
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
<b>2024</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>2</b>									<b>16</b>
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Customer Service	1	1	2	2									6
Customer Service - TSO	1	1	2	2									6
Expedited Passenger Screening Program	3	3	1										7
Expedited Passenger Screening Program	3	3	1										7
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Carry		1											1

## TSA Contact Center (TCC) Data Tool - FOIA

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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MHK</b>	<b>1</b>	<b>9</b>	<b>2</b>	<b>2</b>	<b>4</b>			<b>3</b>	<b>1</b>				<b>22</b>
<b>2022</b>		<b>1</b>	<b>2</b>					<b>2</b>	<b>1</b>				<b>6</b>
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
<b>2023</b>		<b>1</b>		<b>1</b>	<b>4</b>			<b>1</b>					<b>7</b>
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
<b>2024</b>	<b>1</b>	<b>7</b>		<b>1</b>									<b>9</b>
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program		4		1									5
Expedited Passenger Screening Program - TSA PreC		4		1									5
Screening	1	2											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
<b>MHT</b>	<b>19</b>	<b>18</b>	<b>18</b>	<b>20</b>	<b>13</b>	<b>21</b>	<b>11</b>	<b>13</b>	<b>9</b>	<b>13</b>	<b>18</b>	<b>11</b>	<b>184</b>
<b>2022</b>	<b>4</b>	<b>5</b>	<b>9</b>	<b>4</b>	<b>2</b>	<b>10</b>	<b>4</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>11</b>	<b>5</b>	<b>75</b>
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
<b>2023</b>	<b>8</b>	<b>10</b>	<b>6</b>	<b>8</b>	<b>11</b>	<b>11</b>	<b>7</b>	<b>6</b>	<b>2</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>88</b>
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
<b>2024</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>8</b>									<b>21</b>
Customer Service	1			3									4
Customer Service - TSO	1			3									4
Expedited Passenger Screening Program	3	2	3	5									13
Expedited Passenger Screening Program	3	2	3	5									13
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown		1											1
Patdown - Flyer		1											1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MIA	521	537	607	633	412	492	420	407	378	383	367	351	5,508
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
<b>2023</b>	<b>178</b>	<b>211</b>	<b>241</b>	<b>248</b>	<b>226</b>	<b>244</b>	<b>217</b>	<b>218</b>	<b>175</b>	<b>195</b>	<b>196</b>	<b>180</b>	<b>2,529</b>
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	130	134	139	129	94	106	95	108	1,463
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	125	132	135	124	94	103	94	106	1,417
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
<b>2024</b>	<b>241</b>	<b>194</b>	<b>185</b>	<b>180</b>									<b>800</b>
Airline		2		2									4
Airline - Policy/Regulations/Service		1		2									3
Airline - Positive Bag Match Program		1											1
Civil Rights	2	5	3	2									12
Civil Rights - Constitutional Rights			1										1
Civil Rights - Race	1	3	1	1									6
Civil Rights - Sex/Gender/Gender Identity- Not Transg		1	1	1									3
Civil Rights - Sexual Orientation - Not Tra	1												1
Civil Rights - Transgender Screening		1											1
Claims		1											1
Claims - Status		1											1
Customer Service	22	44	36	38									140
Customer Service - Others	1												1
Customer Service - TCC				2									2
Customer Service - TSO	21	44	36	36									137
DHS TRIP	1	1											2
DHS TRIP - General	1	1											2
Expedited Passenger Screening Program	163	96	103	85									447
Expedited Passenger Screening Program	5	1	2	3									11
Expedited Passenger Screening Program	157	95	101	82									435
Expedited Passenger Screening Program	1												1
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	10	6	5	8									29
Mishandling of Passenger Property - Dam	3	3		1									7
Mishandling of Passenger Property - Dam	6	3	4	6									19
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
Mishandling of Passenger Property - Disa	1			1									2
No Jurisdiction	6	5	1	4									16
No Jurisdiction - No Referral	2	1		1									4
No Jurisdiction - Refer to CBP	2	2		2									6
No Jurisdiction - Refer to Other	2	2	1	1									6
Patdown	2	1		3									6
Patdown - Children				1									1
Patdown - Flyer	1	1		2									4
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	5	7	9	2									23
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes	2	1											3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Ma			1										1
Persons w/ Disabilities (PWD) - General			1	1									2
Persons w/ Disabilities (PWD) - Medical Devices - At		1		1									2
Persons w/ Disabilities (PWD) - Medically	1	1	1										3
Persons w/ Disabilities (PWD) - Prosthesi	1		1										2
Persons w/ Disabilities (PWD) - Service Animals		1	1										2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		3	3										6
Persons w/ Disabilities (PWD) - Wounded Warrior			1										1
Property - Special Handling	8	6	16	10									40
Property - Special Handling - Damaged It	4	1	4	2									11
Property - Special Handling - Damaged It	1	4	2										7
Property - Special Handling - Missing Item	1		5	6									12
Property - Special Handling - Missing Item	2	1	5	2									10
Screening	22	20	11	25									78
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	1	1	2	1									5
Screening - International Screening	1												1
Screening - Lengthy Lines	6	5	2	13									26
Screening - Opposite Gender	1												1
Screening - Procedures/Process	13	11	6	11									41
Screening - Retrieving Abandoned/Confiscated Items		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
<b>MKE</b>	<b>101</b>	<b>83</b>	<b>80</b>	<b>75</b>	<b>55</b>	<b>84</b>	<b>79</b>	<b>59</b>	<b>71</b>	<b>62</b>	<b>75</b>	<b>72</b>	<b>896</b>
<b>2022</b>	<b>20</b>	<b>22</b>	<b>29</b>	<b>13</b>	<b>14</b>	<b>35</b>	<b>46</b>	<b>26</b>	<b>42</b>	<b>28</b>	<b>44</b>	<b>48</b>	<b>367</b>
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		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
<b>2023</b>	<b>39</b>	<b>29</b>	<b>29</b>	<b>31</b>	<b>41</b>	<b>49</b>	<b>33</b>	<b>33</b>	<b>29</b>	<b>34</b>	<b>31</b>	<b>24</b>	<b>402</b>
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
<b>2024</b>	<b>42</b>	<b>32</b>	<b>22</b>	<b>31</b>									<b>127</b>
Airline	1			1									2
Airline - Lost Baggage	1			1									2
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1											1
Customer Service	1	2	1	3									7
Customer Service - TSO	1	2	1	3									7
Expedited Passenger Screening Program	37	23	14	23									97
Expedited Passenger Screening Program	1	1		1									3
Expedited Passenger Screening Program	36	22	14	22									94
Locks	1		1	1									3
Locks - Missing or Damaged Lock	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
Lost and Found		1		1									2
Lost and Found - Airport/TSA		1		1									2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown			4										4
Patdown - Children			1										1
Patdown - Flyer			2										2
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)		3											3
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Check		1											1
Screening	2	1	1	2									6
Screening - Inconsistency			1										1
Screening - Procedures/Process	2	1		2									5

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MKG</b>			1	1						1			3
<b>2022</b>			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
<b>2024</b>				1									1
No Subject				1									1
No Subject - 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	
MKL	1							1						2
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
<b>MLB</b>	<b>7</b>	<b>10</b>	<b>13</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>11</b>	<b>7</b>	<b>7</b>	<b>11</b>		<b>7</b>	<b>85</b>
<b>2022</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>3</b>		<b>2</b>	<b>25</b>
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
<b>2023</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>6</b>	<b>8</b>		<b>5</b>	<b>49</b>
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
<b>2024</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>2</b>									<b>11</b>
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	1	3	4	2									10
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	1	3	4	1									9

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MLI</b>	<b>4</b>	<b>8</b>	<b>7</b>	<b>13</b>	<b>11</b>	<b>8</b>	<b>12</b>	<b>12</b>	<b>8</b>	<b>10</b>	<b>14</b>	<b>3</b>	<b>110</b>
<b>2022</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>6</b>	<b>10</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>12</b>		<b>51</b>
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
<b>2023</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>10</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>3</b>	<b>44</b>
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
<b>2024</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>7</b>									<b>15</b>
Civil Rights				1									1
Civil Rights - Race				1									1
Expedited Passenger Screening Program	1	3	3	3									10
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	1	2	3	3									9
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 - Damaged Items - Check		1											1
Screening				1									1
Screening - Lengthy Lines				1									1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MLU</b>	<b>5</b>	<b>3</b>	<b>8</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>45</b>
<b>2022</b>			<b>3</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>		<b>3</b>	<b>13</b>
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Expedited Passenger Screening Program			1				1	1	2			2	7
Expedited Passenger Screening Program - TSA Application Pro			1										1
Expedited Passenger Screening Program - TSA PreCheck							1	1	2			2	6
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - General			1										1
Patdown						1						1	2
Patdown - Flyer						1						1	2
Screening							1						1
Screening - Inconsistency							1						1
<b>2023</b>	<b>3</b>		<b>2</b>	<b>3</b>	<b>1</b>	<b>3</b>		<b>5</b>		<b>2</b>	<b>3</b>	<b>1</b>	<b>23</b>
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
<b>2024</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>1</b>									<b>9</b>
Expedited Passenger Screening Program	2	3	2										7
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1	3	2										6
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Carry-On			1										1
Screening				1									1
Screening - Procedures/Process				1									1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MOB</b>	<b>7</b>	<b>5</b>	<b>12</b>	<b>5</b>	<b>8</b>	<b>13</b>	<b>10</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>11</b>	<b>10</b>	<b>102</b>
<b>2022</b>	<b>1</b>	<b>1</b>	<b>4</b>		<b>4</b>	<b>7</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>46</b>
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
<b>2023</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>43</b>
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	2	32
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	1	30
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
<b>2024</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>4</b>									<b>13</b>
Customer Service		1		1									2
Customer Service - TSO		1		1									2
Expedited Passenger Screening Program	3	1	2	3									9
Expedited Passenger Screening Program	3	1	2	3									9
Patdown			1										1
Patdown - Flyer			1										1
Screening	1												1
Screening - Lengthy Lines	1												1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MOT</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>8</b>	<b>3</b>	<b>53</b>
<b>2022</b>			<b>2</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>18</b>
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
<b>2023</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>		<b>2</b>	<b>7</b>	<b>3</b>	<b>31</b>
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
<b>2024</b>	<b>1</b>	<b>2</b>		<b>1</b>									<b>4</b>
Expedited Passenger Screening Program		2											2
Expedited Passenger Screening Program - TSA PreC		2											2
Screening	1			1									2
Screening - Inconsistency	1												1
Screening - Procedures/Process				1									1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MRY</b>	<b>12</b>	<b>5</b>	<b>8</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>9</b>	<b>10</b>	<b>82</b>
<b>2022</b>	<b>5</b>	<b>3</b>		<b>1</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>38</b>
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
<b>2023</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>36</b>
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
<b>2024</b>	<b>5</b>		<b>2</b>	<b>1</b>									<b>8</b>
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	4		2										6
Expedited Passenger Screening Program	4		2										6
Screening				1									1
Screening - Lengthy Lines				1									1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MSL</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>		<b>1</b>		<b>1</b>	<b>2</b>		<b>8</b>
<b>2022</b>						<b>1</b>		<b>1</b>			<b>2</b>		<b>4</b>
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
<b>2023</b>										<b>1</b>			<b>1</b>
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
<b>2024</b>	<b>1</b>	<b>1</b>		<b>1</b>									<b>3</b>
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Customer Service			1										1
Customer Service - TSO			1										1
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
<b>MSN</b>	<b>35</b>	<b>40</b>	<b>32</b>	<b>38</b>	<b>28</b>	<b>58</b>	<b>29</b>	<b>28</b>	<b>27</b>	<b>22</b>	<b>24</b>	<b>26</b>	<b>387</b>
<b>2022</b>	<b>8</b>	<b>12</b>	<b>13</b>	<b>8</b>	<b>8</b>	<b>30</b>	<b>16</b>	<b>11</b>	<b>15</b>	<b>7</b>	<b>10</b>	<b>17</b>	<b>155</b>
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
<b>2023</b>	<b>14</b>	<b>14</b>	<b>9</b>	<b>15</b>	<b>20</b>	<b>28</b>	<b>13</b>	<b>17</b>	<b>12</b>	<b>15</b>	<b>14</b>	<b>9</b>	<b>180</b>
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
<b>2024</b>	<b>13</b>	<b>14</b>	<b>10</b>	<b>15</b>									<b>52</b>
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
Customer Service		1	1	2									4
Customer Service - TSO		1	1	2									4
Expedited Passenger Screening Program	11	13	9	9									42
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	10	13	8	9									40
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1
Patdown	1												1
Patdown - Flyer	1												1
Screening				3									3
Screening - Inconsistency				1									1
Screening - Procedures/Process				1									1
Screening - Retrieving Abandoned/Confiscated Items				1									1



## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MSO</b>	<b>19</b>	<b>11</b>	<b>5</b>	<b>19</b>	<b>11</b>	<b>6</b>	<b>9</b>	<b>12</b>	<b>15</b>	<b>12</b>	<b>16</b>	<b>17</b>	<b>152</b>
<b>2022</b>	<b>3</b>	<b>3</b>		<b>7</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>6</b>	<b>7</b>	<b>5</b>	<b>8</b>	<b>14</b>	<b>67</b>
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
<b>2023</b>	<b>10</b>	<b>3</b>	<b>1</b>	<b>7</b>	<b>5</b>	<b>1</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>7</b>	<b>8</b>	<b>3</b>	<b>65</b>
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
<b>2024</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>5</b>									<b>20</b>
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	5	4	4	2									15
Expedited Passenger Screening Program	5	4	4	2									15
No Jurisdiction		1											1
No Jurisdiction - No Referral		1											1
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
<b>MSP</b>	<b>456</b>	<b>440</b>	<b>453</b>	<b>468</b>	<b>320</b>	<b>370</b>	<b>367</b>	<b>322</b>	<b>329</b>	<b>310</b>	<b>342</b>	<b>321</b>	<b>4,498</b>
<b>2022</b>	<b>102</b>	<b>143</b>	<b>123</b>	<b>134</b>	<b>139</b>	<b>184</b>	<b>163</b>	<b>158</b>	<b>165</b>	<b>151</b>	<b>201</b>	<b>160</b>	<b>1,823</b>
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				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
<b>2023</b>	<b>183</b>	<b>171</b>	<b>180</b>	<b>211</b>	<b>181</b>	<b>186</b>	<b>204</b>	<b>164</b>	<b>164</b>	<b>159</b>	<b>141</b>	<b>161</b>	<b>2,105</b>
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	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	2	1		1	8
Property - Special Handling - Missing Items - Checked			1		1			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
<b>2024</b>	<b>171</b>	<b>126</b>	<b>150</b>	<b>123</b>									<b>570</b>
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights	4	1	3	4									12
Civil Rights - Age				1									1
Civil Rights - Not Specified	1		1										2
Civil Rights - Profiling			1	1									2
Civil Rights - Race	2		1										3
Civil Rights - Sex/Gender/Gender Identity	1	1											2
Civil Rights - Transgender Screening				2									2
Customer Service	8	11	14	10									43
Customer Service - CSM				1									1
Customer Service - Others			1										1
Customer Service - TSO	8	11	13	9									41
Expedited Passenger Screening Program	146	93	115	96									450
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	3	2	6	4									15
Expedited Passenger Screening Program	143	90	109	92									434
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	3	2	1	2									8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Dam	1	2	1	1									5
Mishandling of Passenger Property - Disa	2												2
No Jurisdiction		3											3
No Jurisdiction - No Referral		1											1
No Jurisdiction - Refer to CBP		2											2
Patdown		2	2	3									7
Patdown - Flyer		2	2	2									6
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	1	3	5										9
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1											1
Persons w/ Disabilities (PWD) - Hearing I		1											1
Persons w/ Disabilities (PWD) - Medically Necessary		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
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			2										2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Knives/Tools/Razors/£		1											1
Property - Special Handling		1	5	2	1								9
Property - Special Handling - Damaged It		1	1										2
Property - Special Handling - Damaged Items - Check		2											2
Property - Special Handling - Missing Items - Carry-On				1	1								2
Property - Special Handling - Missing Items - Checke		2	1										3
Screening		8	5	5									23
Screening - Crew Member or Airline Empl		1	1										2
Screening - Inconsistency		1											1
Screening - Lengthy Lines		1		1									2
Screening - Procedures/Process		5	4	3	4								16
Screening - Retrieving Abandoned/Confiscated Items			1	1									2

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSS		1	3			2		1					7
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
2024			3										3
Customer Service				2									2
Customer Service - TSO				2									2
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MSY</b>	<b>260</b>	<b>232</b>	<b>208</b>	<b>205</b>	<b>149</b>	<b>191</b>	<b>218</b>	<b>211</b>	<b>188</b>	<b>161</b>	<b>164</b>	<b>194</b>	<b>2,381</b>
<b>2022</b>	<b>39</b>	<b>50</b>	<b>55</b>	<b>44</b>	<b>48</b>	<b>97</b>	<b>106</b>	<b>109</b>	<b>88</b>	<b>83</b>	<b>74</b>	<b>97</b>	<b>890</b>
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 - Other	3	1	2		1		4	8	3	2	1	2	27
Expedited Passenger Screening Program - Other	24	34	41	35	39	79	68	78	65	62	58	71	654
Expedited Passenger Screening Program - Other	1		1										2
Locks			2				1						3
Locks - Missing or Damaged Lock			2				1						3
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property		1		1		1	3	3	1	2		1	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked		1		1		1	2	2	1	2		1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction												2	2
No Jurisdiction - Refer to Other												2	2
Patdown		1	1		1	1	2	1	1		5	6	19
Patdown - Flyer		1			1	1	2	1	1		5	6	18
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	1	2			1	3	5	1	3	3	1		20
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1	1			2
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary		1				1				1			3
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1		1				2
Persons w/ Disabilities (PWD) - Prostheses	1							1					2
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1	1							2
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1					1		2
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Food/Beverage	1												1
Property - Special Handling	4	3	2	3		2	1	1		3	1		20
Property - Special Handling - Damaged Items	1		1	2						3	1		8
Property - Special Handling - Damaged Items - Carry-on	1					1							2
Property - Special Handling - Missing Items - Carry-on		2		1									3
Property - Special Handling - Missing Items - Checked	2	1	1			1	1	1					7
Screening	1	3	2	2	1	6	7	7	5	3	5	4	46
Screening - Cruise Ships											1		1
Screening - Inconsistency			1				2	1	1				5
Screening - Lengthy Lines					1	5	2	1	1		1	1	12
Screening - Procedures/Process	1	3	1	2		1	3	5	3	2	3	3	27
Screening - Retrieving Abandoned/Confiscated Items										1			1
<b>2023</b>	<b>123</b>	<b>100</b>	<b>87</b>	<b>99</b>	<b>101</b>	<b>94</b>	<b>112</b>	<b>102</b>	<b>100</b>	<b>78</b>	<b>90</b>	<b>97</b>	<b>1,183</b>
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- Not Transgender	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 - Other	1		1									1	3
Expedited Passenger Screening Program - Other	3	2	3	1	1	1		1	1	1		1	15
Expedited Passenger Screening Program - Other	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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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 Items	1	1				2	3	1	1		2	1	12
Mishandling of Passenger Property - Damaged Items - Checked	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
<b>2024</b>	<b>98</b>	<b>82</b>	<b>66</b>	<b>62</b>									<b>308</b>
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights	1		1	1									3
Civil Rights - Race			1	1									2
Civil Rights - Sex/Gender/Gender Identity	1												1
Claims		1											1
Claims - General		1											1
Customer Service	8	10	11	10									39
Customer Service - TSO	8	10	11	10									39
Expedited Passenger Screening Program	73	51	47	48									219
Expedited Passenger Screening Program - TSA/DHS	1	1	1	3									6
Expedited Passenger Screening Program - TSA/DHS	72	49	46	45									212
Expedited Passenger Screening Program - TSA/DHS	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
Mishandling of Passenger Property - Damaged/Missing		1											1
Patdown	6		1										7
Patdown - Flyer	6		1										7
Persons w/ Disabilities (PWD)	5	4		1									10
Persons w/ Disabilities (PWD) - Diabetes	1			1									2
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Metal Implants	1												1
Persons w/ Disabilities (PWD) - Mobility Disability	1	1											2
Persons w/ Disabilities (PWD) - Prostheses	1	1											2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling	2	5	1	1									9
Property - Special Handling - Damaged Items	2	1											3
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	2												2
Screening	2	7	2										11
Screening - Inconsistency		1											1
Screening - Procedures/Process	2	6	2										10
TWIC		1	2	1									4
TWIC - General		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
<b>MTJ</b>	<b>5</b>	<b>12</b>	<b>21</b>	<b>30</b>	<b>14</b>	<b>15</b>	<b>5</b>		<b>8</b>	<b>6</b>	<b>12</b>	<b>12</b>	<b>140</b>
<b>2022</b>	<b>1</b>	<b>1</b>	<b>8</b>	<b>20</b>	<b>6</b>	<b>9</b>	<b>3</b>		<b>2</b>	<b>2</b>		<b>7</b>	<b>59</b>
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
<b>2023</b>		<b>4</b>	<b>9</b>	<b>3</b>	<b>8</b>	<b>6</b>	<b>2</b>		<b>6</b>	<b>4</b>	<b>12</b>	<b>5</b>	<b>59</b>
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
<b>2024</b>	<b>4</b>	<b>7</b>	<b>4</b>	<b>7</b>									<b>22</b>
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service	1	3	2	3									9
Customer Service - TSO	1	3	2	3									9
Expedited Passenger Screening Program	2	2	1	2									7
Expedited Passenger Screening Program	2	2	1	2									7
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening	1	1	1	1									4
Screening - Lengthy Lines	1			1									2
Screening - Procedures/Process		1	1										2



## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
MVY	1										6	7	5	19
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
2024														1
Civil Rights														1
Civil Rights - Race														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
<b>MWA</b>			<b>1</b>	<b>1</b>			<b>3</b>		<b>1</b>				<b>6</b>
<b>2022</b>				<b>1</b>			<b>1</b>		<b>1</b>				<b>2</b>
Civil Rights													1
Civil Rights - Not Specified							1						1
Customer Service				1									1
Customer Service - TSO				1									1
<b>2023</b>			<b>1</b>				<b>2</b>		<b>1</b>				<b>4</b>
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
<b>MYR</b>	<b>68</b>	<b>46</b>	<b>28</b>	<b>31</b>	<b>22</b>	<b>31</b>	<b>41</b>	<b>54</b>	<b>55</b>	<b>43</b>	<b>57</b>	<b>42</b>	<b>518</b>
<b>2022</b>	<b>17</b>	<b>12</b>	<b>14</b>	<b>12</b>	<b>10</b>	<b>13</b>	<b>9</b>	<b>27</b>	<b>34</b>	<b>18</b>	<b>28</b>	<b>29</b>	<b>223</b>
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
<b>2023</b>	<b>37</b>	<b>21</b>	<b>8</b>	<b>12</b>	<b>12</b>	<b>18</b>	<b>32</b>	<b>27</b>	<b>21</b>	<b>25</b>	<b>29</b>	<b>13</b>	<b>255</b>
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
<b>2024</b>	<b>14</b>	<b>13</b>	<b>6</b>	<b>7</b>									<b>40</b>

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	4		1									6
Customer Service - TCC	1												1
Customer Service - TSO		4		1									5
Expedited Passenger Screening Program	11	7	3	5									26
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	10	7	2	5									24
Mishandling of Passenger Property			2										2
Mishandling of Passenger Property - Damaged/Missing Items--C			2										2
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling	1		1										2
Property - Special Handling - Damaged Items	1		1										2
Screening	1	1		1									3
Screening - Lengthy Lines	1	1											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
<b>NYL</b>		<b>3</b>		<b>2</b>	<b>2</b>		<b>2</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>22</b>
<b>2022</b>		<b>3</b>		<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>		<b>9</b>
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
<b>2023</b>					<b>1</b>		<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>12</b>
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
<b>2024</b>				<b>1</b>									<b>1</b>
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
<b>OAJ</b>	<b>4</b>	<b>6</b>	<b>8</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>10</b>	<b>2</b>	<b>9</b>	<b>7</b>	<b>5</b>	<b>65</b>
<b>2022</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>5</b>		<b>2</b>		<b>1</b>	<b>26</b>
Civil Rights				1				2				1	4
Civil Rights - Profiling								1					1
Civil Rights - Race								1					1
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service	1	1	1					1					4
Customer Service - TSO	1	1	1					1					4
Expedited Passenger Screening Program		1				1	2	1					5
Expedited Passenger Screening Program - TSA PreC		1				1	2	1					5
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		1											1
Persons w/ Disabilities (PWD)					1	2							3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1	1							2
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening			2			2	1	1		2			8
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency			1										1
Screening - Procedures/Process						2	1	1		2			6
<b>2023</b>	<b>2</b>	<b>2</b>	<b>2</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>7</b>	<b>4</b>	<b>35</b>
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) - Prosthesi	1	1											2
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Carry-On										1			1
Screening		1	1		1	1			1	1			6
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency		1											1
Screening - Procedures/Process			1			1			1	1			4
<b>2024</b>		<b>1</b>	<b>3</b>										<b>4</b>
Expedited Passenger Screening Program		1	1										2
Expedited Passenger Screening Program - TSA PreC		1	1										2
Mishandling of Passenger Property			2										2
Mishandling of Passenger Property - Damaged/Missing Items--C			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
<b>OAK</b>	<b>143</b>	<b>135</b>	<b>137</b>	<b>107</b>	<b>66</b>	<b>80</b>	<b>98</b>	<b>101</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>101</b>	<b>1,237</b>
<b>2022</b>	<b>26</b>	<b>36</b>	<b>40</b>	<b>23</b>	<b>25</b>	<b>28</b>	<b>46</b>	<b>47</b>	<b>43</b>	<b>46</b>	<b>48</b>	<b>53</b>	<b>461</b>
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
<b>2023</b>	<b>56</b>	<b>59</b>	<b>53</b>	<b>47</b>	<b>41</b>	<b>52</b>	<b>52</b>	<b>54</b>	<b>46</b>	<b>44</b>	<b>42</b>	<b>48</b>	<b>594</b>
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 Luggage				1	1		2	1			1		6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	1	1		1	1	2	1	1	1		1	2	12
Mishandling of Passenger Property - Disarrayed Items	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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
<b>2024</b>	<b>61</b>	<b>40</b>	<b>44</b>	<b>37</b>									<b>182</b>
Civil Rights	1		1										2
Civil Rights - Race	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	3	3	7	5									18
Customer Service - TCC			1										1
Customer Service - TSO	3	3	6	5									17
Expedited Passenger Screening Program	48	31	29	28									136
Expedited Passenger Screening Program	1	2		1									4
Expedited Passenger Screening Program	47	29	28	27									131
Expedited Passenger Screening Program - TSA/DHS Employee			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	1												1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)		2	2										4
Persons w/ Disabilities (PWD) - General		1	1										2
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	1	2											3
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items - Carry-On		1											1
Property - Special Handling - Missing Items - Checked Baggage		1											1
Screening	7	1	2	4									14
Screening - Inconsistency			1										1
Screening - Lengthy Lines	2		1										3
Screening - Procedures/Process	4	1		3									8
Screening - Retrieving Abandoned/Confiscated Items	1			1									2
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
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
<b>OGG</b>	<b>127</b>	<b>105</b>	<b>104</b>	<b>136</b>	<b>68</b>	<b>104</b>	<b>103</b>	<b>111</b>	<b>99</b>	<b>103</b>	<b>85</b>	<b>104</b>	<b>1,249</b>
<b>2022</b>	<b>35</b>	<b>33</b>	<b>29</b>	<b>53</b>	<b>30</b>	<b>47</b>	<b>50</b>	<b>58</b>	<b>55</b>	<b>64</b>	<b>65</b>	<b>79</b>	<b>598</b>
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		2	1		3	2	2		2	1	5	21
<b>2023</b>	<b>71</b>	<b>52</b>	<b>59</b>	<b>64</b>	<b>38</b>	<b>57</b>	<b>53</b>	<b>53</b>	<b>44</b>	<b>39</b>	<b>20</b>	<b>25</b>	<b>575</b>
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
<b>2024</b>	<b>21</b>	<b>20</b>	<b>16</b>	<b>19</b>									<b>76</b>
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service	2	1	1	2									6
Customer Service - TSO	2	1	1	2									6
Expedited Passenger Screening Program	15	17	12	11									55
Expedited Passenger Screening Program - TSA Application Program				2									2
Expedited Passenger Screening Program	15	17	12	9									53
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missin		1											1
No Jurisdiction	1												1
No Jurisdiction - No Referral	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) - Medically	1		1										2
Property - Special Handling		1		2									3
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Missing Items - Carry-C		1		1									2
Screening				3									3
Screening - Crew Member or Airline Employee				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
<b>OGS</b>					2								2
<b>2022</b>					2								2
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck					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
<b>OKC</b>	<b>60</b>	<b>85</b>	<b>88</b>	<b>71</b>	<b>48</b>	<b>48</b>	<b>48</b>	<b>47</b>	<b>61</b>	<b>69</b>	<b>60</b>	<b>47</b>	<b>732</b>
<b>2022</b>	<b>14</b>	<b>29</b>	<b>20</b>	<b>11</b>	<b>19</b>	<b>26</b>	<b>21</b>	<b>20</b>	<b>29</b>	<b>31</b>	<b>23</b>	<b>25</b>	<b>268</b>
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
<b>2023</b>	<b>18</b>	<b>28</b>	<b>37</b>	<b>37</b>	<b>29</b>	<b>22</b>	<b>27</b>	<b>27</b>	<b>32</b>	<b>38</b>	<b>37</b>	<b>22</b>	<b>354</b>
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
<b>2024</b>	<b>28</b>	<b>28</b>	<b>31</b>	<b>23</b>									<b>110</b>
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insuffici	1												1
Animals		1											1
Animals - Carry-On		1											1
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service	1	3	7										11
Customer Service - TSO	1	3	7										11
Expedited Passenger Screening Program	22	16	20	19									77
Expedited Passenger Screening Program - Known Crew Membe			1										1
Expedited Passenger Screening Program	1		2										3
Expedited Passenger Screening Program	21	16	17	19									73
HAZMAT Endorsement	1												1
HAZMAT Endorsement - General	1												1
Mishandling of Passenger Property				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
Patdown		2											2
Patdown - Flyer		2											2
Persons w/ Disabilities (PWD)		1	2										3
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling		1	1	1									3
Property - Special Handling - Damaged Items		1	1										2
Property - Special Handling - Missing Items - Checked			1										1
Screening		2	4	3									9
Screening - Lengthy Lines		1		2									3
Screening - Procedures/Process		1	4	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
OLF			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
<b>OMA</b>	<b>102</b>	<b>98</b>	<b>96</b>	<b>93</b>	<b>86</b>	<b>87</b>	<b>63</b>	<b>85</b>	<b>61</b>	<b>93</b>	<b>71</b>	<b>77</b>	<b>1,012</b>
<b>2022</b>	<b>20</b>	<b>21</b>	<b>24</b>	<b>17</b>	<b>33</b>	<b>32</b>	<b>28</b>	<b>31</b>	<b>29</b>	<b>35</b>	<b>36</b>	<b>36</b>	<b>342</b>
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
<b>2023</b>	<b>40</b>	<b>35</b>	<b>39</b>	<b>44</b>	<b>53</b>	<b>55</b>	<b>35</b>	<b>54</b>	<b>32</b>	<b>58</b>	<b>35</b>	<b>41</b>	<b>521</b>
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



## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
<b>2024</b>	<b>42</b>	<b>42</b>	<b>33</b>	<b>32</b>									<b>149</b>
Civil Rights	1	1											2
Civil Rights - Race	1	1											2
Customer Service	6	4	4										14
Customer Service - TSO	6	4	4										14
Expedited Passenger Screening Program	28	28	24	25									105
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	27	27	23	25									102
Expedited Passenger Screening Program - TSA/DHS		1											1
Mishandling of Passenger Property		1		3									4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				3									3
Mishandling of Passenger Property - Damaged/Missile		1											1
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1
Patdown	3	2	2	1									8
Patdown - Flyer	3	1	2	1									7
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	2	1											3
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Breast Cancer	1												1
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening	2	5	3	1									11
Screening - Lengthy Lines	1	1	2										4
Screening - Procedures/Process	1	4	1	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
<b>OME</b>			1			1		1	2				5
<b>2022</b>						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
<b>2023</b>			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			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
<b>ONT</b>	<b>103</b>	<b>101</b>	<b>86</b>	<b>75</b>	<b>55</b>	<b>78</b>	<b>63</b>	<b>83</b>	<b>74</b>	<b>72</b>	<b>77</b>	<b>61</b>	<b>928</b>
<b>2022</b>	<b>14</b>	<b>28</b>	<b>27</b>	<b>23</b>	<b>23</b>	<b>40</b>	<b>37</b>	<b>41</b>	<b>34</b>	<b>34</b>	<b>43</b>	<b>37</b>	<b>381</b>
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		1		22
Screening - Retrieving Abandoned/Confiscated	1							1					2
Screening - Shoe Screening												1	1
<b>2023</b>	<b>36</b>	<b>39</b>	<b>41</b>	<b>32</b>	<b>32</b>	<b>38</b>	<b>26</b>	<b>42</b>	<b>40</b>	<b>38</b>	<b>34</b>	<b>24</b>	<b>422</b>
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 Devices		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 - Checked			1	2					1		1		5
Screening	2	2		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
<b>2024</b>	<b>53</b>	<b>34</b>	<b>18</b>	<b>20</b>									<b>125</b>
Civil Rights	3												3
Civil Rights - Race	1												1
Civil Rights - Sex/Gender/Gender Identity	2												2
Customer Service	2	4	2	3									11
Customer Service - TSO	2	4	2	3									11
Expedited Passenger Screening Program	44	26	10	10									90
Expedited Passenger Screening Program - TSA Application Pro			1										1
Expedited Passenger Screening Program	44	26	9	10									89
Mishandling of Passenger Property	1		2	1									4
Mishandling of Passenger Property - Damaged/Missing Items--C			2	1									3
Mishandling of Passenger Property - Disa	1												1
Patdown				1									1
Patdown - Flyer				1									1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Firearm/Ammunition		1											1
Property - Special Handling		3	1	3									7
Property - Special Handling - Damaged Items - Carry		2	1										3
Property - Special Handling - Damaged Items - Check		1											1
Property - Special Handling - Missing Items - Carry-On				2									2
Property - Special Handling - Missing Items - Checked				1									1
Screening	3		3	2									8
Screening - Lengthy Lines	1			1									2
Screening - Procedures/Process	2		3	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
<b>ORD</b>	<b>991</b>	<b>950</b>	<b>1,021</b>	<b>819</b>	<b>529</b>	<b>946</b>	<b>885</b>	<b>731</b>	<b>765</b>	<b>667</b>	<b>758</b>	<b>859</b>	<b>9,921</b>
<b>2022</b>	<b>168</b>	<b>217</b>	<b>238</b>	<b>166</b>	<b>183</b>	<b>471</b>	<b>465</b>	<b>370</b>	<b>382</b>	<b>343</b>	<b>410</b>	<b>444</b>	<b>3,857</b>
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--C			1			1	1	3	1	1	1	2	11
Mishandling of Passenger Property - Damaged/Missing Items--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 - Known Crew Member								1					1
Expedited Passenger Screening Program - TSA/DHS	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	1	5	2	2	5	1	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 On		1	1	1		1				1			5
Property - Special Handling - Damaged Items - Checked Baggage	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 Baggage		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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>2024</b>	<b>419</b>	<b>312</b>	<b>340</b>	<b>288</b>									<b>1,359</b>
Airline	1		2	2									5
Airline - Lost Baggage	1												1
Airline - Policy/Regulations/Service			2	2									4
Civil Rights	4	1	5	4									14
Civil Rights - Age		1											1
Civil Rights - Profiling				1									1
Civil Rights - Race	2		3	2									7
Civil Rights - Screening of Religious Cultu	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Sexual Orientation - Not Tra	1												1
Civil Rights - Transgender Screening			1	1									2
Claims	1		1										2
Claims - General			1										1
Claims - Status	1												1
Customer Service	25	20	28	29									102
Customer Service - Others			1										1
Customer Service - TCC			1										1
Customer Service - TSO	25	20	26	29									100
Expedited Passenger Screening Program	348	256	266	219									1,089
Expedited Passenger Screening Program - Active Du		1											1
Expedited Passenger Screening Program	1			1									2
Expedited Passenger Screening Program	3	8	13	8									32
Expedited Passenger Screening Program	343	247	252	210									1,052
Expedited Passenger Screening Program	1		1										2
Hazardous Materials Safety	1		1										2
Hazardous Materials Safety - General	1		1										2
Locks	1	1	1	2									5
Locks - Missing or Damaged Lock	1	1	1	2									5
Lost and Found	2	3	1										6
Lost and Found - Airport/TSA	2	3	1										6
Mishandling of Passenger Property	2	3	8	8									21
Mishandling of Passenger Property - Damaged/Missing Items--C			2										2
Mishandling of Passenger Property - Dam	2	2	5	5									14
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I			1	1									1
Mishandling of Passenger Property - Disarrayed Item		1	1	2									4
No Jurisdiction	3	1	1	3									8
No Jurisdiction - No Referral	2		1										3
No Jurisdiction - Refer to CBP		1		2									3
No Jurisdiction - Refer to Other	1			1									2
Patdown	2	1	3	2									8
Patdown - Flyer	2	1	3	2									8
Persons w/ Disabilities (PWD)	5	5	7	4									21
Persons w/ Disabilities (PWD) - Autism Spectrum			2										2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1	1									2
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) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically	1	1											2
Persons w/ Disabilities (PWD) - Mobility D	1	1	1	1									4
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	2										3
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - General		1											1
Property - Special Handling	8	3	7	8									26
Property - Special Handling - Damaged It	3	1		1									5
Property - Special Handling - Damaged It	1		3	1									5
Property - Special Handling - Missing Item	3	2	3	2									10
Property - Special Handling - Missing Item	1		1	4									6
Screening	16	17	9	7									49
Screening - Children		1											1
Screening - Inconsistency	3	1		2									6
Screening - Lengthy Lines	1		2										3
Screening - Procedures/Process	12	13	7	4									36
Screening - Retrieving Abandoned/Confiscated Items		2		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
<b>ORF</b>	<b>77</b>	<b>104</b>	<b>112</b>	<b>70</b>	<b>48</b>	<b>55</b>	<b>74</b>	<b>98</b>	<b>71</b>	<b>80</b>	<b>107</b>	<b>67</b>	<b>963</b>
<b>2022</b>	<b>12</b>	<b>23</b>	<b>35</b>	<b>12</b>	<b>22</b>	<b>28</b>	<b>36</b>	<b>57</b>	<b>39</b>	<b>45</b>	<b>52</b>	<b>31</b>	<b>392</b>
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
<b>2023</b>	<b>31</b>	<b>40</b>	<b>38</b>	<b>36</b>	<b>26</b>	<b>27</b>	<b>38</b>	<b>41</b>	<b>32</b>	<b>35</b>	<b>55</b>	<b>36</b>	<b>435</b>
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				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
<b>2024</b>	<b>34</b>	<b>41</b>	<b>39</b>	<b>22</b>									<b>136</b>
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights	1			1									2
Civil Rights - Sex/Gender/Gender Identity	1												1
Civil Rights - Transgender Screening				1									1
Customer Service	3	6	2	2									13
Customer Service - TSO	3	6	2	2									13
Expedited Passenger Screening Program	26	28	30	19									103
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	2	1											3
Expedited Passenger Screening Program	24	27	29	19									99
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1		2										3
Mishandling of Passenger Property - Dam	1		1										2
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown		1	2										3
Patdown - Flyer		1	2										3
Property - Special Handling	1	1	1										3
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checke		1											1
Screening	2	4	1										7
Screening - Military			1										1
Screening - Procedures/Process	2	4											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
<b>ORH</b>	<b>4</b>	<b>8</b>	<b>4</b>		<b>2</b>	<b>5</b>		<b>2</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>29</b>
<b>2022</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>				<b>1</b>	<b>1</b>	<b>2</b>	<b>9</b>
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
<b>2023</b>		<b>3</b>	<b>1</b>		<b>1</b>	<b>3</b>		<b>2</b>				<b>2</b>	<b>12</b>
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
<b>2024</b>	<b>2</b>	<b>4</b>	<b>2</b>										<b>8</b>
Expedited Passenger Screening Program	2	4	2										8
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	2	3	2										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
<b>OTH</b>	<b>1</b>	<b>2</b>	<b>1</b>			<b>1</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>16</b>
<b>2022</b>		<b>1</b>				<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>		<b>7</b>
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
<b>2023</b>						<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>			<b>1</b>	<b>6</b>
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
<b>2024</b>	<b>1</b>	<b>1</b>	<b>1</b>										<b>3</b>
Expedited Passenger Screening Program		1	1										2
Expedited Passenger Screening Program - TSA PreC		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
OTZ													
2022	1		3	1	1	1		2					9
Customer Service			1			1			2				4
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
2024		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
<b>OWB</b>							1					1	2
<b>2022</b>												1	1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
<b>2023</b>							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
<b>PAE</b>	<b>9</b>	<b>5</b>	<b>7</b>	<b>10</b>	<b>5</b>	<b>10</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>9</b>	<b>11</b>	<b>90</b>
<b>2022</b>	<b>1</b>		<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>33</b>
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
<b>2023</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>9</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>7</b>	<b>42</b>
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
<b>2024</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>5</b>									<b>15</b>
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	5	2	1	4									12
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	5	2	1	3									11
Patdown				1									1
Patdown - Children				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
<b>PAH</b>	<b>1</b>	<b>1</b>				<b>1</b>		<b>1</b>			<b>1</b>	<b>2</b>	<b>7</b>
<b>2022</b>		<b>1</b>				<b>1</b>					<b>1</b>	<b>2</b>	<b>5</b>
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
<b>2023</b>	<b>1</b>							<b>1</b>					<b>2</b>
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Screening		1											1
Screening - Crew Member or Airline Empl		1											1

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PBG	4	2		1		4	1						12
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									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
<b>PBI</b>	<b>111</b>	<b>184</b>	<b>200</b>	<b>175</b>	<b>121</b>	<b>180</b>	<b>140</b>	<b>119</b>	<b>106</b>	<b>88</b>	<b>80</b>	<b>93</b>	<b>1,597</b>
<b>2022</b>	<b>30</b>	<b>50</b>	<b>75</b>	<b>31</b>	<b>48</b>	<b>94</b>	<b>75</b>	<b>61</b>	<b>55</b>	<b>39</b>	<b>40</b>	<b>45</b>	<b>643</b>
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
<b>2023</b>	<b>36</b>	<b>78</b>	<b>72</b>	<b>73</b>	<b>73</b>	<b>86</b>	<b>65</b>	<b>58</b>	<b>51</b>	<b>49</b>	<b>40</b>	<b>48</b>	<b>729</b>
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
<b>2024</b>	<b>45</b>	<b>56</b>	<b>53</b>	<b>71</b>									<b>225</b>
Civil Rights	1			2									3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Transgender Screening	1			1									2
Customer Service	1	6	4	10									21
Customer Service - CSM	1												1
Customer Service - Others			1										1
Customer Service - TSO		6	3	10									19
Expedited Passenger Screening Program	39	45	41	53									178
Expedited Passenger Screening Program	1	1	2										4
Expedited Passenger Screening Program	37	44	39	53									173
Expedited Passenger Screening Program	1												1
Mishandling of Passenger Property			2	1									3
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1									2
Patdown	2	2	1										5
Patdown - Flyer	2	2	1										5
Persons w/ Disabilities (PWD)		1		2									3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling	1	1	1	1									4
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Items - Checked		1		1									2
Screening	1	1	4	2									8
Screening - Procedures/Process		1	4	2									7
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
<b>PDX</b>	<b>345</b>	<b>273</b>	<b>284</b>	<b>236</b>	<b>129</b>	<b>194</b>	<b>241</b>	<b>223</b>	<b>232</b>	<b>204</b>	<b>237</b>	<b>220</b>	<b>2,818</b>
<b>2022</b>	<b>57</b>	<b>63</b>	<b>75</b>	<b>57</b>	<b>42</b>	<b>79</b>	<b>102</b>	<b>115</b>	<b>126</b>	<b>102</b>	<b>116</b>	<b>127</b>	<b>1,061</b>
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 of glasses)		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
<b>2023</b>	<b>147</b>	<b>129</b>	<b>120</b>	<b>102</b>	<b>87</b>	<b>115</b>	<b>139</b>	<b>108</b>	<b>106</b>	<b>102</b>	<b>121</b>	<b>93</b>	<b>1,369</b>
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
<b>2024</b>	<b>141</b>	<b>81</b>	<b>89</b>	<b>77</b>									<b>388</b>
Civil Rights	2		1	1									4
Civil Rights - Race	1		1										2
Civil Rights - Transgender Screening	1			1									2
Customer Service	14	5	11	3									33
Customer Service - TCC	1												1
Customer Service - TSO	13	5	11	3									32
Expedited Passenger Screening Program	107	63	66	65									301
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	2	1	4	2									9
Expedited Passenger Screening Program	105	62	60	63									290
Expedited Passenger Screening Program - TSA/DHS Employee			1										1
Locks				1									1
Locks - General				1									1
Mishandling of Passenger Property	7	3	1	1									12
Mishandling of Passenger Property - Dam	3	2											5
Mishandling of Passenger Property - Dam	3	1	1										5
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown	1		4										5
Patdown - Flyer	1		4										5
Persons w/ Disabilities (PWD)	2			1									3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Ostomy/C	1												1
Persons w/ Disabilities (PWD) - Respirato	1												1
Property - Special Handling	3	5	2	1									11
Property - Special Handling - Damaged It	2	2		1									5
Property - Special Handling - Damaged It	1	1											2
Property - Special Handling - Missing Items - Carry-C		1	2										3
Property - Special Handling - Missing Items - Checke	1												1
Screening	5	4	4	3									16
Screening - Inconsistency				1									1
Screening - Lengthy Lines		1	3										4
Screening - Procedures/Process	5	3	1	1									10
Screening - Retrieving Abandoned/Confiscated Items				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
<b>PGA</b>			1		2						1	1	5
<b>2022</b>					1						1		2
Expedited Passenger Screening Program					1						1		2
Expedited Passenger Screening Program - TSA PreCheck					1						1		2
<b>2023</b>			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
<b>PGD</b>	<b>26</b>	<b>26</b>	<b>25</b>	<b>24</b>	<b>19</b>	<b>27</b>	<b>26</b>	<b>22</b>	<b>13</b>	<b>12</b>	<b>12</b>	<b>11</b>	<b>243</b>
<b>2022</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>13</b>	<b>8</b>	<b>13</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>95</b>
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 Necessary Medication	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
<b>2023</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>8</b>	<b>11</b>	<b>14</b>	<b>18</b>	<b>9</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>103</b>
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
<b>2024</b>	<b>13</b>	<b>12</b>	<b>11</b>	<b>9</b>									<b>45</b>
Expedited Passenger Screening Program	12	9	7	5									33
Expedited Passenger Screening Program	12	9	7	5									33
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 - Children	1												1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)			1	1									2
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Screening		1	2	3									6
Screening - Children				1									1
Screening - Inconsistency			1										1
Screening - Procedures/Process		1	1	2									4

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PGV</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>2</b>		<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>		<b>23</b>
<b>2022</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>3</b>	<b>1</b>			<b>11</b>
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
<b>2023</b>		<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>2</b>		<b>8</b>
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
<b>2024</b>		<b>1</b>	<b>1</b>	<b>2</b>									<b>4</b>
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 Item		1											1
Property - Special Handling			1	1									2
Property - Special Handling - Missing 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
<b>PHF</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>30</b>
<b>2022</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>			<b>1</b>	<b>2</b>		<b>3</b>	<b>12</b>
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
<b>2023</b>			<b>1</b>	<b>3</b>	<b>1</b>		<b>4</b>	<b>1</b>			<b>1</b>	<b>3</b>	<b>14</b>
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 Medication				1									1
Screening					1							1	2
Screening - Lengthy Lines												1	1
Screening - Procedures/Process					1								1
<b>2024</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>									<b>4</b>
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program		1	1										2
Expedited Passenger Screening Program - TSA PreC		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
PHL	574	514	531	478	358	453	417	401	399	359	384	399	5,267
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 Baggage										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 Baggage		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/Missin		1	1	3	1	3	3			2	2		16
Mishandling of Passenger Property - Dam	1	2	2	1	2	1	2	2	1	4		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 It	3	1					1	3	2		3	2	15
Property - Special Handling - Damaged Items - Checked					1	1	2	3					7
Property - Special Handling - Missing Item	1	2		3		1	1	2		6	1		17
Property - Special Handling - Missing Items - Checked				3	1	2			1			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/Confis	1			1					1		1		4
<b>2024</b>	<b>214</b>	<b>177</b>	<b>199</b>	<b>183</b>									<b>773</b>
Airline		3		2									5
Airline - Policy/Regulations/Service		3		2									5
Civil Rights	1	2	3	2									8
Civil Rights - Profiling			1										1
Civil Rights - Race	1	1	2										4
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
Claims				1									1
Claims - General				1									1
Customer Service	11	16	29	28									84
Customer Service - TSO	11	16	29	28									84
Expedited Passenger Screening Program	178	139	143	131									591
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	6	4	6	4									20
Expedited Passenger Screening Program	171	135	137	127									570
Locks	3			2									5
Locks - General	1												1
Locks - Missing or Damaged Lock	2			2									4
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	4	4	4	4									16
Mishandling of Passenger Property - Dam	2	2	2	3									9
Mishandling of Passenger Property - Dam	2	1	1										4
Mishandling of Passenger Property - Damaged/Missin		1	1	1									3
No Jurisdiction	1	1	1										3
No Jurisdiction - No Referral		1	1										2
No Jurisdiction - Refer to Other	1												1
Patdown	4	4	3	2									13
Patdown - Children		1	1										2
Patdown - Flyer	4	3	1	2									10
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	2	3	2	1									8
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - General		1	1										2
Persons w/ Disabilities (PWD) - Medical C	1												1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Mobility C	1			1									2
Persons w/ Disabilities (PWD) - Service Animals		1											1
Property - Special Handling	1	2	3	2									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
Property - Special Handling - Damaged Items	1		1										2
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Carry-On		1		1									2
Property - Special Handling - Missing Items - Checked		1	1	1									3
Screening	8	3	10	8									29
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency	1		2	1									4
Screening - Lengthy Lines	2		4	2									8
Screening - Procedures/Process	4	3	4	5									16
SIDA (Security Identification Display Area)			1										1
SIDA (Security Identification Display Area) - 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
<b>PHX</b>	<b>637</b>	<b>616</b>	<b>653</b>	<b>561</b>	<b>363</b>	<b>476</b>	<b>487</b>	<b>485</b>	<b>427</b>	<b>366</b>	<b>361</b>	<b>463</b>	<b>5,895</b>
<b>2022</b>	<b>146</b>	<b>171</b>	<b>174</b>	<b>158</b>	<b>162</b>	<b>246</b>	<b>220</b>	<b>229</b>	<b>206</b>	<b>174</b>	<b>177</b>	<b>218</b>	<b>2,281</b>
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	4	16	14	3	6	6	10	6	7	11	8	6	97
Expedited Passenger Screening Program - 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	1	3	15
Mishandling of Passenger Property - 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	1			7
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1						1	2
Persons w/ Disabilities (PWD) - Visual Impairment						1		1					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		2	1			2					1		6
Prohibited & Permitted Items	2	1											3
Prohibited & Permitted Items - Alcohol and	1												1
Prohibited & Permitted Items - Firearm/Ar	1												1
Prohibited & Permitted Items - Food/Beverages		1											1
Property - Special Handling	9	7	12	11	9	19	7	10	7	9	4	8	112
Property - Special Handling - Damaged Item	2	1	3	4	1	4	1	2	1	2	2		23
Property - Special Handling - Damaged Item	1	2	4		2	4		3	2	1	2	3	24
Property - Special Handling - Missing Item	3	3	4	7	3	5	1	3	1	3		2	35
Property - Special Handling - Missing Item	3	1	1		3	6	5	2	3	3		3	30
Screening	6	8	8	16	12	11	13	10	13	7	14	10	128
Screening - Children									1		1		2
Screening - Crew Member or Airline Employee							1						1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
<b>2023</b>	<b>222</b>	<b>235</b>	<b>241</b>	<b>225</b>	<b>201</b>	<b>230</b>	<b>267</b>	<b>256</b>	<b>221</b>	<b>192</b>	<b>184</b>	<b>245</b>	<b>2,719</b>
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
<b>2024</b>	<b>269</b>	<b>210</b>	<b>238</b>	<b>178</b>									<b>895</b>
Airline			1	1									2
Airline - Policy/Regulations/Service			1										1
Airline - Positive Bag Match Program				1									1
Civil Rights	3	1	2	4									10
Civil Rights - Age		1	1										2
Civil Rights - Race				3									3
Civil Rights - Sex/Gender/Gender Identity	2												2
Civil Rights - Sexual Orientation - Not Transgender				1									1
Civil Rights - Transgender Screening	1		1										2
Customer Service	14	21	41	35									111
Customer Service - Others			1										1
Customer Service - TCC				2									2
Customer Service - TSO	14	21	40	33									108
Expedited Passenger Screening Program	196	136	148	104									584
Expedited Passenger Screening Program - Known Crew Member	1												1
Expedited Passenger Screening Program - Known Crew Member				2									2
Expedited Passenger Screening Program - Known Crew Member	2	3	3	3									11
Expedited Passenger Screening Program - TSA/DHS	193	132	145	99									569
Expedited Passenger Screening Program - TSA/DHS		1											1
Locks			3	2									5
Locks - General			1										1
Locks - Missing or Damaged Lock			2	2									4
Lost and Found	1		1	1									3
Lost and Found - Airport/TSA	1		1	1									3
Mishandling of Passenger Property	7	6	12	2									27
Mishandling of Passenger Property - Damaged/Missing Items--U	3	1	4										8
Mishandling of Passenger Property - Damaged/Missing Items--U	3	4	7	1									15
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
Mishandling of Passenger Property - Disposition	1	1		1									3
No Jurisdiction	1	1	1	1									4
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to CBP		1	1										2
No Jurisdiction - Refer to Other	1												1
Patdown	7	5	7	6									25
Patdown - Children	1												1
Patdown - Flyer	5	5	7	5									22
Patdown - Flyer as Observer	1			1									2
Persons w/ Disabilities (PWD)	6	12	4	4									26
Persons w/ Disabilities (PWD) - Autism Spectrum		1		1									2
Persons w/ Disabilities (PWD) - Cancer (Cancer)	1												1
Persons w/ Disabilities (PWD) - Diabetes	1	1	1	1									4
Persons w/ Disabilities (PWD) - General		2											2
Persons w/ Disabilities (PWD) - Medical Devices - At		1		1									2
Persons w/ Disabilities (PWD) - Medically Necessary		3	1										4
Persons w/ Disabilities (PWD) - Metal Implants (joint)	1	1											2
Persons w/ Disabilities (PWD) - Mobility Device	3	2		1									6
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment			1										1
Persons w/ Disabilities (PWD) - Wheelchair	1	1											2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Firearm/Ammunition		1											1
Property - Special Handling	7	11	8	12									38
Property - Special Handling - Damaged Item	2	4	1	4									11
Property - Special Handling - Damaged Item	3	1	1	3									8
Property - Special Handling - Missing Item	1	1	1	3									6
Property - Special Handling - Missing Item	1	5	5	2									13
Screening	27	16	10	6									59
Screening - Children		1											1
Screening - Crew Member or Airline Employee	3		1										4
Screening - Inconsistency	3	4	1	1									9
Screening - Lengthy Lines	3	1	1										5
Screening - Procedures/Process	17	10	6	5									38
Screening - Retrieving Abandoned/Confiscated Items	1		1										2

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PIA</b>	<b>9</b>	<b>8</b>	<b>5</b>	<b>13</b>	<b>8</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>2</b>	<b>8</b>	<b>78</b>
<b>2022</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>2</b>		<b>5</b>	<b>25</b>
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
<b>2023</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>41</b>
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
<b>2024</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>4</b>									<b>12</b>
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	2	2	2	3									9
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	2	1	2	3									8
Screening	1	1											2
Screening - Procedures/Process	1	1											2

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PIB</b>	<b>2</b>	<b>4</b>		<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>			<b>2</b>	<b>18</b>
<b>2022</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>2</b>		<b>1</b>					<b>1</b>	<b>8</b>
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
<b>2023</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>		<b>1</b>	<b>2</b>			<b>1</b>	<b>8</b>
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
<b>2024</b>		<b>1</b>		<b>1</b>									<b>2</b>
Civil Rights		1											1
Civil Rights - Race		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
<b>PIE</b>	<b>29</b>	<b>28</b>	<b>22</b>	<b>25</b>	<b>15</b>	<b>19</b>	<b>18</b>	<b>29</b>	<b>28</b>	<b>16</b>	<b>13</b>	<b>19</b>	<b>261</b>
<b>2022</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>11</b>	<b>17</b>	<b>11</b>	<b>8</b>	<b>11</b>	<b>107</b>
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
<b>2023</b>	<b>9</b>	<b>11</b>	<b>10</b>	<b>8</b>	<b>7</b>	<b>11</b>	<b>11</b>	<b>18</b>	<b>11</b>	<b>5</b>	<b>5</b>	<b>8</b>	<b>114</b>
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
<b>2024</b>	<b>14</b>	<b>10</b>	<b>6</b>	<b>10</b>									<b>40</b>
Customer Service	2	2	1	2									7
Customer Service - TSO	2	2	1	2									7
Expedited Passenger Screening Program	11	6	5	7									29
Expedited Passenger Screening Program	11	6	5	7									29
Mishandling of Passenger Property	1	1											2
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Dam	1												1
Persons w/ Disabilities (PWD)		1		1									2
Persons w/ Disabilities (PWD) - Mobility Disability (N		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
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
<b>PIT</b>	<b>188</b>	<b>141</b>	<b>179</b>	<b>135</b>	<b>91</b>	<b>125</b>	<b>135</b>	<b>133</b>	<b>98</b>	<b>128</b>	<b>123</b>	<b>147</b>	<b>1,623</b>
<b>2022</b>	<b>28</b>	<b>29</b>	<b>37</b>	<b>25</b>	<b>33</b>	<b>63</b>	<b>69</b>	<b>73</b>	<b>51</b>	<b>58</b>	<b>62</b>	<b>72</b>	<b>600</b>
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
<b>2023</b>	<b>90</b>	<b>54</b>	<b>75</b>	<b>63</b>	<b>58</b>	<b>62</b>	<b>66</b>	<b>60</b>	<b>47</b>	<b>70</b>	<b>61</b>	<b>75</b>	<b>781</b>
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
<b>2024</b>	<b>70</b>	<b>58</b>	<b>67</b>	<b>47</b>									<b>242</b>
Civil Rights			1	1									2
Civil Rights - Race				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	4	6	6	2									18
Customer Service - TSO	4	6	6	2									18
Expedited Passenger Screening Program	58	49	48	37									192
Expedited Passenger Screening Program	1	2											3
Expedited Passenger Screening Program	57	47	48	37									189
Locks			1	1									2
Locks - Missing or Damaged Lock			1	1									2
Mishandling of Passenger Property			5										5
Mishandling of Passenger Property - Damaged/Missing Items--C			2										2
Mishandling of Passenger Property - Damaged/Missing Items--C			3										3
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Ombudsman				1									1
Ombudsman - General				1									1
Patdown	1		1	2									4
Patdown - Flyer	1		1	2									4
Persons w/ Disabilities (PWD)	1		2	2									5
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			1										1
Persons w/ Disabilities (PWD) - Metal Implants	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	2	2											4
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Checked		1											1
Property - Special Handling - Missing Items	1												1
Property - Special Handling - Missing Items	1												1
Screening	4	1	2	1									8
Screening - Crew Member or Airline Employee	1												1
Screening - Procedures/Process	3	1	1	1									6
Screening - Security Breach			1										1

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
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
<b>PLN</b>	<b>2</b>		<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>			<b>10</b>
<b>2022</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>			<b>4</b>
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
<b>2023</b>			<b>1</b>	<b>2</b>		<b>1</b>		<b>1</b>					<b>5</b>
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
<b>2024</b>	<b>1</b>												<b>1</b>
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
<b>PNS</b>	<b>59</b>	<b>62</b>	<b>59</b>	<b>47</b>	<b>27</b>	<b>41</b>	<b>45</b>	<b>55</b>	<b>53</b>	<b>39</b>	<b>40</b>	<b>34</b>	<b>561</b>
<b>2022</b>	<b>14</b>	<b>16</b>	<b>8</b>	<b>9</b>	<b>13</b>	<b>19</b>	<b>15</b>	<b>21</b>	<b>20</b>	<b>23</b>	<b>23</b>	<b>16</b>	<b>197</b>
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
<b>2023</b>	<b>15</b>	<b>18</b>	<b>27</b>	<b>20</b>	<b>14</b>	<b>22</b>	<b>30</b>	<b>34</b>	<b>33</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>264</b>
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
<b>2024</b>	<b>30</b>	<b>28</b>	<b>24</b>	<b>18</b>									<b>100</b>
Claims		2											2
Claims - General		2											2
Customer Service	3	1	6	3									13
Customer Service - TCC		1											1
Customer Service - TSO	3		6	3									12
Expedited Passenger Screening Program	20	18	15	10									63
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	18	18	15	9									60
Mishandling of Passenger Property		2											2
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Damaged/Missii		1											1
Patdown	1	1											2
Patdown - Flyer	1	1											2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Visual Im	1												1
Property - Special Handling		1	1										2
Property - Special Handling - Damaged Items - Carry		1	1										2
Screening	5	3	2	5									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
Screening - Inconsistency			1										1
Screening - Lengthy Lines		3		2	2								7
Screening - Procedures/Process		2	2		3								7

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PPG</b>		<b>1</b>	<b>1</b>	<b>1</b>					<b>1</b>		<b>1</b>		<b>5</b>
<b>2022</b>											<b>1</b>		<b>1</b>
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck											1		1
<b>2023</b>		<b>1</b>	<b>1</b>						<b>1</b>				<b>3</b>
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
<b>2024</b>				<b>1</b>									<b>1</b>
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				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
<b>PQI</b>		<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>		<b>1</b>		<b>1</b>	<b>2</b>	<b>10</b>
<b>2022</b>				<b>1</b>		<b>1</b>	<b>1</b>				<b>1</b>		<b>3</b>
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
<b>2023</b>						<b>1</b>	<b>1</b>		<b>1</b>			<b>2</b>	<b>5</b>
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
<b>2024</b>		<b>1</b>	<b>1</b>										<b>2</b>
Expedited Passenger Screening Program		1	1										2
Expedited Passenger Screening Program - TSA PreC		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
<b>PRC</b>	<b>2</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>			<b>3</b>		<b>16</b>
<b>2022</b>		<b>1</b>				<b>1</b>	<b>1</b>	<b>1</b>			<b>2</b>		<b>6</b>
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
<b>2023</b>	<b>1</b>				<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>			<b>1</b>		<b>6</b>
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
<b>2024</b>	<b>1</b>	<b>1</b>	<b>2</b>										<b>4</b>
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PSC</b>	<b>20</b>	<b>19</b>	<b>20</b>	<b>12</b>	<b>7</b>	<b>12</b>	<b>8</b>	<b>11</b>	<b>14</b>	<b>7</b>	<b>14</b>	<b>7</b>	<b>151</b>
<b>2022</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>37</b>
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Civil Rights											1		1
Civil Rights - National Origin											1		1
Customer Service		1						1					2
Customer Service - TSO		1						1					2
Expedited Passenger Screening Program	3	1	1	1		1	2	3	4	1	3	3	23
Expedited Passenger Screening Program	1			1									2
Expedited Passenger Screening Program	2	1	1			1	2	3	4	1	3	3	21
Mishandling of Passenger Property	1											1	2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1												1
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Property - Special Handling							1			2			3
Property - Special Handling - Missing Items - Carry-On							1			1			2
Property - Special Handling - Missing Items - Checked										1			1
Screening			1								1		2
Screening - Procedures/Process			1								1		2
Transportation Security Operations Center					1								1
Transportation Security Operations Center - Refer to Airport					1								1
<b>2023</b>	<b>12</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>11</b>	<b>5</b>	<b>6</b>	<b>10</b>	<b>4</b>	<b>9</b>	<b>2</b>	<b>85</b>
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--Carry-on				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checked		1											1
Screening	1		1			2		1			1		6
Screening - Inconsistency						1							1
Screening - Procedures/Process	1		1			1		1			1		5
<b>2024</b>	<b>4</b>	<b>11</b>	<b>10</b>	<b>4</b>									<b>29</b>
Customer Service		3											3
Customer Service - TSO		3											3
Expedited Passenger Screening Program	4	7	9	4									24
Expedited Passenger Screening Program - TSA Application Process			1	1									2
Expedited Passenger Screening Program	4	7	8	3									22
HAZMAT Endorsement			1										1
HAZMAT Endorsement - General			1										1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on		1											1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PSE</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>2</b>		<b>5</b>	<b>3</b>		<b>2</b>	<b>1</b>		<b>24</b>
<b>2022</b>		<b>1</b>	<b>2</b>		<b>1</b>		<b>3</b>			<b>1</b>	<b>1</b>		<b>9</b>
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
<b>2023</b>	<b>2</b>		<b>2</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>3</b>		<b>1</b>			<b>12</b>
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
<b>2024</b>	<b>2</b>			<b>1</b>									<b>3</b>
Customer Service				1									1
Customer Service - TSO				1									1
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
<b>PSG</b>	<b>3</b>						<b>1</b>			<b>2</b>			<b>6</b>
<b>2022</b>	<b>3</b>									<b>1</b>			<b>4</b>
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
<b>2023</b>							<b>1</b>			<b>1</b>			<b>2</b>
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
<b>PSM</b>		<b>2</b>	<b>3</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>		<b>1</b>	<b>15</b>
<b>2022</b>		<b>1</b>			<b>2</b>		<b>1</b>		<b>1</b>	<b>1</b>			<b>6</b>
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
<b>2023</b>			<b>1</b>			<b>1</b>		<b>1</b>	<b>2</b>			<b>1</b>	<b>6</b>
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
<b>2024</b>		<b>1</b>	<b>2</b>										<b>3</b>
Expedited Passenger Screening Program		1	2										3
Expedited Passenger Screening Program - TSA PreC		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
<b>PSP</b>	<b>54</b>	<b>51</b>	<b>58</b>	<b>58</b>	<b>56</b>	<b>82</b>	<b>52</b>	<b>45</b>	<b>20</b>	<b>22</b>	<b>27</b>	<b>27</b>	<b>552</b>
<b>2022</b>	<b>16</b>	<b>16</b>	<b>23</b>	<b>21</b>	<b>16</b>	<b>39</b>	<b>30</b>	<b>28</b>	<b>9</b>	<b>13</b>	<b>15</b>	<b>17</b>	<b>243</b>
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
<b>2023</b>	<b>20</b>	<b>17</b>	<b>19</b>	<b>19</b>	<b>40</b>	<b>43</b>	<b>22</b>	<b>17</b>	<b>11</b>	<b>9</b>	<b>12</b>	<b>10</b>	<b>239</b>
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						1			1	2	1	8
<b>2024</b>	<b>18</b>	<b>18</b>	<b>16</b>	<b>18</b>									<b>70</b>
Civil Rights			1										1
Civil Rights - Sexual Orientation - Not Transgender			1										1
Customer Service	2		1	3									8
Customer Service - TSO	2	2	1	3									8
Expedited Passenger Screening Program	12	16	11	14									53
Expedited Passenger Screening Program	12	16	11	14									53
Locks	1												1
Locks - Missing or Damaged Lock	1												1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property			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) - Mobility D		1	1										2
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Carry-On			1										1
Screening		1		1									2
Screening - Children				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
<b>PUB</b>	<b>2</b>	<b>1</b>		<b>1</b>				<b>1</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>10</b>
<b>2022</b>	<b>1</b>	<b>1</b>		<b>1</b>				<b>1</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>9</b>
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
<b>2023</b>	<b>1</b>												<b>1</b>
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
<b>PUW</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>		<b>1</b>	<b>23</b>
<b>2022</b>		<b>1</b>	<b>1</b>	<b>2</b>		<b>2</b>	<b>1</b>		<b>2</b>			<b>1</b>	<b>10</b>
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
<b>2023</b>	<b>3</b>		<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>			<b>11</b>
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
<b>2024</b>	<b>1</b>	<b>1</b>											<b>2</b>
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
<b>PVC</b>	<b>1</b>	<b>3</b>		<b>2</b>	<b>4</b>		<b>2</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>17</b>
<b>2022</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>		<b>2</b>	<b>2</b>			<b>1</b>		<b>10</b>
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
<b>2023</b>		<b>1</b>			<b>2</b>				<b>1</b>			<b>1</b>	<b>5</b>
Expedited Passenger Screening Program		1			2				1			1	5
Expedited Passenger Screening Program - TSA PreC		1			2				1			1	5
<b>2024</b>		<b>1</b>		<b>1</b>									<b>2</b>
Expedited Passenger Screening Program		1		1									2
Expedited Passenger Screening Program - TSA PreC		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
<b>PVD</b>	<b>91</b>	<b>56</b>	<b>71</b>	<b>64</b>	<b>40</b>	<b>45</b>	<b>51</b>	<b>40</b>	<b>49</b>	<b>36</b>	<b>47</b>	<b>42</b>	<b>632</b>
<b>2022</b>	<b>17</b>	<b>16</b>	<b>15</b>	<b>15</b>	<b>13</b>	<b>26</b>	<b>22</b>	<b>14</b>	<b>25</b>	<b>23</b>	<b>28</b>	<b>19</b>	<b>233</b>
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	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
<b>2023</b>	<b>34</b>	<b>19</b>	<b>29</b>	<b>29</b>	<b>27</b>	<b>19</b>	<b>29</b>	<b>26</b>	<b>24</b>	<b>13</b>	<b>19</b>	<b>23</b>	<b>291</b>
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
<b>2024</b>	<b>40</b>	<b>21</b>	<b>27</b>	<b>20</b>									<b>108</b>
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Customer Service	6	3	8										17
Customer Service - TSO	6	3	8										17
Expedited Passenger Screening Program	26	14	12	18									70
Expedited Passenger Screening Program	1		2	1									4
Expedited Passenger Screening Program	25	14	10	17									66
Mishandling of Passenger Property	1		2	1									4
Mishandling of Passenger Property - Dam	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) - Medically	1												1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening	5	3	3										11
Screening - Inconsistency	1												1
Screening - Lengthy Lines			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
Screening - Procedures/Process	4	3	1										8
<b>PVU</b>	<b>3</b>	<b>5</b>	<b>9</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>1</b>		<b>3</b>	<b>44</b>
<b>2022</b>	<b>1</b>			<b>1</b>		<b>2</b>	<b>1</b>			<b>1</b>		<b>1</b>	<b>7</b>
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
<b>2023</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>2</b>			<b>2</b>	<b>26</b>
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
<b>2024</b>	<b>1</b>	<b>2</b>	<b>7</b>	<b>1</b>									<b>11</b>
Customer Service			1										2
Customer Service - TSO		1	1										2
Expedited Passenger Screening Program	1		3	1									5
Expedited Passenger Screening Program - TSA Application Proq			1										1
Expedited Passenger Screening Program	1		2	1									4
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missin		1											1
Patdown			3										3
Patdown - Flyer			3										3
<b>PWM</b>	<b>59</b>	<b>46</b>	<b>24</b>	<b>30</b>	<b>16</b>	<b>23</b>	<b>28</b>	<b>34</b>	<b>22</b>	<b>38</b>	<b>30</b>	<b>43</b>	<b>393</b>
<b>2022</b>	<b>8</b>	<b>10</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>15</b>	<b>11</b>	<b>20</b>	<b>14</b>	<b>9</b>	<b>13</b>	<b>19</b>	<b>133</b>
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Informatic		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
<b>2023</b>	<b>26</b>	<b>21</b>	<b>7</b>	<b>12</b>	<b>10</b>	<b>8</b>	<b>17</b>	<b>14</b>	<b>8</b>	<b>29</b>	<b>17</b>	<b>24</b>	<b>193</b>
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
<b>2024</b>	<b>25</b>	<b>15</b>	<b>14</b>	<b>13</b>									<b>67</b>
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program	20	13	13	12									58

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program	19	13	13	12									57
Expedited Passenger Screening Program	1												1
Mishandling of Passenger Property		1		1									2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missin			1										1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medical D	1												1
Property - Special Handling	1	1											2
Property - Special Handling - Missing Item	1	1											2
Screening	1			1									2
Screening - Procedures/Process	1			1									2



## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>RAP</b>	<b>23</b>	<b>11</b>	<b>12</b>	<b>14</b>	<b>9</b>	<b>11</b>	<b>7</b>	<b>16</b>	<b>12</b>	<b>12</b>	<b>21</b>	<b>15</b>	<b>163</b>
<b>2022</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>48</b>
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
<b>2023</b>	<b>6</b>	<b>7</b>	<b>3</b>	<b>5</b>	<b>8</b>	<b>9</b>	<b>3</b>	<b>9</b>	<b>5</b>	<b>7</b>	<b>16</b>	<b>10</b>	<b>88</b>
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 Proç			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
<b>2024</b>	<b>12</b>	<b>2</b>	<b>6</b>	<b>7</b>									<b>27</b>
Customer Service	4		2	1									7
Customer Service - TSO	4		2	1									7
Expedited Passenger Screening Program	8	2	3	4									17
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	6	2	3	3									14
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1									1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening			1	1									2
Screening - Procedures/Process			1	1									2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>RDD</b>	<b>9</b>	<b>2</b>	<b>4</b>	<b>4</b>		<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>5</b>		<b>31</b>
<b>2022</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>		<b>9</b>
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
<b>2023</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>2</b>				<b>3</b>		<b>1</b>	<b>4</b>		<b>19</b>
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
<b>2024</b>	<b>1</b>		<b>1</b>	<b>1</b>									<b>3</b>
Customer Service			1										1
Customer Service - TSO			1										1
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
<b>RDM</b>	<b>21</b>	<b>18</b>	<b>17</b>	<b>23</b>	<b>10</b>	<b>12</b>	<b>11</b>	<b>15</b>	<b>10</b>	<b>5</b>	<b>18</b>	<b>18</b>	<b>178</b>
<b>2022</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>9</b>	<b>4</b>	<b>2</b>	<b>12</b>	<b>5</b>	<b>60</b>
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
<b>2023</b>	<b>6</b>	<b>9</b>	<b>6</b>	<b>9</b>	<b>6</b>	<b>8</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>13</b>	<b>82</b>
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
<b>2024</b>	<b>12</b>	<b>7</b>	<b>5</b>	<b>12</b>									<b>36</b>
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	11	6	5	11									33
Expedited Passenger Screening Program	11	6	5	11									33
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Screening	1												1
Screening - Lengthy Lines	1												1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>RDU</b>	<b>292</b>	<b>257</b>	<b>265</b>	<b>211</b>	<b>150</b>	<b>220</b>	<b>222</b>	<b>226</b>	<b>211</b>	<b>229</b>	<b>191</b>	<b>235</b>	<b>2,709</b>
<b>2022</b>	<b>42</b>	<b>67</b>	<b>61</b>	<b>52</b>	<b>53</b>	<b>102</b>	<b>108</b>	<b>118</b>	<b>111</b>	<b>104</b>	<b>107</b>	<b>122</b>	<b>1,047</b>
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
<b>2023</b>	<b>132</b>	<b>114</b>	<b>129</b>	<b>88</b>	<b>97</b>	<b>118</b>	<b>114</b>	<b>108</b>	<b>100</b>	<b>125</b>	<b>84</b>	<b>113</b>	<b>1,322</b>
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
<b>2024</b>	<b>118</b>	<b>76</b>	<b>75</b>	<b>71</b>									<b>340</b>
Civil Rights		1	1	2									4
Civil Rights - Profiling				1									1
Civil Rights - Race			1										1
Civil Rights - Transgender Screening		1		1									2
Customer Service	7	4	11	8									30
Customer Service - Others			2										2
Customer Service - TCC				1									1
Customer Service - TSO	7	4	9	7									27
Expedited Passenger Screening Program	100	59	59	51									269
Expedited Passenger Screening Program - DoD	1												1
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	3		3	1									7
Expedited Passenger Screening Program	95	58	56	50									259
Expedited Passenger Screening Program	1												1
Mishandling of Passenger Property	2	2	2	2									8
Mishandling of Passenger Property - Damaged	1	1	1	1									4
Mishandling of Passenger Property - Damaged	1	1	1	1									4
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Patdown	2	4		1									7
Patdown - Flyer	2	4		1									7
Persons w/ Disabilities (PWD)		1		2									3
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	1	1		4									6
Property - Special Handling - Damaged Items	1	1		3									5
Property - Special Handling - Missing Items - Checked				1									1
Screening	5	4	2	1									12
Screening - Inconsistency	1	1											2
Screening - Lengthy Lines	1	1	1	1									4
Screening - Procedures/Process	3	2	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
<b>RFD</b>	<b>2</b>	<b>7</b>	<b>10</b>	<b>11</b>	<b>6</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>1</b>		<b>57</b>
<b>2022</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>1</b>			<b>20</b>
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
<b>2023</b>		<b>2</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>4</b>		<b>2</b>	<b>1</b>		<b>21</b>
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
<b>2024</b>		<b>3</b>	<b>7</b>	<b>6</b>									<b>16</b>
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program		1	7	5									13
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreC		1	7	4									12
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
No Jurisdiction		1											1
No Jurisdiction - Refer to CBP		1											1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>RHI</b>				<b>3</b>	<b>1</b>					<b>1</b>	<b>1</b>	<b>1</b>	<b>7</b>
<b>2022</b>				<b>2</b>									<b>2</b>
Customer Service				1									1
Customer Service - TSO				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
<b>2023</b>					<b>1</b>					<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>
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
<b>2024</b>				<b>1</b>									<b>1</b>
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
<b>RIC</b>	<b>113</b>	<b>124</b>	<b>111</b>	<b>88</b>	<b>56</b>	<b>80</b>	<b>101</b>	<b>114</b>	<b>78</b>	<b>74</b>	<b>87</b>	<b>86</b>	<b>1,112</b>
<b>2022</b>	<b>25</b>	<b>42</b>	<b>35</b>	<b>25</b>	<b>23</b>	<b>37</b>	<b>52</b>	<b>65</b>	<b>46</b>	<b>35</b>	<b>41</b>	<b>43</b>	<b>469</b>
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
<b>2023</b>	<b>47</b>	<b>49</b>	<b>34</b>	<b>37</b>	<b>33</b>	<b>43</b>	<b>49</b>	<b>49</b>	<b>32</b>	<b>39</b>	<b>46</b>	<b>43</b>	<b>501</b>
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



## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
<b>2024</b>	<b>41</b>	<b>33</b>	<b>42</b>	<b>26</b>									<b>142</b>
Airline		1	1	1									3
Airline - Policy/Regulations/Service		1	1	1									3
Civil Rights	1		2										3
Civil Rights - Race	1		1										2
Civil Rights - Transgender Screening			1										1
Customer Service	5	5	7	2									19
Customer Service - Others			2										2
Customer Service - TSO	5	5	5	2									17
Expedited Passenger Screening Program	33	19	24	21									97
Expedited Passenger Screening Program	2	1	2										5
Expedited Passenger Screening Program	31	18	22	21									92
Locks		1	1										2
Locks - Missing or Damaged Lock		1	1										2
Mishandling of Passenger Property		1	3										4
Mishandling of Passenger Property - Damaged/Missing		1	3										4
Patdown		2		2									4
Patdown - Flyer		2		2									4
Persons w/ Disabilities (PWD)		1	1										2
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - General		1											1
Property - Special Handling	1		1										2
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items - Checked			1										1
Screening	1	3	2										6
Screening - Procedures/Process	1	3	2										6

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>RIW</b>			<b>1</b>	<b>2</b>				<b>3</b>					<b>6</b>
<b>2022</b>								<b>1</b>					<b>1</b>
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1
<b>2023</b>			<b>1</b>	<b>1</b>				<b>2</b>					<b>4</b>
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
<b>2024</b>				<b>1</b>									<b>1</b>
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
<b>RKD</b>			<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>					<b>1</b>	<b>5</b>
<b>2022</b>							<b>1</b>						<b>1</b>
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1
<b>2023</b>			<b>1</b>			<b>1</b>						<b>1</b>	<b>3</b>
Expedited Passenger Screening Program			1			1						1	3
Expedited Passenger Screening Program - TSA PreCheck			1			1						1	3
<b>2024</b>				<b>1</b>									<b>1</b>
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
<b>RKS</b>	<b>4</b>	<b>2</b>	<b>3</b>			<b>1</b>			<b>3</b>				<b>13</b>
<b>2022</b>	<b>4</b>	<b>1</b>	<b>2</b>						<b>1</b>				<b>8</b>
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
<b>2023</b>		<b>1</b>	<b>1</b>			<b>1</b>			<b>2</b>				<b>5</b>
Claims			1										1
Claims - Status			1										1
Expedited Passenger Screening Program		1				1			1				3
Expedited Passenger Screening Program - TSA Application		1											1
Expedited Passenger Screening Program - TSA PreCheck						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
<b>RNO</b>	<b>94</b>	<b>86</b>	<b>81</b>	<b>66</b>	<b>37</b>	<b>65</b>	<b>68</b>	<b>52</b>	<b>59</b>	<b>60</b>	<b>70</b>	<b>75</b>	<b>813</b>
<b>2022</b>	<b>30</b>	<b>27</b>	<b>26</b>	<b>20</b>	<b>13</b>	<b>25</b>	<b>43</b>	<b>25</b>	<b>31</b>	<b>22</b>	<b>38</b>	<b>38</b>	<b>338</b>
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/Torches	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
<b>2023</b>	<b>37</b>	<b>31</b>	<b>28</b>	<b>31</b>	<b>24</b>	<b>40</b>	<b>25</b>	<b>27</b>	<b>28</b>	<b>38</b>	<b>32</b>	<b>37</b>	<b>378</b>
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
<b>2024</b>	<b>27</b>	<b>28</b>	<b>27</b>	<b>15</b>									<b>97</b>
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service	2	1	4										7
Customer Service - Others	1												1
Customer Service - TSO	1	1	4										6
Expedited Passenger Screening Program	19	19	20	10									68
Expedited Passenger Screening Program	1			2									3
Expedited Passenger Screening Program	18	19	20	8									65
Mishandling of Passenger Property	2	2											4
Mishandling of Passenger Property - Dam	2	1											3
Mishandling of Passenger Property - Damaged/Missin		1											1
Patdown			1	1									2
Patdown - Flyer			1	1									2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Property - Special Handling	1	1		1									3
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Item	1												1
Screening	3	4	2	2									11
Screening - Children			1										1
Screening - Inconsistency			1										1
Screening - Lengthy Lines	1			1									2
Screening - Procedures/Process	2	4		1									7

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ROA</b>	<b>12</b>	<b>16</b>	<b>10</b>	<b>16</b>	<b>7</b>	<b>13</b>	<b>21</b>	<b>19</b>	<b>12</b>	<b>10</b>	<b>14</b>	<b>8</b>	<b>158</b>
<b>2022</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>8</b>	<b>11</b>	<b>4</b>	<b>9</b>	<b>6</b>	<b>10</b>	<b>4</b>	<b>69</b>
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												2
Screening					1	1			1	1		2	6
Screening - Lengthy Lines							1						1
Screening - Procedures/Process					1				1	1		2	5
<b>2023</b>	<b>2</b>	<b>8</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>10</b>	<b>15</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>68</b>
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
<b>2024</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>7</b>									<b>21</b>
Customer Service		1		1									2
Customer Service - TSO		1		1									2
Expedited Passenger Screening Program	4	5	2	5									16
Expedited Passenger Screening Program	4	5	2	5									16
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Screening	1		1										2
Screening - Inconsistency			1										1
Screening - Procedures/Process	1												1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ROC</b>	<b>44</b>	<b>36</b>	<b>38</b>	<b>43</b>	<b>24</b>	<b>35</b>	<b>38</b>	<b>28</b>	<b>20</b>	<b>26</b>	<b>24</b>	<b>31</b>	<b>387</b>
<b>2022</b>	<b>9</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>9</b>	<b>21</b>	<b>20</b>	<b>11</b>	<b>14</b>	<b>18</b>	<b>7</b>	<b>17</b>	<b>146</b>
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 Proç			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
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
<b>2023</b>	<b>22</b>	<b>13</b>	<b>15</b>	<b>19</b>	<b>15</b>	<b>14</b>	<b>18</b>	<b>17</b>	<b>6</b>	<b>8</b>	<b>17</b>	<b>14</b>	<b>178</b>
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
<b>2024</b>	<b>13</b>	<b>17</b>	<b>17</b>	<b>16</b>									<b>63</b>
Customer Service	1		1	1									3
Customer Service - TSO	1		1	1									3
Expedited Passenger Screening Program	12	14	13	11									50
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	12	13	13	11									49
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
No Jurisdiction		1											2
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to CBP		1											1
Persons w/ Disabilities (PWD)		1		2									3
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1		1									2
Screening		1	2	1									4
Screening - Lengthy Lines			1	1									2
Screening - Procedures/Process		1	1										2



## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ROW</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>4</b>		<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>19</b>
<b>2022</b>	<b>1</b>					<b>1</b>	<b>1</b>		<b>2</b>		<b>2</b>	<b>1</b>	<b>6</b>
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
<b>2023</b>			<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>		<b>2</b>	<b>1</b>		<b>2</b>	<b>11</b>
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
<b>2024</b>	<b>1</b>	<b>1</b>											<b>2</b>
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
<b>RST</b>	<b>10</b>	<b>13</b>	<b>8</b>	<b>16</b>	<b>7</b>	<b>4</b>	<b>9</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>9</b>	<b>8</b>	<b>100</b>
<b>2022</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>39</b>
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
<b>2023</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>8</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>50</b>
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
<b>2024</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>4</b>									<b>11</b>
Airline		1											1
Airline - Lost Baggage		1											1
Expedited Passenger Screening Program	3	1	1	3									8
Expedited Passenger Screening Program	3	1	1	3									8
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
<b>RSW</b>	<b>137</b>	<b>230</b>	<b>272</b>	<b>260</b>	<b>176</b>	<b>244</b>	<b>234</b>	<b>150</b>	<b>97</b>	<b>95</b>	<b>114</b>	<b>103</b>	<b>2,112</b>
<b>2022</b>	<b>43</b>	<b>68</b>	<b>86</b>	<b>83</b>	<b>91</b>	<b>137</b>	<b>140</b>	<b>80</b>	<b>50</b>	<b>50</b>	<b>59</b>	<b>56</b>	<b>943</b>
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
<b>2023</b>	<b>35</b>	<b>78</b>	<b>87</b>	<b>107</b>	<b>85</b>	<b>107</b>	<b>94</b>	<b>70</b>	<b>47</b>	<b>45</b>	<b>55</b>	<b>47</b>	<b>857</b>
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
<b>2024</b>	<b>59</b>	<b>84</b>	<b>99</b>	<b>70</b>									<b>312</b>
Animals		1											1
Animals - Carry-On		1											1
Civil Rights	1			2									3
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	3	5	11	11									30
Customer Service - Others	1												1
Customer Service - TSO	2	5	11	11									29
Expedited Passenger Screening Program	47	70	78	46									241
Expedited Passenger Screening Program	1	4	1	2									8
Expedited Passenger Screening Program	46	66	77	44									233
Mishandling of Passenger Property	2	1	4	1									8
Mishandling of Passenger Property - Damaged	1		2	1									4
Mishandling of Passenger Property - Damaged	1	1	1										3
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
No Jurisdiction		1	1										2
No Jurisdiction - No Referral		1	1										2
Patdown	1	1	3	2									7
Patdown - Flyer	1	1	2	1									5
Patdown - Flyer as Observer			1										1
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)				2									2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Property - Special Handling		4		2									6
Property - Special Handling - Damaged Items - Carry		2											2
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-C		2											2
Property - Special Handling - Missing Items - Checked				1									1
Screening	5	1	2	4									12
Screening - Lengthy Lines	1		1	2									4
Screening - Procedures/Process	3	1	1	2									7
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
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
<b>SAF</b>	<b>17</b>	<b>9</b>	<b>9</b>	<b>11</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>14</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>9</b>	<b>105</b>
<b>2022</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>7</b>	<b>37</b>
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
<b>2023</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>8</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>10</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>49</b>
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
<b>2024</b>	<b>10</b>	<b>5</b>	<b>2</b>	<b>2</b>									<b>19</b>
Customer Service	2	2	1	2									7
Customer Service - TSO	2	2	1	2									7
Expedited Passenger Screening Program	2	1	1										4
Expedited Passenger Screening Program	2	1	1										4
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Property - Special Handling	2												2
Property - Special Handling - Missing Item	2												2
Screening	4	1											5
Screening - Inconsistency		1											1
Screening - Procedures/Process	3												3
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
<b>SAN</b>	<b>399</b>	<b>374</b>	<b>368</b>	<b>318</b>	<b>194</b>	<b>286</b>	<b>286</b>	<b>307</b>	<b>293</b>	<b>284</b>	<b>294</b>	<b>295</b>	<b>3,698</b>
<b>2022</b>	<b>67</b>	<b>90</b>	<b>82</b>	<b>60</b>	<b>84</b>	<b>146</b>	<b>144</b>	<b>151</b>	<b>160</b>	<b>154</b>	<b>147</b>	<b>147</b>	<b>1,432</b>
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	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	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
<b>2023</b>	<b>172</b>	<b>169</b>	<b>141</b>	<b>127</b>	<b>110</b>	<b>140</b>	<b>142</b>	<b>156</b>	<b>133</b>	<b>130</b>	<b>147</b>	<b>148</b>	<b>1,715</b>
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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		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	1		2	6	1	1		3	1	1	5	2	23
Mishandling of Passenger Property - Damaged	2	1	3	3	1	3		1	2		3		19
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
Mishandling of Passenger Property - Disassembled	1									1			2
No Jurisdiction		1	1					2		1	1		6
No Jurisdiction - Refer to CBP		1	1					1		1	1		5
No Jurisdiction - Refer to Other								1					1
Patdown	3	2	1	2	2	4	3		2	4	3		26
Patdown - Flyer	3	2	1	1	2	3	1		2	4	3		22
Patdown - Flyer as Observer				1		1	1						3
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)	6	3	3	3	2	1	2	2	3	4	3	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 (Not Wheelchair or Scooter)		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) - Wheelchair/ Scooter/ Segway	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 - Checked	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 - Checked	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
<b>2024</b>	<b>160</b>	<b>115</b>	<b>145</b>	<b>131</b>									<b>551</b>
Civil Rights	3		2	2									7
Civil Rights - Constitutional Rights			1										1
Civil Rights - Race	1		1	2									4
Civil Rights - Sexual Orientation - Not Transferred	2												2
Customer Service	17	6	16	11									50
Customer Service - Others	1												1
Customer Service - TCC				1									1
Customer Service - TSO	16	6	16	10									48
Expedited Passenger Screening Program	122	92	108	102									424
Expedited Passenger Screening Program - Active Duty Military				1									1
Expedited Passenger Screening Program	3	1	1	3									8
Expedited Passenger Screening Program - TSA Appl	1		6	2									9
Expedited Passenger Screening Program	119	90	101	96									406
Mishandling of Passenger Property	4	1	4	3									12
Mishandling of Passenger Property - Damaged	2	1	4	2									9
Mishandling of Passenger Property - Damaged	1			1									2
Mishandling of Passenger Property - Disassembled	1												1
No Jurisdiction		2	1										3
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to CBP		2											2
Patdown	2		1	2									5
Patdown - Flyer	2		1	2									5
Persons w/ Disabilities (PWD)	1	1	5	3									10
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental			1										1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary	1		1	1									3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2										2
Property - Special Handling	4	3	3	2									12
Property - Special Handling - Damaged Items	3	2	2										7
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items	1		1										2
Property - Special Handling - Missing Items - Checked		1		1									2
Screening	7	10	5	6									28
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
Screening - Lengthy Lines	2	3	2	1									8
Screening - Procedures/Process	4	6	3	4									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
<b>SAT</b>	<b>138</b>	<b>138</b>	<b>148</b>	<b>123</b>	<b>94</b>	<b>120</b>	<b>121</b>	<b>115</b>	<b>127</b>	<b>102</b>	<b>101</b>	<b>115</b>	<b>1,442</b>
<b>2022</b>	<b>21</b>	<b>34</b>	<b>33</b>	<b>22</b>	<b>34</b>	<b>73</b>	<b>57</b>	<b>58</b>	<b>62</b>	<b>59</b>	<b>52</b>	<b>51</b>	<b>556</b>
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
<b>2023</b>	<b>50</b>	<b>52</b>	<b>59</b>	<b>54</b>	<b>60</b>	<b>47</b>	<b>64</b>	<b>57</b>	<b>65</b>	<b>43</b>	<b>49</b>	<b>64</b>	<b>664</b>
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
<b>2024</b>	<b>67</b>	<b>52</b>	<b>56</b>	<b>47</b>									<b>222</b>
Civil Rights				1									1
Civil Rights - Race				1									1
Customer Service	6	8	5	9									28
Customer Service - TSO	6	8	5	9									28
Expedited Passenger Screening Program	55	30	45	30									160
Expedited Passenger Screening Program - DoD		1		1									2
Expedited Passenger Screening Program	2		5	1									8
Expedited Passenger Screening Program	53	29	40	28									150
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property			2	2									4
Mishandling of Passenger Property - Damaged/Missing Items--C			1	2									3
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Patdown	1	1		1									3
Patdown - Flyer	1	1		1									3
Persons w/ Disabilities (PWD)	1	4	2	1									8
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Diabetes		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 (N		1											1
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling		3	2	2									7
Property - Special Handling - Damaged Items - Carry		1	1	1									3
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Items - Checke		1	1										2
Screening	3	6		1									10
Screening - Inconsistency	1	1											2
Screening - Procedures/Process	2	4		1									7
Screening - Retrieving Abandoned/Confiscated Items		1											1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SAV</b>	<b>61</b>	<b>78</b>	<b>82</b>	<b>50</b>	<b>26</b>	<b>44</b>	<b>66</b>	<b>78</b>	<b>60</b>	<b>38</b>	<b>61</b>	<b>53</b>	<b>697</b>
<b>2022</b>	<b>16</b>	<b>24</b>	<b>19</b>	<b>11</b>	<b>12</b>	<b>21</b>	<b>35</b>	<b>46</b>	<b>34</b>	<b>14</b>	<b>40</b>	<b>26</b>	<b>298</b>
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
<b>2023</b>	<b>23</b>	<b>26</b>	<b>41</b>	<b>24</b>	<b>14</b>	<b>23</b>	<b>31</b>	<b>32</b>	<b>26</b>	<b>24</b>	<b>21</b>	<b>27</b>	<b>312</b>
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
<b>2024</b>	<b>22</b>	<b>28</b>	<b>22</b>	<b>15</b>									<b>87</b>
Civil Rights			2										2
Civil Rights - Profiling			1										1
Civil Rights - Race			1										1
Customer Service		1	1										2
Customer Service - TSO		1	1										2
Expedited Passenger Screening Program	21	24	17	13									75
Expedited Passenger Screening Program - TSA Application Program		2											2
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	21	22	17	13									73
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Patdown		1	1	1									3
Patdown - Flyer		1	1	1									3
Property - Special Handling		1	1	1									3
Property - Special Handling - Damaged 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
Property - Special Handling - Missing Items - Checke			1	1									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
<b>SAW</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>		<b>3</b>		<b>4</b>			<b>1</b>	<b>1</b>	<b>18</b>
<b>2022</b>	<b>1</b>	<b>2</b>	<b>2</b>			<b>2</b>		<b>4</b>			<b>1</b>	<b>1</b>	<b>13</b>
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
<b>2023</b>	<b>1</b>		<b>1</b>			<b>1</b>							<b>3</b>
Expedited Passenger Screening Program	1		1				1						3
Expedited Passenger Screening Program	1		1				1						3
<b>2024</b>	<b>1</b>			<b>1</b>									<b>2</b>
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				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
<b>SBA</b>	<b>20</b>	<b>25</b>	<b>18</b>	<b>21</b>	<b>8</b>	<b>21</b>	<b>27</b>	<b>24</b>	<b>16</b>	<b>23</b>	<b>27</b>	<b>21</b>	<b>251</b>
<b>2022</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>8</b>	<b>2</b>	<b>9</b>	<b>20</b>	<b>16</b>	<b>8</b>	<b>14</b>	<b>8</b>	<b>9</b>	<b>101</b>
Civil Rights											1		1
Civil Rights - Race											1		1
Customer Service	1							2				1	4
Customer Service - TSO	1							2				1	4
Expedited Passenger Screening Program		2	3	6	2	8	15	12	6	13	7	7	81
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program - TSA Application Program				2					1				3
Expedited Passenger Screening Program - TSA PreC		2	3	4	2	8	15	11	5	13	7	7	77
Patdown						1	2			1		1	5
Patdown - Flyer						1	2			1		1	5
Persons w/ Disabilities (PWD)		1		1			1						3
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening				1			2	2	1				6
Screening - Inconsistency								1					1
Screening - Procedures/Process				1			2	1	1				5
<b>2023</b>	<b>10</b>	<b>14</b>	<b>9</b>	<b>8</b>	<b>6</b>	<b>12</b>	<b>7</b>	<b>8</b>	<b>8</b>	<b>9</b>	<b>19</b>	<b>12</b>	<b>122</b>
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
<b>2024</b>	<b>9</b>	<b>8</b>	<b>6</b>	<b>5</b>									<b>28</b>
Civil Rights				1									1
Civil Rights - Race				1									1
Customer Service			2										2
Customer Service - TSO			2										2
Expedited Passenger Screening Program	7	7	3	1									18
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	6	7	3	1									17
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property		1		1									2
Mishandling of Passenger Property - Damaged/Missii		1		1									2
Patdown			1	1									2
Patdown - Flyer			1	1									2
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening	1												1
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
<b>SBD</b>	<b>2</b>			<b>1</b>		<b>1</b>	<b>1</b>				<b>1</b>	<b>1</b>	<b>7</b>
<b>2022</b>												<b>1</b>	<b>1</b>
Customer Service												1	1
Customer Service - Others												1	1
<b>2023</b>	<b>2</b>					<b>1</b>	<b>1</b>				<b>1</b>		<b>5</b>
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
<b>2024</b>				<b>1</b>									<b>1</b>
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1



## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SBN</b>	<b>11</b>	<b>9</b>	<b>12</b>	<b>11</b>	<b>8</b>	<b>9</b>	<b>9</b>	<b>5</b>	<b>10</b>	<b>9</b>	<b>7</b>	<b>10</b>	<b>110</b>
<b>2022</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>7</b>	<b>5</b>	<b>3</b>	<b>7</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>45</b>
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
<b>2023</b>	<b>7</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>50</b>
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
<b>2024</b>	<b>2</b>	<b>5</b>	<b>6</b>	<b>2</b>									<b>15</b>
Expedited Passenger Screening Program	2	3	4	2									11
Expedited Passenger Screening Program	2	3	4	2									11
No Jurisdiction		1											1
No Jurisdiction - Refer to Department of State		1											1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Screening		1	1										2
Screening - Procedures/Process		1	1										2

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SBP</b>	<b>16</b>	<b>18</b>	<b>10</b>	<b>4</b>	<b>12</b>	<b>16</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>8</b>	<b>12</b>	<b>7</b>	<b>130</b>
<b>2022</b>	<b>4</b>	<b>4</b>	<b>3</b>		<b>6</b>	<b>7</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>6</b>		<b>45</b>
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
<b>2023</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>9</b>	<b>4</b>	<b>7</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>63</b>
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
<b>2024</b>	<b>8</b>	<b>10</b>	<b>3</b>	<b>1</b>									<b>22</b>
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service		2	1										3
Customer Service - TSO		2	1										3
Expedited Passenger Screening Program	4	5	2	1									12
Expedited Passenger Screening Program	4	5	2	1									12
Patdown	1												1
Patdown - Children	1												1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Screening	1	2											3
Screening - Lengthy Lines	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
<b>SBY</b>	<b>3</b>		<b>1</b>			<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>12</b>
<b>2022</b>	<b>1</b>											<b>1</b>	<b>2</b>
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Screening												1	1
Screening - Procedures/Process												1	1
<b>2023</b>			<b>1</b>			<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>8</b>
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
<b>2024</b>	<b>2</b>												<b>2</b>
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
<b>SCC</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>16</b>
<b>2022</b>					<b>1</b>					<b>2</b>	<b>1</b>	<b>1</b>	<b>5</b>
Expedited Passenger Screening Program					1					2	1	1	5
Expedited Passenger Screening Program - TSA PreCheck					1					2	1	1	5
<b>2023</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>3</b>		<b>1</b>	<b>1</b>			<b>1</b>	<b>9</b>
Expedited Passenger Screening Program	1			1	1	3		1	1			1	9
Expedited Passenger Screening Program	1			1	1	3		1	1			1	9
<b>2024</b>	<b>1</b>		<b>1</b>										<b>2</b>
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
<b>SCK</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>18</b>
<b>2022</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>7</b>
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
<b>2023</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>9</b>
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
<b>2024</b>	<b>1</b>			<b>1</b>									<b>2</b>
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
<b>SDF</b>	<b>95</b>	<b>66</b>	<b>86</b>	<b>67</b>	<b>49</b>	<b>55</b>	<b>51</b>	<b>65</b>	<b>66</b>	<b>68</b>	<b>62</b>	<b>77</b>	<b>807</b>
<b>2022</b>	<b>24</b>	<b>18</b>	<b>18</b>	<b>13</b>	<b>18</b>	<b>29</b>	<b>28</b>	<b>39</b>	<b>27</b>	<b>29</b>	<b>31</b>	<b>40</b>	<b>314</b>
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
<b>2023</b>	<b>37</b>	<b>21</b>	<b>42</b>	<b>33</b>	<b>31</b>	<b>26</b>	<b>23</b>	<b>26</b>	<b>39</b>	<b>39</b>	<b>31</b>	<b>37</b>	<b>385</b>
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
<b>2024</b>	<b>34</b>	<b>27</b>	<b>26</b>	<b>21</b>									<b>108</b>
Airline	1			1									2
Airline - Policy/Regulations/Service	1			1									2
Customer Service	2	3	5										10
Customer Service - TSO	2	3	5										10
Expedited Passenger Screening Program	26	20	17	17									80
Expedited Passenger Screening Program - TSA Application Pro			1	1									2
Expedited Passenger Screening Program	26	20	16	16									78
Locks			1										1
Locks - Missing or Damaged Lock			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
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property			2										2
Mishandling of Passenger Property - Damaged/Missing Items--C			2										2
Patdown		2											2
Patdown - Flyer		2											2
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Internal Medical Dev			1										1
Property - Special Handling		1	1	1									3
Property - Special Handling - Missing Items - Carry-C			1	1									2
Property - Special Handling - Missing Item		1											1
Screening		2	2	2									6
Screening - Inconsistency			1	1									2
Screening - Procedures/Process		2	1	1									4

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
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	749	759	547	406	488	562	590	656	587	672	719	7,545
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													1
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		1	2	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
<b>2023</b>	<b>322</b>	<b>300</b>	<b>313</b>	<b>236</b>	<b>246</b>	<b>259</b>	<b>309</b>	<b>306</b>	<b>391</b>	<b>366</b>	<b>371</b>	<b>361</b>	<b>3,780</b>
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
<b>2024</b>	<b>371</b>	<b>282</b>	<b>277</b>	<b>191</b>									<b>1,121</b>
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1
Airline			1	3									4
Airline - Lost Baggage				1									1
Airline - Policy/Regulations/Service			1	2									3
Civil Rights	4	5	6	5									20
Civil Rights - Age		1											1
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - National Origin		1	1	1									3
Civil Rights - Race	2	2	2	3									9
Civil Rights - Sex/Gender/Gender Identity	1	1		1									3
Civil Rights - Transgender Screening	1		2										3
Claims			1										1
Claims - General			1										1
Customer Service	29	24	36	27									116
Customer Service - TCC		1	1										2
Customer Service - TSO	29	23	35	27									114
DHS TRIP			1										1
DHS TRIP - General			1										1
Expedited Passenger Screening Program	282	203	206	122									813
Expedited Passenger Screening Program - DoD		2	1										3
Expedited Passenger Screening Program	8	5	11	5									29
Expedited Passenger Screening Program	274	195	194	117									780
Expedited Passenger Screening Program - TSA/DHS		1											1
Flying Armed				1									1
Flying Armed - 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	8	4	3	6									21
Mishandling of Passenger Property - Damaged	3		1	2									6
Mishandling of Passenger Property - Damaged	4	2	2	4									12
Mishandling of Passenger Property - Disposition	1	2											3
No Jurisdiction	4		2										6
No Jurisdiction - No Referral			2										2
No Jurisdiction - Refer to CBP	3												3
No Jurisdiction - Refer to Other	1												1
Patdown	1	5	3	1									10
Patdown - Children			2										2
Patdown - Flyer	1	4	1	1									7
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	3	2	4	6									15
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - General			2										2
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Medically	1	1		1									3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1									1
Persons w/ Disabilities (PWD) - Respiratory	1												1
Persons w/ Disabilities (PWD) - Visual Impairment	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1	2									4
Property - Special Handling	11	12	3	8									34
Property - Special Handling - Damaged Item	4	3	1	2									10
Property - Special Handling - Damaged Item	1	1											2
Property - Special Handling - Missing Item	4	5	2	4									15
Property - Special Handling - Missing Item	2	3		2									7
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	28	25	10	10									73
Screening - Crew Member or Airline Employee	1	1											2
Screening - Gate Pass		1											1
Screening - Inconsistency	5	4	2	1									12
Screening - Lengthy Lines	9	3	1	3									16
Screening - Procedures/Process	13	16	7	5									41
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
<b>SFB</b>	<b>41</b>	<b>51</b>	<b>43</b>	<b>30</b>	<b>28</b>	<b>17</b>	<b>30</b>	<b>29</b>	<b>28</b>	<b>29</b>	<b>32</b>	<b>23</b>	<b>381</b>
<b>2022</b>	<b>12</b>	<b>14</b>	<b>8</b>	<b>8</b>	<b>16</b>	<b>8</b>	<b>14</b>	<b>19</b>	<b>12</b>	<b>13</b>	<b>17</b>	<b>11</b>	<b>152</b>
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 Devices	1												1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling			1		1						1		3
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked					1								1
Screening	1		1	2		2	1	1	1	2			11
Screening - Inconsistency								1					1
Screening - Procedures/Process	1		1	2		2			1	2			9
Screening - Retrieving Abandoned/Confiscated Items							1						1
<b>2023</b>	<b>7</b>	<b>20</b>	<b>18</b>	<b>9</b>	<b>12</b>	<b>9</b>	<b>16</b>	<b>10</b>	<b>16</b>	<b>16</b>	<b>15</b>	<b>12</b>	<b>160</b>
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
<b>2024</b>	<b>22</b>	<b>17</b>	<b>17</b>	<b>13</b>									<b>69</b>
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service			2	2									4
Customer Service - TSO			2	2									4
Expedited Passenger Screening Program	14	13	14	8									49

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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 - Active Duty Military			1										1
Expedited Passenger Screening Program - TSA Appl			1	2									3
Expedited Passenger Screening Program	14	12	11	8									45
Mishandling of Passenger Property	1			2									3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Dam	1			1									2
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	1	2											3
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Visual Im	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On			1										1
Screening	3	2		1									6
Screening - Children	1												1
Screening - Inconsistency	1	1		1									3
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
<b>SFO</b>	<b>795</b>	<b>715</b>	<b>744</b>	<b>519</b>	<b>403</b>	<b>618</b>	<b>685</b>	<b>690</b>	<b>759</b>	<b>644</b>	<b>586</b>	<b>669</b>	<b>7,827</b>
<b>2022</b>	<b>126</b>	<b>157</b>	<b>131</b>	<b>78</b>	<b>145</b>	<b>319</b>	<b>384</b>	<b>344</b>	<b>419</b>	<b>328</b>	<b>303</b>	<b>371</b>	<b>3,105</b>
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
<b>2023</b>	<b>336</b>	<b>319</b>	<b>353</b>	<b>257</b>	<b>258</b>	<b>299</b>	<b>301</b>	<b>346</b>	<b>340</b>	<b>316</b>	<b>283</b>	<b>298</b>	<b>3,706</b>
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
<b>2024</b>	<b>333</b>	<b>239</b>	<b>260</b>	<b>184</b>									<b>1,016</b>
Airline	1			2									3
Airline - Policy/Regulations/Service	1			1									2
Airline - Wheelchair Assistance				1									1
Civil Rights	2	7	3	7									19
Civil Rights - Headwear		1	1	3									5
Civil Rights - National Origin		1	1										2
Civil Rights - Not Specified			1	1									2
Civil Rights - Profiling		1											1
Civil Rights - Race	2	3		1									6
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1		2									3
Claims			1										1
Claims - Status			1										1
Customer Service	11	16	20	16									63
Customer Service - TCC				1									1
Customer Service - TSO	11	16	20	15									62
DHS TRIP			1										1
DHS TRIP - General			1										1
Expedited Passenger Screening Program	294	192	221	145									852
Expedited Passenger Screening Program	5	3	13	5									26
Expedited Passenger Screening Program	288	189	207	140									824
Expedited Passenger Screening Program	1		1										2
Locks		2	1	1									4
Locks - Missing or Damaged Lock		2	1	1									4

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found	1	1											2
Lost and Found - Airport/TSA	1	1											2
Mishandling of Passenger Property	3	2		3									8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	2		1									6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1									1
No Jurisdiction	2		2	1									5
No Jurisdiction - Refer to CBP	1		2	1									4
No Jurisdiction - Refer to Other	1												1
Patdown				2									2
Patdown - Flyer				2									2
Persons w/ Disabilities (PWD)	3	3		2									8
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medically Necessary	1												1
Persons w/ Disabilities (PWD) - Prostheses	2			1									3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Etc.		2											2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Knives/Tools/Razors/Scissors		1											1
Property - Special Handling	3	5	5	1									14
Property - Special Handling - Damaged Items - Checked Baggage				1									1
Property - Special Handling - Missing Items - Checked Baggage	1	4	3										8
Property - Special Handling - Missing Items - Carry-on Luggage	2	1	2										5
Screening	13	10	6	4									33
Screening - Children				1									1
Screening - Inconsistency	2	1	1										4
Screening - Lengthy Lines	3	1	1										5
Screening - Procedures/Process	8	6	4	2									20
Screening - Retrieving Abandoned/Confiscated Items		2											2
Screening - Security Breach				1									1



## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SGF</b>	<b>18</b>	<b>23</b>	<b>16</b>	<b>20</b>	<b>16</b>	<b>14</b>	<b>21</b>	<b>23</b>	<b>9</b>	<b>15</b>	<b>10</b>	<b>18</b>	<b>203</b>
<b>2022</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>10</b>	<b>7</b>	<b>6</b>	<b>11</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>11</b>	<b>83</b>
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
<b>2023</b>	<b>5</b>	<b>9</b>	<b>5</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>15</b>	<b>12</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>91</b>
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
<b>2024</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>6</b>									<b>29</b>
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Expedited Passenger Screening Program	4	7	6	5									22
Expedited Passenger Screening Program - TSA Application Program		1	1										2
Expedited Passenger Screening Program	4	6	5	5									20
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	1										3
Screening - Procedures/Process	1	1	1										3

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SGU</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>3</b>		<b>3</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>12</b>	<b>58</b>
<b>2022</b>	<b>4</b>	<b>1</b>	<b>2</b>			<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>1</b>		<b>6</b>	<b>27</b>
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
<b>2023</b>		<b>4</b>	<b>2</b>	<b>1</b>			<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>21</b>
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
<b>2024</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>2</b>									<b>10</b>
Expedited Passenger Screening Program	1	1	2	2									6
Expedited Passenger Screening Program - TSA Application Program			1										1
Expedited Passenger Screening Program - TSA PreC	1	1	1	2									5
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged	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
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SHR</b>	<b>3</b>	<b>6</b>		<b>4</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>23</b>
<b>2022</b>	<b>2</b>	<b>3</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>14</b>
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
<b>2023</b>						<b>1</b>	<b>1</b>						<b>2</b>
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1
<b>2024</b>	<b>1</b>	<b>3</b>		<b>3</b>									<b>7</b>
Expedited Passenger Screening Program	1	2		3									6
Expedited Passenger Screening Program	1	2		3									6
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		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
<b>SHV</b>	<b>13</b>	<b>14</b>	<b>12</b>	<b>11</b>	<b>11</b>	<b>11</b>	<b>11</b>	<b>7</b>	<b>11</b>	<b>9</b>	<b>13</b>	<b>8</b>	<b>131</b>
<b>2022</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>7</b>	<b>5</b>	<b>51</b>
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
<b>2023</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>3</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>63</b>
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
<b>2024</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>									<b>17</b>
Customer Service	1	1		1									3
Customer Service - TSO	1	1		1									3
Expedited Passenger Screening Program	3	3	1	3									10
Expedited Passenger Screening Program	3	3	1	3									10
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening	1												1
Screening - Procedures/Process	1												1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SIT</b>	<b>2</b>	<b>3</b>	<b>2</b>			<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>9</b>	<b>1</b>	<b>24</b>
<b>2022</b>		<b>1</b>	<b>2</b>				<b>1</b>	<b>1</b>	<b>1</b>		<b>6</b>		<b>12</b>
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
<b>2023</b>		<b>1</b>				<b>2</b>				<b>2</b>	<b>3</b>	<b>1</b>	<b>9</b>
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
<b>2024</b>	<b>2</b>	<b>1</b>											<b>3</b>
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Property - Special Handling	1	1											2
Property - Special Handling - Damaged Items - Checkl		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
<b>SJC</b>	<b>150</b>	<b>158</b>	<b>133</b>	<b>109</b>	<b>84</b>	<b>112</b>	<b>113</b>	<b>101</b>	<b>110</b>	<b>99</b>	<b>125</b>	<b>126</b>	<b>1,420</b>
<b>2022</b>	<b>30</b>	<b>51</b>	<b>41</b>	<b>32</b>	<b>42</b>	<b>59</b>	<b>63</b>	<b>47</b>	<b>52</b>	<b>55</b>	<b>69</b>	<b>62</b>	<b>603</b>
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
<b>2023</b>	<b>69</b>	<b>62</b>	<b>51</b>	<b>36</b>	<b>42</b>	<b>53</b>	<b>50</b>	<b>54</b>	<b>58</b>	<b>44</b>	<b>56</b>	<b>64</b>	<b>639</b>
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
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
<b>2024</b>	<b>51</b>	<b>45</b>	<b>41</b>	<b>41</b>									<b>178</b>
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service	2	4	3	2									11
Customer Service - TSO	2	4	3	2									11
Expedited Passenger Screening Program	41	37	33	30									141
Expedited Passenger Screening Program - TSA Appl		1	1										2
Expedited Passenger Screening Program	41	36	32	30									139
Human Capital			1										1
Human Capital - Prospective Employment with TSA			1										1
Mishandling of Passenger Property	3		1	3									7
Mishandling of Passenger Property - Dam	2		1	1									4
Mishandling of Passenger Property - Dam	1			2									3
Patdown	1			1									2
Patdown - Flyer				1									1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)		2		1									3
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Property - Special Handling	3			3									6
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	2			3									5
Screening	1	2	2	1									6
Screening - Inconsistency	1	1		1									3
Screening - Procedures/Process		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
<b>SJT</b>	<b>2</b>	<b>2</b>	<b>1</b>			<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>16</b>
<b>2022</b>		<b>2</b>	<b>1</b>				<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>10</b>
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
<b>2023</b>						<b>1</b>				<b>2</b>		<b>1</b>	<b>4</b>
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
<b>2024</b>	<b>2</b>												<b>2</b>
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SJU</b>	<b>101</b>	<b>87</b>	<b>151</b>	<b>128</b>	<b>61</b>	<b>77</b>	<b>82</b>	<b>107</b>	<b>94</b>	<b>72</b>	<b>63</b>	<b>51</b>	<b>1,074</b>
<b>2022</b>	<b>20</b>	<b>25</b>	<b>46</b>	<b>32</b>	<b>23</b>	<b>31</b>	<b>38</b>	<b>55</b>	<b>43</b>	<b>32</b>	<b>29</b>	<b>15</b>	<b>389</b>
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
<b>2023</b>	<b>36</b>	<b>36</b>	<b>55</b>	<b>43</b>	<b>38</b>	<b>46</b>	<b>44</b>	<b>52</b>	<b>51</b>	<b>40</b>	<b>34</b>	<b>36</b>	<b>511</b>
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	26	20	27	377
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA Applied		1	1				1	1		1		2	7
Expedited Passenger Screening Program	29	20	43	34	32	32	32	39	34	25	20	24	364
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 Scooter)				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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
<b>2024</b>	<b>45</b>	<b>26</b>	<b>50</b>	<b>53</b>									<b>174</b>
Airline			1	1									2
Airline - Policy/Regulations/Service			1	1									2
Civil Rights			1	2									3
Civil Rights - Profiling				1									1
Civil Rights - Race			1										1
Civil Rights - Sexual Orientation - Not Transgender				1									1
Customer Service		2	9	7									18
Customer Service - TCC			2										2
Customer Service - TSO		2	7	7									16
Expedited Passenger Screening Program	38	20	28	33									119
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	2	1	1	1									5
Expedited Passenger Screening Program	36	18	27	32									113
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	2		2	1									5
Mishandling of Passenger Property - Damaged	1												1
Mishandling of Passenger Property - Damaged	1		1										2
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	1									2
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Persons w/ Disabilities (PWD)	3		3	4									10
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Mobility	2		3	3									8
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Property - Special Handling		3	4	2									9
Property - Special Handling - Damaged Items - Checked		2											2
Property - Special Handling - Missing Items - Carry-C		1		1									2
Property - Special Handling - Missing Items - Checked			4	1									5
Screening	1	1	1	2									5
Screening - Lengthy Lines		1		1									2
Screening - Procedures/Process	1		1	1									3

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SLC</b>	<b>331</b>	<b>273</b>	<b>317</b>	<b>348</b>	<b>184</b>	<b>258</b>	<b>228</b>	<b>206</b>	<b>192</b>	<b>205</b>	<b>206</b>	<b>248</b>	<b>2,996</b>
<b>2022</b>	<b>91</b>	<b>89</b>	<b>95</b>	<b>83</b>	<b>92</b>	<b>126</b>	<b>124</b>	<b>109</b>	<b>96</b>	<b>88</b>	<b>97</b>	<b>129</b>	<b>1,219</b>
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	1								1				2
Screening - Security Breach		1											1
<b>2023</b>	<b>117</b>	<b>95</b>	<b>114</b>	<b>141</b>	<b>92</b>	<b>132</b>	<b>104</b>	<b>97</b>	<b>96</b>	<b>117</b>	<b>109</b>	<b>119</b>	<b>1,333</b>
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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/Missing Items--Carry-on	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-C		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 Items	1				1		2	1					5
<b>2024</b>	<b>123</b>	<b>89</b>	<b>108</b>	<b>124</b>									<b>444</b>
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information	1												1
Civil Rights	1	1	1	1									4
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Not Specified				1									1
Civil Rights - Perceived Religion		1											1
Civil Rights - Transgender Screening	1												1
Claims			1										1
Claims - General			1										1
Customer Service	6	12	12	17									47
Customer Service - CSM			1										1
Customer Service - TSO	6	12	11	17									46
Expedited Passenger Screening Program	90	61	76	74									301
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	2		7	1									10
Expedited Passenger Screening Program	88	60	69	73									290
Lost and Found			1	2									3
Lost and Found - Airport/TSA			1	2									3
Mishandling of Passenger Property	3	1	2	2									8
Mishandling of Passenger Property - Damaged	2	1	1	1									5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on			1	1									2
Mishandling of Passenger Property - Disarrayed Items--Carry-on	1												1
No Jurisdiction				2									2
No Jurisdiction - No Referral				2									2
Patdown	3	1	3	5									12
Patdown - Flyer	3	1	1	5									10
Patdown - Flyer as Observer			1										1
Patdown - General			1										1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Property - Special Handling	5	3	2	3									13
Property - Special Handling - Damaged Items - Checked	3	2	1	3									9
Property - Special Handling - Damaged Items - Checked	1		1										2
Property - Special Handling - Missing Items - Checked	1	1											2
Screening	14	9	10	18									51
Screening - Gate Pass	1												1
Screening - Inconsistency	2	1	3	2									8
Screening - Lengthy Lines	2	1	2	4									9
Screening - Procedures/Process	9	6	5	11									31
Screening - Retrieving Abandoned/Confiscated Items		1		1									2

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SLE		1											1
2024		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
SLK									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
<b>SLN</b>					1		3	1	1				6
<b>2022</b>					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
<b>2023</b>							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



## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SMF</b>	<b>248</b>	<b>201</b>	<b>203</b>	<b>137</b>	<b>112</b>	<b>146</b>	<b>137</b>	<b>150</b>	<b>147</b>	<b>148</b>	<b>126</b>	<b>141</b>	<b>1,896</b>
<b>2022</b>	<b>44</b>	<b>63</b>	<b>55</b>	<b>31</b>	<b>47</b>	<b>63</b>	<b>73</b>	<b>73</b>	<b>80</b>	<b>76</b>	<b>77</b>	<b>75</b>	<b>757</b>
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
<b>2023</b>	<b>99</b>	<b>71</b>	<b>76</b>	<b>62</b>	<b>65</b>	<b>83</b>	<b>64</b>	<b>77</b>	<b>67</b>	<b>72</b>	<b>49</b>	<b>66</b>	<b>851</b>
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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 Disability		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	22
Property - Special Handling - Damaged Items		1	1			3		1	1	1		1	10
Property - Special Handling - Damaged Items - Carry-On		1											1
Property - Special Handling - Missing Items - Carry-On			1						1			1	3
Property - Special Handling - Missing Items		1	2	2		1					2		8
Screening		7	4	6	2	1	7	2	6	3	2	6	49
Screening - Crew Member or Airline Employee			1					1					2
Screening - Inconsistency		1		2			2		1	1		1	9
Screening - Lengthy Lines			2						1				3
Screening - Procedures/Process		6	1	4	2	1	4	2	3	2	2	5	34
Screening - Retrieving Abandoned/Confiscated Items							1						1
<b>2024</b>	<b>105</b>	<b>67</b>	<b>72</b>	<b>44</b>									<b>288</b>
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights		1		2	1								4
Civil Rights - Profiling				1									1
Civil Rights - Race		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1								2
Customer Service		5		7	1								13
Customer Service - CSM				1									1
Customer Service - TSO		5		6	1								12
Expedited Passenger Screening Program		85	59	55	33								232
Expedited Passenger Screening Program		3	1	1	2								7
Expedited Passenger Screening Program		82	58	54	31								225
Locks		2											2
Locks - Missing or Damaged Lock		2											2
Mishandling of Passenger Property			1	3	4								8
Mishandling of Passenger Property - Damaged/Missing Items--C				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items--C				2	3								5
Mishandling of Passenger Property - Disarrayed Item			1										1
No Jurisdiction					1								1
No Jurisdiction - No Referral					1								1
Patdown		3	1		1								5
Patdown - Flyer		3	1		1								5
Persons w/ Disabilities (PWD)		1	2										3
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Autism Spectrum)			1										1
Property - Special Handling		1		3									4
Property - Special Handling - Damaged Items - Carry-On				2									2
Property - Special Handling - Missing Items		1											1
Property - Special Handling - Missing Items - Checked				1									1
Screening		7	3	2	3								15
Screening - Procedures/Process		6	1	1	3								11
Screening - Retrieving Abandoned/Confiscated Items			2	1									3
Screening - Security Breach		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SMX</b>	<b>1</b>		<b>2</b>	<b>1</b>		<b>1</b>			<b>1</b>			<b>1</b>	<b>7</b>
<b>2022</b>	<b>1</b>			<b>1</b>		<b>1</b>						<b>1</b>	<b>3</b>
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
<b>2023</b>			<b>1</b>						<b>1</b>			<b>1</b>	<b>3</b>
Expedited Passenger Screening Program			1									1	2
Expedited Passenger Screening Program - TSA PreCheck			1									1	2
Patdown									1				1
Patdown - Flyer									1				1
<b>2024</b>			<b>1</b>										<b>1</b>
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
<b>SNA</b>	<b>206</b>	<b>169</b>	<b>157</b>	<b>142</b>	<b>96</b>	<b>131</b>	<b>152</b>	<b>153</b>	<b>142</b>	<b>141</b>	<b>156</b>	<b>151</b>	<b>1,796</b>
<b>2022</b>	<b>32</b>	<b>47</b>	<b>28</b>	<b>31</b>	<b>32</b>	<b>75</b>	<b>70</b>	<b>78</b>	<b>75</b>	<b>70</b>	<b>88</b>	<b>74</b>	<b>700</b>
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				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
<b>2023</b>	<b>92</b>	<b>69</b>	<b>67</b>	<b>66</b>	<b>64</b>	<b>56</b>	<b>82</b>	<b>75</b>	<b>67</b>	<b>71</b>	<b>68</b>	<b>77</b>	<b>854</b>
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
<b>2024</b>	<b>82</b>	<b>53</b>	<b>62</b>	<b>45</b>									<b>242</b>
Civil Rights	2	1		3									6
Civil Rights - Not Specified				1									1
Civil Rights - Race				1									1
Civil Rights - Sex/Gender/Gender Identity	1	1											2
Civil Rights - Sexual Orientation - Not Trans	1												1
Civil Rights - Transgender Screening				1									1
Customer Service	3		6	3									12
Customer Service - TCC				1									1
Customer Service - TSO	3		6	2									11
Expedited Passenger Screening Program	69	43	53	35									200
Expedited Passenger Screening Program - TSA Appl		1	4	1									6
Expedited Passenger Screening Program	69	42	49	34									194
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	2		1	2									5
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1									2
Mishandling of Passenger Property - Damaged	2			1									3
Patdown	4	2	1										7
Patdown - Flyer	4	2	1										7
Persons w/ Disabilities (PWD)	2	2											4
Persons w/ Disabilities (PWD) - Hearing Impaired	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 (Non-ambulatory)		1											1
Property - Special Handling		2		1									3
Property - Special Handling - Damaged Items - Carry-On		1		1									2
Property - Special Handling - Missing Items - Checked		1											1
Screening		2	1	1									4
Screening - Procedures/Process		2	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
<b>SOW</b>	<b>2</b>		<b>2</b>			<b>2</b>							<b>6</b>
<b>2022</b>			<b>2</b>			<b>2</b>							<b>4</b>
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
<b>2023</b>	<b>1</b>												<b>1</b>
DHS TRIP	1												1
DHS TRIP - General	1												1
<b>2024</b>	<b>1</b>												<b>1</b>
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
<b>SPI</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>		<b>3</b>	<b>1</b>	<b>25</b>
<b>2022</b>			<b>1</b>	<b>4</b>	<b>1</b>		<b>1</b>		<b>1</b>		<b>1</b>		<b>9</b>
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
<b>2023</b>	<b>4</b>	<b>1</b>			<b>2</b>	<b>1</b>		<b>1</b>	<b>2</b>		<b>2</b>	<b>1</b>	<b>14</b>
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											2
Screening - Crew Member or Airline Employee											1		1
Screening - Procedures/Process		1											1
<b>2024</b>	<b>1</b>	<b>1</b>											<b>2</b>
Expedited Passenger Screening Program	1	1											2
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
<b>SPS</b>		<b>1</b>	<b>3</b>				<b>2</b>	<b>3</b>	<b>2</b>		<b>1</b>		<b>12</b>
<b>2022</b>		<b>1</b>	<b>2</b>				<b>1</b>	<b>1</b>	<b>2</b>				<b>7</b>
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
<b>2023</b>							<b>1</b>	<b>2</b>			<b>1</b>		<b>4</b>
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
<b>2024</b>			<b>1</b>										<b>1</b>
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
<b>SRQ</b>	<b>57</b>	<b>93</b>	<b>86</b>	<b>61</b>	<b>48</b>	<b>86</b>	<b>80</b>	<b>49</b>	<b>34</b>	<b>34</b>	<b>30</b>	<b>33</b>	<b>691</b>
<b>2022</b>	<b>15</b>	<b>27</b>	<b>27</b>	<b>9</b>	<b>22</b>	<b>45</b>	<b>40</b>	<b>32</b>	<b>13</b>	<b>15</b>	<b>20</b>	<b>17</b>	<b>282</b>
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
<b>2023</b>	<b>23</b>	<b>40</b>	<b>32</b>	<b>32</b>	<b>26</b>	<b>41</b>	<b>40</b>	<b>17</b>	<b>21</b>	<b>19</b>	<b>10</b>	<b>16</b>	<b>317</b>
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
<b>2024</b>	<b>19</b>	<b>26</b>	<b>27</b>	<b>20</b>									<b>92</b>
Customer Service		2	2	1									5
Customer Service - TSO		2	2	1									5
Expedited Passenger Screening Program	19	20	21	17									77
Expedited Passenger Screening Program - TSA Application Process			1										1
Expedited Passenger Screening Program - TSA/DHS	19	20	20	17									76
Mishandling of Passenger Property		1	1										2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage		1	1										2
Patdown		2											2
Patdown - Flyer		2											2
Persons w/ Disabilities (PWD)			1	1									2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Carry-On		1											1
Screening			2	1									3
Screening - Lengthy Lines			1										1
Screening - Procedures/Process			1	1									2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>STC</b>				<b>3</b>	<b>2</b>	<b>1</b>							<b>6</b>
<b>2022</b>				<b>1</b>	<b>1</b>	<b>1</b>							<b>3</b>
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
<b>2023</b>				<b>2</b>	<b>1</b>								<b>3</b>
Expedited Passenger Screening Program				2									2
Expedited Passenger Screening Program - TSA PreCheck				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
<b>STL</b>	<b>216</b>	<b>189</b>	<b>192</b>	<b>189</b>	<b>95</b>	<b>140</b>	<b>125</b>	<b>161</b>	<b>149</b>	<b>141</b>	<b>148</b>	<b>151</b>	<b>1,896</b>
<b>2022</b>	<b>38</b>	<b>57</b>	<b>59</b>	<b>43</b>	<b>36</b>	<b>60</b>	<b>54</b>	<b>79</b>	<b>68</b>	<b>65</b>	<b>80</b>	<b>74</b>	<b>713</b>
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 - Checked	1	4	1		1	2		1	1				11
Property - Special Handling - Damaged Items - Carry-on		1				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
<b>2023</b>	<b>90</b>	<b>75</b>	<b>68</b>	<b>91</b>	<b>59</b>	<b>80</b>	<b>71</b>	<b>82</b>	<b>81</b>	<b>76</b>	<b>68</b>	<b>77</b>	<b>918</b>
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
<b>2024</b>	<b>88</b>	<b>57</b>	<b>65</b>	<b>55</b>									<b>265</b>
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insufficient	1												1
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights	1	2		1									4
Civil Rights - Age		2											2
Civil Rights - Race	1			1									2
Customer Service	7	10	8	8									33
Customer Service - TCC	1	1											2
Customer Service - TSO	6	9	8	8									31
Expedited Passenger Screening Program	62	39	51	40									192
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	1	1	1										3
Expedited Passenger Screening Program	61	37	50	40									188
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Patdown	2			1									3
Patdown - Children				1									1
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	4			1									5
Persons w/ Disabilities (PWD) - Internal M	2												2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Persons w/ Disabilities (PWD) - Prosthesi	2												2
Property - Special Handling			1	3									4
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Missing Items - Carry-On				2									2
Property - Special Handling - Missing Items - Checked				1									1
Screening	9	6	3	1									19
Screening - Children			1										1
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	3	1											4
Screening - Procedures/Process	6	4	2	1									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
<b>STS</b>	<b>6</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>9</b>	<b>10</b>	<b>6</b>	<b>9</b>	<b>8</b>	<b>4</b>	<b>69</b>
<b>2022</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>8</b>	<b>2</b>	<b>31</b>
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
<b>2023</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>7</b>	<b>6</b>	<b>2</b>	<b>6</b>		<b>2</b>	<b>34</b>
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
<b>2024</b>		<b>2</b>		<b>2</b>									<b>4</b>
Airline				1									1
Airline - Lost Baggage				1									1
Expedited Passenger Screening Program		2		1									3
Expedited Passenger Screening Program - TSA PreC		2		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
<b>STT</b>	<b>10</b>	<b>17</b>	<b>26</b>	<b>21</b>	<b>16</b>	<b>14</b>	<b>22</b>	<b>13</b>	<b>13</b>	<b>20</b>	<b>10</b>	<b>7</b>	<b>189</b>
<b>2022</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>9</b>	<b>6</b>	<b>11</b>	<b>9</b>	<b>7</b>	<b>11</b>	<b>6</b>	<b>5</b>	<b>84</b>
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
<b>2023</b>	<b>3</b>	<b>5</b>	<b>15</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>11</b>	<b>4</b>	<b>6</b>	<b>9</b>	<b>4</b>	<b>2</b>	<b>80</b>
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
<b>2024</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>9</b>									<b>25</b>
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	3	4	6									14
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	1	2	3	5									11
Expedited Passenger Screening Program - TSA/DHS		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) - Touch And Go	1												1
Screening	1	3		1									5
Screening - Procedures/Process	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
<b>STX</b>	<b>3</b>	<b>4</b>		<b>5</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>40</b>
<b>2022</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>21</b>
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
<b>2023</b>	<b>1</b>	<b>2</b>		<b>1</b>			<b>2</b>	<b>3</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>14</b>
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
<b>2024</b>	<b>1</b>	<b>1</b>		<b>3</b>									<b>5</b>
Expedited Passenger Screening Program		1		1									2
Expedited Passenger Screening Program - TSA PreC		1		1									2
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening				1									1
Screening - Procedures/Process				1									1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SUN</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>4</b>		<b>4</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>38</b>
<b>2022</b>	<b>3</b>	<b>1</b>				<b>3</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>16</b>
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
<b>2023</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>		<b>3</b>	<b>2</b>	<b>1</b>	<b>3</b>		<b>19</b>
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
<b>2024</b>	<b>2</b>			<b>1</b>									<b>3</b>
Expedited Passenger Screening Program	2			1									3
Expedited Passenger Screening Program	2			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
<b>SUX</b>	<b>3</b>		<b>3</b>	<b>2</b>		<b>3</b>	<b>3</b>			<b>2</b>	<b>2</b>	<b>2</b>	<b>20</b>
<b>2022</b>			<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>					<b>2</b>	<b>7</b>
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
<b>2023</b>	<b>2</b>		<b>2</b>			<b>2</b>	<b>1</b>			<b>2</b>	<b>2</b>		<b>11</b>
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
<b>2024</b>	<b>1</b>			<b>1</b>									<b>2</b>
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
<b>SWF</b>	<b>2</b>	<b>5</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>8</b>	<b>2</b>	<b>1</b>	<b>53</b>
<b>2022</b>		<b>2</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>6</b>			<b>17</b>
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
<b>2023</b>	<b>1</b>	<b>2</b>		<b>2</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>24</b>
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
<b>2024</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>3</b>									<b>12</b>
Expedited Passenger Screening Program		1	5	3									9
Expedited Passenger Screening Program - TSA PreC		1	5	3									9
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
No Jurisdiction	1												1
No Jurisdiction - No Referral	1												1
No Subject			1										1
No Subject - General			1										1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SWO</b>	<b>2</b>		<b>2</b>	<b>2</b>		<b>2</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>15</b>
<b>2022</b>				<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>
Expedited Passenger Screening Program												<b>1</b>	<b>1</b>
Expedited Passenger Screening Program - TSA PreCheck												<b>1</b>	<b>1</b>
Property - Special Handling				<b>1</b>									<b>1</b>
Property - Special Handling - Damaged Items - Checked				<b>1</b>									<b>1</b>
<b>2023</b>			<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>2</b>		<b>10</b>
Airline				<b>1</b>									<b>1</b>
Airline - Policy/Regulations/Service				<b>1</b>									<b>1</b>
Expedited Passenger Screening Program			<b>1</b>			<b>2</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>		<b>8</b>
Expedited Passenger Screening Program - TSA PreCheck			<b>1</b>			<b>2</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>		<b>8</b>
Screening												<b>1</b>	<b>1</b>
Screening - Procedures/Process												<b>1</b>	<b>1</b>
<b>2024</b>	<b>2</b>		<b>1</b>										<b>3</b>
Customer Service			<b>1</b>										<b>1</b>
Customer Service - TSO			<b>1</b>										<b>1</b>
Expedited Passenger Screening Program	<b>2</b>												<b>2</b>
Expedited Passenger Screening Program	<b>2</b>												<b>2</b>

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SYR</b>	<b>67</b>	<b>53</b>	<b>53</b>	<b>63</b>	<b>45</b>	<b>39</b>	<b>55</b>	<b>39</b>	<b>30</b>	<b>36</b>	<b>41</b>	<b>45</b>	<b>566</b>
<b>2022</b>	<b>10</b>	<b>13</b>	<b>11</b>	<b>14</b>	<b>22</b>	<b>14</b>	<b>25</b>	<b>20</b>	<b>19</b>	<b>22</b>	<b>18</b>	<b>24</b>	<b>212</b>
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
<b>2023</b>	<b>21</b>	<b>22</b>	<b>22</b>	<b>23</b>	<b>23</b>	<b>25</b>	<b>30</b>	<b>19</b>	<b>11</b>	<b>14</b>	<b>23</b>	<b>21</b>	<b>254</b>
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
<b>2024</b>	<b>36</b>	<b>18</b>	<b>20</b>	<b>26</b>									<b>100</b>
Civil Rights	1	1											2
Civil Rights - Constitutional Rights		1											1
Civil Rights - Race	1												1
Customer Service	2	1	2	1									6
Customer Service - Others			1										1
Customer Service - TSO	2	1	1	1									5
Expedited Passenger Screening Program	28	11	10	22									71

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	2												2
Expedited Passenger Screening Program	26	11	9	22									68
Expedited Passenger Screening Program - TSA/DHS Employee			1										1
Mishandling of Passenger Property		2	1										3
Mishandling of Passenger Property - Damaged/Missin		1	1										2
Mishandling of Passenger Property - Damaged/Missin		1											1
Patdown		1	1										2
Patdown - Flyer		1	1										2
Persons w/ Disabilities (PWD)		1	1	2									4
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Property - Special Handling		1	1										2
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items		1											1
Screening	4	1	4	1									10
Screening - Lengthy Lines	2	1	1										4
Screening - Procedures/Process	2		2	1									5
Screening - Security Breach			1										1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TBN</b>	<b>1</b>								<b>1</b>			<b>1</b>	<b>3</b>
<b>2022</b>												<b>1</b>	<b>1</b>
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
<b>2023</b>									<b>1</b>				<b>1</b>
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA Application Program									1				1
<b>2024</b>	<b>1</b>												<b>1</b>
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
<b>TEX</b>								1	2			1	4
<b>2022</b>								1					1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA Application Program								1					1
<b>2023</b>									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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TLH</b>	<b>26</b>	<b>15</b>	<b>14</b>	<b>11</b>	<b>10</b>	<b>4</b>	<b>15</b>	<b>18</b>	<b>12</b>	<b>14</b>	<b>14</b>	<b>12</b>	<b>165</b>
<b>2022</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>1</b>	<b>9</b>	<b>7</b>	<b>12</b>	<b>11</b>	<b>10</b>	<b>5</b>	<b>77</b>
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
<b>2023</b>	<b>9</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>11</b>		<b>3</b>	<b>4</b>	<b>7</b>	<b>64</b>
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
<b>2024</b>	<b>12</b>	<b>4</b>	<b>5</b>	<b>3</b>									<b>24</b>
Customer Service			2	2									4
Customer Service - TSO			2	2									4
Expedited Passenger Screening Program	7	2	3	1									13
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program	7	2	3										12
Human Capital		1											1
Human Capital - Former Employee		1											1
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	1											3
Screening - Procedures/Process	2	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
<b>TOL</b>		<b>1</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>1</b>		<b>1</b>	<b>1</b>			<b>1</b>	<b>16</b>
<b>2022</b>		<b>1</b>	<b>1</b>		<b>1</b>			<b>1</b>	<b>1</b>			<b>1</b>	<b>6</b>
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
<b>2023</b>			<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>							<b>7</b>
Expedited Passenger Screening Program			1	1	4	1							7
Expedited Passenger Screening Program - TSA PreCheck			1	1	4	1							7
<b>2024</b>				<b>3</b>									<b>3</b>
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TPA</b>	<b>398</b>	<b>396</b>	<b>430</b>	<b>383</b>	<b>276</b>	<b>353</b>	<b>321</b>	<b>355</b>	<b>301</b>	<b>267</b>	<b>277</b>	<b>280</b>	<b>4,037</b>
<b>2022</b>	<b>77</b>	<b>111</b>	<b>115</b>	<b>101</b>	<b>121</b>	<b>200</b>	<b>154</b>	<b>170</b>	<b>141</b>	<b>125</b>	<b>147</b>	<b>146</b>	<b>1,608</b>
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 - Opt In	5	8	8	1	4	4	3	5	2	5	5	9	59
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	51	75	78	74	82	155	117	127	107	91	106	111	1,174
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
<b>2023</b>	<b>132</b>	<b>157</b>	<b>154</b>	<b>172</b>	<b>155</b>	<b>153</b>	<b>167</b>	<b>185</b>	<b>160</b>	<b>142</b>	<b>130</b>	<b>134</b>	<b>1,841</b>
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	2			1				1		1			5
Mishandling of Passenger Property - Damaged	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 Wheelchair)			2	1	1	1			1				6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1			1								2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1							1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				3		2	1						6
Property - Special Handling	3	2	1	7		3	4	4	2		5	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
<b>2024</b>	<b>189</b>	<b>128</b>	<b>161</b>	<b>110</b>									<b>588</b>
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights	3	4	2										9
Civil Rights - Profiling			1										1
Civil Rights - Race	3	3	1										7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1											1
Customer Service	9	14	16	15									54
Customer Service - Others		1											1
Customer Service - TSO	9	13	16	15									53
Expedited Passenger Screening Program	159	90	119	76									444
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program	4	3	1	1									9
Expedited Passenger Screening Program	155	87	117	74									433
Expedited Passenger Screening Program - TSA/DHS Employees			1										1
Locks			2										2
Locks - Missing or Damaged Lock			2										2
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	1	2	5	3									11
Mishandling of Passenger Property - Damaged	1		4	1									6
Mishandling of Passenger Property - Damaged/Missing		1	1	2									4
Mishandling of Passenger Property - Damaged/Missing		1											1
No Jurisdiction	1		1										2
No Jurisdiction - Refer to CBP	1		1										2
Patdown	2		1	4									7
Patdown - Flyer	2		1	4									7
Persons w/ Disabilities (PWD)	3	5	3	3									14
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Medically	1	1	1										3

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Mobility D	1		1	1									3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Respirato	1	1											2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/			2	1	1								4
Property - Special Handling	3	3	4	2									12
Property - Special Handling - Damaged It	1	1	2										4
Property - Special Handling - Damaged Items - Check		1											1
Property - Special Handling - Missing Item	2	1	2	2									7
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening	8	10	6	6									30
Screening - Crew Member or Airline Empl	2												2
Screening - Inconsistency	1			1									2
Screening - Lengthy Lines	1	1											2
Screening - Procedures/Process	4	9	5	4									22
Screening - Retrieving Abandoned/Confiscated Items			1										1
Screening - Security Breach				1									1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TRI</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>9</b>	<b>4</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>2</b>	<b>6</b>	<b>73</b>
<b>2022</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>28</b>
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
<b>2023</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>37</b>
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
<b>2024</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>2</b>									<b>8</b>
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Expedited Passenger Screening Program		1	3	1									5
Expedited Passenger Screening Program - TSA PreC		1	3	1									5
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
<b>TTN</b>	<b>18</b>	<b>22</b>	<b>19</b>	<b>23</b>	<b>12</b>	<b>12</b>	<b>22</b>	<b>19</b>	<b>10</b>	<b>6</b>	<b>10</b>	<b>4</b>	<b>177</b>
<b>2022</b>	<b>1</b>	<b>9</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>16</b>	<b>10</b>	<b>7</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>72</b>
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
<b>2023</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>11</b>	<b>9</b>	<b>6</b>	<b>6</b>	<b>9</b>	<b>3</b>	<b>4</b>	<b>6</b>		<b>73</b>
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
<b>2024</b>	<b>10</b>	<b>8</b>	<b>6</b>	<b>8</b>									<b>32</b>
Customer Service	1	1	2	2									6
Customer Service - TSO	1	1	2	2									6
Expedited Passenger Screening Program	7	5	1	5									18
Expedited Passenger Screening Program	7	5	1	5									18
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Property - Special Handling	2	1											3
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items - Carry-On		1											1
Property - Special Handling - Missing Items	1												1
Screening			2	1									3
Screening - Procedures/Process			2										2
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
<b>TUL</b>	<b>59</b>	<b>60</b>	<b>66</b>	<b>54</b>	<b>31</b>	<b>38</b>	<b>25</b>	<b>33</b>	<b>37</b>	<b>46</b>	<b>34</b>	<b>45</b>	<b>528</b>
<b>2022</b>	<b>11</b>	<b>10</b>	<b>13</b>	<b>22</b>	<b>11</b>	<b>16</b>	<b>13</b>	<b>14</b>	<b>11</b>	<b>23</b>	<b>13</b>	<b>20</b>	<b>177</b>
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
<b>2023</b>	<b>24</b>	<b>19</b>	<b>22</b>	<b>22</b>	<b>20</b>	<b>22</b>	<b>12</b>	<b>19</b>	<b>26</b>	<b>23</b>	<b>21</b>	<b>25</b>	<b>255</b>
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
<b>2024</b>	<b>24</b>	<b>31</b>	<b>31</b>	<b>10</b>									<b>96</b>
Civil Rights		1	1										2
Civil Rights - Not Specified			1										1
Civil Rights - Race		1											1
Customer Service	7	1	8										16
Customer Service - TSO	7	1	8										16
Expedited Passenger Screening Program	12	19	17	7									55
Expedited Passenger Screening Program	12	19	17	7									55
Mishandling of Passenger Property	1	2											3
Mishandling of Passenger Property - Dam	1	1											2
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1
Property - Special Handling		1	2										3
Property - Special Handling - Damaged Items - Carry		1	1										2
Property - Special Handling - Damaged Items - Checked			1										1
Screening	4	7	3	2									16
Screening - Inconsistency	1	1											2
Screening - Lengthy Lines	1	2	2										5
Screening - Procedures/Process	2	4	1	2									9

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TUS</b>	<b>64</b>	<b>58</b>	<b>62</b>	<b>58</b>	<b>32</b>	<b>63</b>	<b>61</b>	<b>44</b>	<b>38</b>	<b>37</b>	<b>38</b>	<b>36</b>	<b>591</b>
<b>2022</b>	<b>9</b>	<b>13</b>	<b>12</b>	<b>12</b>	<b>16</b>	<b>32</b>	<b>34</b>	<b>21</b>	<b>20</b>	<b>18</b>	<b>19</b>	<b>17</b>	<b>223</b>
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 Proç			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
<b>2023</b>	<b>26</b>	<b>23</b>	<b>19</b>	<b>21</b>	<b>16</b>	<b>31</b>	<b>27</b>	<b>23</b>	<b>18</b>	<b>19</b>	<b>19</b>	<b>19</b>	<b>261</b>
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 Item	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
<b>2024</b>	<b>29</b>	<b>22</b>	<b>31</b>	<b>25</b>									<b>107</b>
Civil Rights		1		1									2
Civil Rights - Race				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Claims			1										1
Claims - General			1										1
Customer Service	1	1	4	2									8
Customer Service - TSO	1	1	4	2									8
DHS TRIP		1											1
DHS TRIP - General		1											1
Expedited Passenger Screening Program	28	16	23	18									85
Expedited Passenger Screening Program	28	16	23	18									85
Locks		1	1										2
Locks - Missing or Damaged Lock		1	1										2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - General			1										1
Persons w/ Disabilities (PWD)				1									1



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Persons w/ Disabilities (PWD) - Autism Spectrum				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									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
<b>TVC</b>	<b>18</b>	<b>2</b>	<b>7</b>	<b>21</b>	<b>6</b>	<b>11</b>	<b>10</b>	<b>4</b>	<b>8</b>	<b>9</b>	<b>13</b>	<b>15</b>	<b>124</b>
<b>2022</b>	<b>3</b>		<b>2</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>8</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>10</b>	<b>54</b>
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
<b>2023</b>	<b>8</b>	<b>2</b>	<b>2</b>	<b>9</b>	<b>2</b>	<b>5</b>	<b>2</b>		<b>6</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>53</b>
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
<b>2024</b>	<b>7</b>		<b>3</b>	<b>7</b>									<b>17</b>
Expedited Passenger Screening Program	5		3	7									15
Expedited Passenger Screening Program	5		3	7									15
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Items	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
<b>TVF</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>				<b>1</b>		<b>1</b>		<b>6</b>
<b>2023</b>	<b>1</b>		<b>1</b>		<b>1</b>				<b>1</b>		<b>1</b>		<b>5</b>
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
<b>2024</b>				<b>1</b>									<b>1</b>
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
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TXK</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>			<b>1</b>			<b>14</b>
<b>2022</b>	<b>1</b>				<b>1</b>	<b>2</b>							<b>4</b>
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
<b>2023</b>		<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>			<b>1</b>			<b>6</b>
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
<b>2024</b>	<b>3</b>		<b>1</b>										<b>4</b>
Expedited Passenger Screening Program	2		1										3
Expedited Passenger Screening Program	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
<b>TYR</b>	<b>2</b>	<b>7</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>35</b>
<b>2022</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>			<b>1</b>	<b>1</b>				<b>12</b>
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program		1	1	1	2				1				6
Expedited Passenger Screening Program - TSA PreC		1	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
<b>2023</b>		<b>2</b>	<b>2</b>		<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>2</b>	<b>18</b>
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
<b>2024</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>									<b>5</b>
Customer Service			1	1									2
Customer Service - TSO			1	1									2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Patdown		1											1
Patdown - Flyer		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
<b>TYS</b>	<b>59</b>	<b>51</b>	<b>46</b>	<b>37</b>	<b>22</b>	<b>43</b>	<b>24</b>	<b>36</b>	<b>39</b>	<b>47</b>	<b>34</b>	<b>21</b>	<b>459</b>
<b>2022</b>	<b>12</b>	<b>11</b>	<b>10</b>	<b>7</b>	<b>5</b>	<b>22</b>	<b>15</b>	<b>20</b>	<b>24</b>	<b>20</b>	<b>19</b>	<b>13</b>	<b>178</b>
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
<b>2023</b>	<b>22</b>	<b>20</b>	<b>17</b>	<b>12</b>	<b>17</b>	<b>21</b>	<b>9</b>	<b>16</b>	<b>15</b>	<b>27</b>	<b>15</b>	<b>8</b>	<b>199</b>
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
<b>2024</b>	<b>25</b>	<b>20</b>	<b>19</b>	<b>18</b>									<b>82</b>
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights				1									1
Civil Rights - Sexual Orientation - Not Transgender				1									1
Customer Service	2	2	3	4									11
Customer Service - CSM				1									1
Customer Service - TSO	2	2	3	3									10
Expedited Passenger Screening Program	23	14	16	11									64
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	22	14	16	11									63
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				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
UIN				1									1
2023				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1



## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>UNV</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>9</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>49</b>
<b>2022</b>	<b>2</b>	<b>3</b>		<b>2</b>	<b>1</b>	<b>1</b>		<b>3</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>17</b>
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
<b>2023</b>	<b>1</b>		<b>2</b>		<b>8</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>3</b>		<b>3</b>	<b>26</b>
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
<b>2024</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>									<b>6</b>
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Expedited Passenger Screening Program	1	2	2										5
Expedited Passenger Screening Program	1	2	2										5

**TSA Contact Center (TCC) Data Tool - FOIA**

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>VCT</b>	<b>2</b>	<b>1</b>		<b>1</b>		<b>2</b>	<b>1</b>				<b>2</b>	<b>1</b>	<b>10</b>
<b>2022</b>	<b>1</b>					<b>1</b>	<b>1</b>				<b>2</b>	<b>1</b>	<b>6</b>
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
<b>2023</b>	<b>1</b>			<b>1</b>		<b>1</b>							<b>3</b>
Expedited Passenger Screening Program	1			1		1							3
Expedited Passenger Screening Program	1			1		1							3
<b>2024</b>			<b>1</b>										<b>1</b>
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
<b>VEL</b>			1	1		1		1					4
<b>2022</b>			1					1					2
Customer Service								1					1
Customer Service - TSO								1					1
Screening			1										1
Screening - Children			1										1
<b>2023</b>						1							1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Carry-On						1							1
<b>2024</b>				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>VLD</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>1</b>			<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>21</b>
<b>2022</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>4</b>				<b>1</b>	<b>2</b>	<b>2</b>		<b>12</b>
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
<b>2023</b>			<b>1</b>		<b>2</b>	<b>1</b>			<b>1</b>		<b>1</b>	<b>1</b>	<b>7</b>
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
<b>2024</b>		<b>1</b>		<b>1</b>									<b>2</b>
Expedited Passenger Screening Program		1		1									2
Expedited Passenger Screening Program - TSA PreC		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
<b>VPS</b>	<b>35</b>	<b>37</b>	<b>24</b>	<b>23</b>	<b>13</b>	<b>23</b>	<b>30</b>	<b>30</b>	<b>37</b>	<b>22</b>	<b>29</b>	<b>38</b>	<b>341</b>
<b>2022</b>	<b>7</b>	<b>4</b>	<b>6</b>	<b>11</b>	<b>7</b>	<b>10</b>	<b>16</b>	<b>9</b>	<b>26</b>	<b>10</b>	<b>15</b>	<b>21</b>	<b>142</b>
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
<b>2023</b>	<b>15</b>	<b>14</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>13</b>	<b>14</b>	<b>21</b>	<b>11</b>	<b>12</b>	<b>14</b>	<b>17</b>	<b>148</b>
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 Application Program		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 Baggage		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
<b>2024</b>	<b>13</b>	<b>19</b>	<b>12</b>	<b>7</b>									<b>51</b>
Civil Rights		1											1
Civil Rights - Race		1											1
Claims	1												1
Claims - Status	1												1
Customer Service	1	6	5	1									13
Customer Service - TSO	1	6	5	1									13
Expedited Passenger Screening Program	7	9	6	3									25
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	6	9	6	3									24
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
Property - Special Handling	1			1									2
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening	2	2	1										5
Screening - Procedures/Process	2	2	1										5
Transfer to Security Specialist		1											1
Transfer to Security Specialist - Reportable Communication		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
<b>VRB</b>	<b>1</b>	<b>2</b>		<b>1</b>					<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>9</b>
<b>2022</b>										<b>1</b>			<b>1</b>
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
<b>2023</b>									<b>1</b>		<b>2</b>	<b>1</b>	<b>4</b>
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
<b>2024</b>	<b>1</b>	<b>2</b>		<b>1</b>									<b>4</b>
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1	1											2
Expedited Passenger Screening Program	1	1											2
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Diabetes		1											1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>WRG</b>	<b>1</b>	<b>1</b>				<b>1</b>						<b>1</b>	<b>4</b>
<b>2022</b>	<b>1</b>	<b>1</b>				<b>1</b>						<b>1</b>	<b>3</b>
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
<b>2023</b>												<b>1</b>	<b>1</b>
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
WYS									1				1
2022									1				1
Screening									1				1
Screening - Procedures/Process									1				1



## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>XNA</b>	<b>44</b>	<b>36</b>	<b>30</b>	<b>22</b>	<b>23</b>	<b>37</b>	<b>32</b>	<b>25</b>	<b>19</b>	<b>23</b>	<b>30</b>	<b>20</b>	<b>341</b>
<b>2022</b>	<b>10</b>	<b>10</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>13</b>	<b>16</b>	<b>13</b>	<b>9</b>	<b>14</b>	<b>16</b>	<b>8</b>	<b>132</b>
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
<b>2023</b>	<b>20</b>	<b>17</b>	<b>13</b>	<b>8</b>	<b>14</b>	<b>24</b>	<b>16</b>	<b>12</b>	<b>10</b>	<b>9</b>	<b>14</b>	<b>12</b>	<b>169</b>
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
<b>2024</b>	<b>14</b>	<b>9</b>	<b>10</b>	<b>7</b>									<b>40</b>
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Expedited Passenger Screening Program	12	8	9	5									34
Expedited Passenger Screening Program	12	8	9	5									34
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)	1		1										2
Persons w/ Disabilities (PWD) - Medically	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
<b>XWA</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>29</b>
<b>2022</b>	<b>1</b>		<b>1</b>	<b>2</b>		<b>2</b>		<b>2</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>10</b>
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
<b>2023</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>4</b>	<b>1</b>	<b>15</b>
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
<b>2024</b>	<b>2</b>	<b>1</b>	<b>1</b>										<b>4</b>
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program - TSA PreC		1											1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening	1		1										2
Screening - Procedures/Process	1		1										2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>YAK</b>	<b>2</b>	<b>1</b>		<b>1</b>			<b>1</b>	<b>2</b>	<b>1</b>				<b>8</b>
<b>2022</b>	<b>2</b>			<b>1</b>			<b>1</b>	<b>2</b>					<b>6</b>
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
<b>2023</b>		<b>1</b>							<b>1</b>				<b>2</b>
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
<b>YKM</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>2</b>		<b>22</b>
<b>2022</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>			<b>2</b>		<b>13</b>
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
<b>2023</b>				<b>1</b>		<b>1</b>		<b>1</b>	<b>1</b>				<b>4</b>
Expedited Passenger Screening Program				1		1		1	1				4
Expedited Passenger Screening Program - TSA PreCheck				1		1		1	1				4
<b>2024</b>	<b>1</b>	<b>1</b>		<b>3</b>									<b>5</b>
Expedited Passenger Screening Program	1	1		3									5
Expedited Passenger Screening Program	1	1		3									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
z None z	13,136	12,802	12,041	9,571	6,670	9,231	7,506	7,886	7,378	7,282	8,540	8,203	110,246
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 - General	2	2		2		1		1	1	1	1		11
Expedited Passenger Screening Program - Status	1			1		2			1				5
Expedited Passenger Screening Program - TCC	2,604	2,553	1,708	720	582	504	371	497	679	944	1,298	1,130	13,590
Expedited Passenger Screening Program - TSO	2,800	3,306	2,894	1,736	2,463	4,371	3,569	3,442	2,391	2,035	2,447	2,656	34,110
Expedited Passenger Screening Program - TSO - General	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	3,288	3,851	3,299	3,669	3,994	4,034	4,462	4,150	44,862
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	3,119	3,639	3,101	3,411	3,775	3,802	4,191	3,945	42,317
Expedited Passenger Screening Program - Children Under 12	1	2	2	2	1	2		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	558	633	6,746
Expedited Passenger Screening Program - Status	2,436	2,587	2,331	2,849	2,648	3,146	2,733	2,954	3,209	3,296	3,588	3,281	35,058
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 - General		1	2			6	4	4	6	5	2	1	31
Mishandling of Passenger Property - Damaged/Missing Items - Status	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
<b>2024</b>	<b>3,805</b>	<b>2,659</b>	<b>3,658</b>	<b>3,316</b>									<b>13,438</b>
Additional Information Required/Insufficient Information	16	16	9	7									48
Additional Information Required/Insufficient Information	16	16	9	7									48
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - General		1											1
Airline	8	7	12	14									41
Airline - Lost Baggage	1	1	2	2									6
Airline - Policy/Regulations/Service	6	6	9	11									32
Airline - Wheelchair Assistance	1		1	1									3
Animals				1									1
Animals - Carry-On				1									1
Business, Suggestions, and Ideas	1												1
Business, Suggestions, and Ideas - General	1												1
Cargo	2		1										3
Cargo - Indirect Air Carrier (IAC)			1										1
Cargo - Known Shipper	2												2
Civil Rights	5	2	2	9									18
Civil Rights - Constitutional Rights			1										1
Civil Rights - National Origin				1									1
Civil Rights - Race	2	1		4									7
Civil Rights - Screening of Religious Cultural and Ceremonies		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	3									4
Civil Rights - Sexual Orientation - Not Transgender				1									1
Civil Rights - Transgender Screening	3												3
Claims	2	2	5	7									16
Claims - General		1	4	3									8
Claims - Status	2	1	1	4									8
CSM/Stakeholder Follow-up			1										1
CSM/Stakeholder Follow-up - General			1										1
Customer Service	11	12	77	58									158
Customer Service - CSM				2									2
Customer Service - Others	3	4	12	11									30
Customer Service - TCC	2	1	3	5									11
Customer Service - TSO	6	7	62	40									115
DHS TRIP	2	5	15	10									32
DHS TRIP - General	2	5	15	10									32
Expedited Passenger Screening Program	3,614	2,452	3,228	2,914									12,208
Expedited Passenger Screening Program - Active Duty		1	5	4									10



## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	20	24	25	19									88
Expedited Passenger Screening Program - Known Crew Membe			1	1									2
Expedited Passenger Screening Program - Over 75				1									1
Expedited Passenger Screening Program	493	412	407	306									1,618
Expedited Passenger Screening Program	3,094	2,001	2,780	2,570									10,445
Expedited Passenger Screening Program	6	14	10	13									43
Federal Air Marshall Service (FAMS)			1										1
Federal Air Marshall Service (FAMS) - General			1										1
Freedom of Information Act (FOIA)		2											2
Freedom of Information Act (FOIA) - General		2											2
General Aviation	1		1										2
General Aviation - Flight Training Security	1		1										2
Hazardous Materials Safety	2	1	4	4									11
Hazardous Materials Safety - General	2	1	4	4									11
HAZMAT Endorsement	7	8	13	7									35
HAZMAT Endorsement - General	4	1	4	2									11
HAZMAT Endorsement - Status	3	7	9	5									24
Human Capital	13	7	1	4									25
Human Capital - Current Employee				1									1
Human Capital - Former Employee	1												1
Human Capital - Prospective Employment	12	6	1	3									22
Human Capital - TSA Background Check		1											1
Intranet/Internet Inquiries	2	2	1	1									6
Intranet/Internet Inquiries - General	2	2	1	1									6
Locks	1	2	5	5									13
Locks - General		1											1
Locks - Missing or Damaged Lock	1	1	5	5									12
Lost and Found	4	5	15	15									39
Lost and Found - Airport/TSA	4	5	15	15									39
Mishandling of Passenger Property	3	8	46	42									99
Mishandling of Passenger Property - Dam	3	4	29	21									57
Mishandling of Passenger Property - Damaged/Missi		3	8	15									26
Mishandling of Passenger Property - Damaged/Missi		1	4	4									9
Mishandling of Passenger Property - Disarrayed Items--Carry-on			5	2									7
No Jurisdiction	66	64	73	80									283
No Jurisdiction - No Referral	11	18	27	24									80
No Jurisdiction - Refer to CBP	44	35	37	29									145
No Jurisdiction - Refer to Department of State		1	1	5									7
No Jurisdiction - Refer to FAA				1									1
No Jurisdiction - Refer to Other	11	10	8	21									50
No Subject			11	3									14
No Subject - General			11	3									14
Notice of Violation/Civil Penalties	6	2	4	5									17
Notice of Violation/Civil Penalties - Gener	6	2	4	5									17
Ombudsman			2	1									3
Ombudsman - General			2	1									3
Patdown	2	2	18	3									25
Patdown - Children		1	1										2
Patdown - Flyer	2	1	15	3									21
Patdown - Flyer as Observer			1										1
Patdown - General			1										1
Persons w/ Disabilities (PWD)	5	4	4	10									23
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - General				3									3
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Persons w/ Disabilities (PWD) - Medically	2	1	1	2									6
Persons w/ Disabilities (PWD) - Metal Im	1			2									3
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		1									2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Wheelcha	2	1	1	1									5
Prohibited & Permitted Items		2											2
Prohibited & Permitted Items - Food/Beverages		1											1
Prohibited & Permitted Items - General		1											1
Property - Special Handling	6	16	29	35									86
Property - Special Handling - Damaged It	2	4	10	14									30
Property - Special Handling - Damaged It	1	1	4	2									8
Property - Special Handling - Missing Item	2	6	7	7									22
Property - Special Handling - Missing Item	1	5	8	12									26
Request for Assistance				1									1
Request for Assistance - Wounded Warrior (MSIJSOC)				1									1
Screening	22	29	73	66									190
Screening - Children			1	1									2
Screening - Crew Member or Airline Employee		1	1	1									3
Screening - Cruise Ships		1	2										3
Screening - Gate Pass			1										1
Screening - Inconsistency	3	5	7	6									21
Screening - International Screening	3	6	10	8									27
Screening - Lengthy Lines	1	1	8	7									17
Screening - Procedures/Process	13	14	40	41									108
Screening - Retrieving Abandoned/Confis	1	1	1	2									5
Screening - Security Breach	1		1										2
Screening - Traveling with Cash			1										1
SIDA (Security Identification Display Area)		1											1
SIDA (Security Identification Display Area) - 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
TSA Contact Information				1									1
TSA Contact Information - General				1									1
TWIC	4	7	7	13									31
TWIC - General	2	3	5	7									17
TWIC - Status	2	4	2	6									14
Total	42,405	40,384	40,191	34,053	23,205	31,726	29,674	30,323	28,552	27,407	29,340	29,832	387,092