				Center (TC	-								
Categories					02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABE	23	12	18	16	20	18	33	18	25	13	18	18	232
2021												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	7	3	6	5	6	9	15	10	18	4	10	17	110
Civil Rights	1		2				1				1	1	6
Civil Rights - Hair Patdowns	1											1	2
Civil Rights - Race							1				1		2
Civil Rights - Racial Profiling or Discrimina	ation		2										2
Customer Service	1	1	1					1			2		(
Customer Service - Others											1		
Customer Service - TSO	1	1	1					1			1		:
Expedited Passenger Screening Program	2	2	2	5	4	8	14	8	16	4	6	13	84
Expedited Passenger Screening Program	- TSA Applicat	ion Prος	1		1				2	1			5
Expedited Passenger Screening Program	2	2	1	5	3	8	14	8	14	3	6	13	7
Hazardous Materials Safety									1				
Hazardous Materials Safety - General									1				
Patdown					2						1		
Patdown - Flyer					2						1		
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Diabetes												1	
Property - Special Handling	1											1	
Property - Special Handling - Damaged It	ems - Checked											1	
Property - Special Handling - Missing Iten													
Screening	2		1			1		1	1			1	
Screening - Inconsistency	1											1	
Screening - Procedures/Process	1		1			1		1	1				
2023	16	9	12	11	14	9	18	8	7	9	8		12
Civil Rights							1						1
Civil Rights - Race							1						
Customer Service							1			1			
Customer Service - TSO							1			1			
Expedited Passenger Screening Program	15	9	12	10	13	8	15	7	7	8	6		11
Expedited Passenger Screening Program													
Expedited Passenger Screening Program					1		3			1			(
Expedited Passenger Screening Program		9	12	10	12	8	12	7	7	7	6		10
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Disa	ı ırraved Items(Carry-on or	Checked				1						
Patdown	ľ	,			1	1					1		
Patdown - Flyer					1	1					1		
Persons w/ Disabilities (PWD)				1		•					1		2
Persons w/ Disabilities (PWD) - Metal Imp	plants (ioint)										1		
Persons w/ Disabilities (PWD) - Wheelcha		away		1							•		
Screening	1	3)						1					2
Screening - Procedures/Process	1							1					2
	1												

			TSA Contac	ct Center (1	CC) Data	1001 - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABI	1	1	3	2	1	1	2	4	5	1	5	2	28
2022			2		1		2	2	4		3	2	16
Civil Rights			1										
Civil Rights - Racial Profiling or Discrimin	ation		1										
Customer Service									1				
Customer Service - TSO									1				
Expedited Passenger Screening Program					1		2	2	3		2	1	1
Expedited Passenger Screening Program	- TSA PreC	heck			1		2	2	3		2	1	11
Prohibited & Permitted Items			1										
Prohibited & Permitted Items - Firearm/Ar	mmunition		1										
Property - Special Handling											1		
Property - Special Handling - Damaged It	tems - Check	ked									1		
Screening												1	
Screening - Inconsistency												1	
2023	1	1	1	2		1		2	1	1	2		1:
Airline											1		
Airline - Policy/Regulations/Service											1		
Customer Service				1									
Customer Service - TSO				1									
Expedited Passenger Screening Program	1	1	1	1		1		2		1	1		
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	- TSA PreC	1	1	1		1		2		1	1		3
Patdown									1				
Patdown - Flyer									1				1

Categories	10-Oct 1	1-Nov	SA Contact	t Center (T 01-Jan	CC) Data 1 02-Feb	ool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABQ	94	71-NOV	12-Dec 65	01-Jan 70	02-reb 59	03-War 96	04-Apr 87	05-IVIAY 62	91	07-Jul 82		09-Sep 62	911
2021	34	71	03	70	33	30	01	02	31	02	12	27	27
Customer Service												2	2
Customer Service - TSO												2	2
Expedited Passenger Screening Program												17	17
Expedited Passenger Screening Program	- TSA PreChe	ck										17	17
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domes	tic											1	1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)											1	1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - General												1	1
Property - Special Handling												1	1
Property - Special Handling - Damaged II	iems - Checked											1	1
Screening												3	3
Screening - Procedures/Process	20	27	20	20	20	C.F.		27		40	20	3	3
2022	36	37	28	38	38	65	58	37 1	53	43	29	35	497
Civil Rights Constitutional Rights		2					2	1		1			11
Civil Rights - Constitutional Rights Civil Rights - National Origin							1			I			1
Civil Rights - Race						2	Į.			1			3
Civil Rights - Race Civil Rights - Racial Profiling or Discrimin	ation	2			1					1			3
Civil Rights - Sex/Gender/Gender Identity					1		1						2
Civil Rights - Transgender Screening	140t Halloyel	.301			'		'	1					1
Customer Service	3	3	4	3	2	3	4	3	1	1	1	2	30
Customer Service - TCC		<u> </u>	-	3		1	7	0	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		1											1
Expedited Passenger Screening Program	ı - DoD		2							1		1	4
Expedited Passenger Screening Program		4	1		1	1	1	1	4	3	1	2	22
Expedited Passenger Screening Program	24	15	14	30	26	50	43	26	39	34	23	18	342
Expedited Passenger Screening Program	- TSA/DHS E	nployees	- Opt In						1			1	2
Identification (ID) Requirements	1												1
Identification (ID) Requirements - Domes	t 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 - Dan		1							1			1	3
Mishandling of Passenger Property - Dan			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 - Gene		2	1	1	2			1			2	- 1	1
Patdown Patdown - Children	1	2	1	1	2						2 1	1	10
	1	2	1	1	2						1		1 8
Patdown - Flyer Patdown - Flyer as Observer	ı		1	1							ı	1	1
Persons w/ Disabilities (PWD)	1	2				2		1	1				7
Persons w/ Disabilities (PWD) - Autism S	nectrum	1						· ·	- '				1
Persons w/ Disabilities (PWD) - Cognitive			al Disability			1							1
Persons w/ Disabilities (PWD) - Diabetes			ai Diodomity					1					<u>.</u>
Persons w/ Disabilities (PWD) - Medicall									1				2
Persons w/ Disabilities (PWD) - Mobility		Wheelcha	air or Scoote	er)		1							1
Persons w/ Disabilities (PWD) - Touch A		1		,									1
Prohibited & Permitted Items	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \		1										1
Prohibited & Permitted Items - Food/Beve	erages		1										1
Property - Special Handling	1	5	1		3	4	3	1	2	1	1	2	24
Property - Special Handling - Damaged II	1		1		1	1	2			1		2	9
Property - Special Handling - Damaged II	ems - Checl	1			1	1			1		1		5
Property - Special Handling - Missing Iter	ns - Carry-C	1			1	2		1	1				6
Property - Special Handling - Missing Iter	ns - 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/Confis			1				1						2
2023	58	34	37	32	21	31	29	25	38	39	43		387
Civil Rights			1		1			2		2			6
Civil Rights - Race	NI-A To a	ala v	1										1
Civil Rights - Sex/Gender/Gender Identity	r- NOL Fransger	iuer			1			2		<u> </u>			<u>4</u>
Civil Rights - Transgender Screening						4				1			
Claims Claims - Status						1 1							1
Customer Service	4	3	2	2	1	1	5		2	9	9		38
Customer Service - CSM	4	3			- 1	1	1			9	9		1
Customer Service - CSM Customer Service - TSO	4	3	2	2	1	1	4		2	9	9		37
Expedited Passenger Screening Program	48	27	27	26	13	24	19	16	24	16	22		262
Expedited Passenger Screening Program Expedited Passenger Screening Program		1	21	20	13	24	18	10	24	10	22		202
Expedited Passenger Screening Program Expedited Passenger Screening Program		1	3	1	I	2				1	1		10
Expedited Passenger Screening Program Expedited Passenger Screening Program		25	24	25	12	22	19	16	24	15	21		250
Locks	47	20	24	23	12		19	10	24	10	۷۱		250
Locks - Missing or Damaged Lock							1						1
Lost and Found				1			1						1
Lost and Found - Airport/TSA				1									1
2000 and 1 out of 7 in port 1 or	1			- 1									1

		•	TSA Contac	ct Center (TCC) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property	1	1	1	1		1	1		2	2	2		1
Mishandling of Passenger Property - Dam	aged/Missi	1				1	1		1		1		
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Bag	gage						1	1		
Mishandling of Passenger Property - Disa	1		1	1					1	1			
No Jurisdiction			1								1		
No Jurisdiction - No Referral											1		
No Jurisdiction - Refer to Other			1										
Notice of Violation/Civil Penalties											1		
Notice of Violation/Civil Penalties - Gener	al										1		
Patdown	1				2	2	1	1	1	1	2		1
Patdown - Flyer	1				2	2	1	1	1	1	1		1
Patdown - Flyer as Observer											1		
Persons w/ Disabilities (PWD)	1							1	5	3	1		1
Persons w/ Disabilities (PWD) - Autism S	pectrum								1				
Persons w/ Disabilities (PWD) - Medical [Devices - Att	ached to th	ne Body						1				
Persons w/ Disabilities (PWD) - Medically									1		1		
Persons w/ Disabilities (PWD) - Mobility I	Disability (No	ot Wheelch	air or Scoot	er)						3			
Persons w/ Disabilities (PWD) - Respirato	ory and Inhal	ler Equipm	ent					1					
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway							2				
Property - Special Handling	1	1	2	1				1	1		1		
Property - Special Handling - Damaged Ite	1			1				1					
Property - Special Handling - Damaged Ite	ems - Checl	1	1								1		
Property - Special Handling - Missing Iten	ns - Checked	d	1						1				
Request for Assistance		1											
Request for Assistance - Other		1											
Screening	2	1	3	1	4	2	2	4	3	6	4		3
Screening - Crew Member or Airline Empl	oyee								1				
Screening - Inconsistency	1								1	1	1		
Screening - Lengthy Lines							1	1			1		
Screening - Procedures/Process	1	1	3	1	4	2	1	2	1	5	2		2
Screening - Retrieving Abandoned/Confis	cated Items							1					

		7	ΓSA Contac	ct Center (1	CC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABR	3	2	3	4		2	2	1	2	2	2	2	2
2021												1	
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked	d								1	
2022	3	1	1			2	2	1		2		1	1
Expedited Passenger Screening Program	1					1	2	1		1		1	
Expedited Passenger Screening Program	1					1	2	1		1		1	
Locks		1											
Locks - Missing or Damaged Lock		1											
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked	d						1			
Property - Special Handling	2					1							
Property - Special Handling - Damaged Ite	1					1							
Property - Special Handling - Missing Item	1												
Screening			1										
Screening - Procedures/Process			1										
2023		1	2	4					2		2		1
Civil Rights			1	1									
Civil Rights - Race			1	1									
Expedited Passenger Screening Program			1	3					1		1		
Expedited Passenger Screening Program	- TSA PreCh	neck	1	3					1		1		
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Diabetes									1				
Property - Special Handling											1		
Property - Special Handling - Damaged Ite	ems - Check	ed									1		
Screening		1											
Screening - Lengthy Lines		1											

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

					ICC) Data								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ACK	1								3	4	16	3	27
2021												2	2
Civil Rights												1	1
Civil Rights - National Origin												1	1
Customer Service												1	1
Customer Service - TSO												1	1
2022									1	2	9	1	13
Customer Service										1	2		3
Customer Service - TSO										1	2		3
Expedited Passenger Screening Program									1	1	6		3
Expedited Passenger Screening Program	- TSA PreC	Check							1	1	6		3
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling												1	1
Property - Special Handling - Missing Iter	ns - Carry-C)n										1	1
2023	1								2	2	7		12
Customer Service	1									1	2		4
Customer Service - TSO	1									1	2		4
Expedited Passenger Screening Program									2		4		6
Expedited Passenger Screening Program	- TSA PreC	Check							2		4		6
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Cancer (general) No	t Breast Ca	ncer								1		1
Property - Special Handling										1			1
Property - Special Handling - Damaged It	ems - Chec	ked								1			1

			SA COMICAC	t Center (TCC) Data	OUI - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ACT	1	3	3		6	2	3	1	4	4	1	3	31
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreC	heck										1	1
2022		1	3		3	1	2	1	3	2		2	18
Expedited Passenger Screening Program		1	3		3	1	2	1	2	1		2	16
Expedited Passenger Screening Program	- TSA Appli	cation Prog	1		1								2
Expedited Passenger Screening Program	- TSA PreC	1	2		2	1	2	1	2	1		2	14
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Screening										1			1
Screening - Procedures/Process										1			1
2023	1	2			3	1	1		1	2	1		12
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program	1	2			3	1			1	1			9
Expedited Passenger Screening Program	1	2			3	1			1	1			9
Screening											1		1
Screening - Procedures/Process											1		1

			SA CUIILA	i center (ICC) Data	1001 - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ACV		4	1	2	2	3	4	1		2	3	2	24
2022		2	1			2	2			2	2	2	13
Expedited Passenger Screening Program		1	1			2	2			2	2	2	12
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ram			1							1
Expedited Passenger Screening Program	- TSA PreC	1	1			1	2			2	2	2	11
Screening		1											1
Screening - Procedures/Process		1											1
2023		2		2	2	1	2	1			1		11
Expedited Passenger Screening Program		2		2	2	1	2				1		10
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ram		1								1
Expedited Passenger Screening Program	- TSA PreC	2		2	1	1	2				1		9
Screening								1					1
Screening - Procedures/Process								1					1

				t Center (T									
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ACY	15	10	17	8	10	12	15	15	13	11	11	6	143
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program -												1	1
2022	5	6	6	3	5	5	8	9	7	7	5	5	71
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity-	Not Transg	ender								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 Applic	cation Prog	ram				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 - Dama	aged/Missin	g ItemsCl	necked Bag	gage					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 Ave	ersion (pain/	trauma)	1										1
Property - Special Handling		,	1					1					2
Property - Special Handling - Damaged Ite	ms - Carry-	On	1										
Property - Special Handling - Missing Items								1					
Screening	1		1				2			2			6
Screening - Inconsistency	1									1			2
Screening - Procedures/Process							2			1			3
Screening - Shoe Screening			1										
2023	10	4	11	5	5	7	7	6	6	4	6		71
Customer Service			1			•	•	•			1		2
Customer Service - TSO			1								1		2
Expedited Passenger Screening Program	8	4	9	4	5	7	6	6	6	3	2		60
Expedited Passenger Screening Program	1		2						2				
Expedited Passenger Screening Program	7	4	7	4	5	7	6	6	4	3	2		55
No Jurisdiction	,	,				,	1						1
No Jurisdiction - No Referral							1						1
Persons w/ Disabilities (PWD)	1										1		2
Persons w/ Disabilities (PWD) - Medically	1										1		2
Screening	1		1	1						1	2		6
Screening - Procedures/Process	1			1						1	_		C

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

10-Oct	11-Nov 1	12-Dec 3	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	1	3	- 1									
				1	1	3	2	1		2	2	17
	1	1					1	1		1	2	7
							1					1
Not Transg	ender						1					1
								1		1	1	3
								1		1	1	3
											1	1
TSA PreCl	neck										1	1
		1										1
		1										1
	1											1
	1											1
		2	1	1	1	3	1			1		10
		2	1	1	1	3				1		9
TSA Applic	cation Prog	1										1
TSA PreCl	neck	1	1	1	1	3				1		8
							1					1
							1					1
	TSA PreCl	Not Transgender TSA PreCheck 1 1 1 TSA Application Prog	TSA PreCheck 1 1 1 2 TSA Application Proç 1	TSA PreCheck 1 1 1 1 2 1 2 1 TSA Application Prog 1	TSA PreCheck 1 1 1 1 2 1 2 1 TSA Application Prog 1	TSA PreCheck 1 1 1 1 2 1 1 2 1 1 1 TSA Application Proç 1	TSA PreCheck 1 1 1 1 2 1 1 2 1 1 3 TSA Application Prog 1	TSA PreCheck 1 1 1 1 2 1 1 2 1 1 3 1 TSA Application Proç 1	TSA PreCheck 1 1 1 1 1 TSA PreCheck 1 1 1 2 1 1 2 1 1 3 1 TSA Application Prog 1	TSA PreCheck 1 1 1 1 TSA PreCheck 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	TSA PreCheck 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	TSA PreCheck 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

			TSA Contac	ct Center (1	rcc) Data	ool - FOIA	L						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AEX	4	1	2	3	4	5	1	6	1	3	1		31
2022	4	1	1	1	2	3		6	1	2	1		22
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Customer Service					1			2					3
Customer Service - TSO					1			2					3
Expedited Passenger Screening Program	1			1	1	2		3		2	1		11
Expedited Passenger Screening Program	1			1	1	2		3		2	1		11
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Bag	gage		1							1
No Jurisdiction									1				1
No Jurisdiction - No Referral									1				1
Property - Special Handling		1						1					2
Property - Special Handling - Damaged Ite	ems - Carry	1											4
Property - Special Handling - Missing Iten	ns - Carry-C)n						1					4
Screening	2		1										3
Screening - Gate Pass	1												1
Screening - Inconsistency			1										1
Screening - Procedures/Process	1												1
2023			1	2	2	2	1			1			9
Civil Rights					1								1
Civil Rights - Race					1								1
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program				1	1	1	1			1			5
Expedited Passenger Screening Program	- TSA PreC	Check		1	1	1	1			1			5
Patdown			1	1									2
Patdown - Flyer			1	1									2

			A Contact										
Categories				01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AGS	7	6	14	7	7	13	9	12	8	14	10	14	121
2021												3	3
Customer Service												1	1
Customer Service - TSO												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Ite	ms - Checked											1	1
Screening												1	1
Screening - Lengthy Lines												1	1
2022	2	1	11	3	3	7	4	6	4	2	6	11	60
Customer Service	1		1	1		1			1	1			6
Customer Service - TSO	1		1	1		1			1	1			6
Expedited Passenger Screening Program	1	1	5	2	2	4	2	5	3		5	8	38
Expedited Passenger Screening Program	n - Active Duty M	ilitary							1				1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program			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 - Dai	⊣ maged/Missing Ite	emsCar		age						1			1
Mishandling of Passenger Property - Dai			1	190			1			•			2
No Jurisdiction	Tagod/Miconing 10	01110									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 9	Spectrum		1										1
Property - Special Handling	Jeculum		1										1
Property - Special Handling - Damaged	tome Checked		1										1
Screening	lenis - Checked		2		1	2	1	1				4	8
			1		1		I	1				1	
Screening - Inconsistency			1		4	0							1
Screening - Procedures/Process	_	_	1		1	2	1	1		40		1	7
2023	5	5	3	4	4	6	5	6	4	12	4		58
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service					1					1	1		3
Customer Service - TSO					1					1	1		3
Expedited Passenger Screening Program	5	4	3	2	3	5	4	4	3	10	3		46
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program		4	3	2	3	5	4	4	3	10	1		44
Expedited Passenger Screening Program	n - TSA/DHS Em	ployees -	Opt In								1		1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Dar	maged/Missing Ite	emsChe	ecked Bagg	_		1							1
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling							1						1
Property - Special Handling - Missing Ite	ms - Checked						1						1
Screening				1				1	1	1			4
Screening - Inconsistency										1			1
Screening - Procedures/Process				1				1	1				3

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

				•	C) Data Too								
gories								05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
В	49	41	34	37	52	47	49	51	42	44	63	28	537
2021												3	;
Expedited Passenger Screening Program	TO 4 4	D										2	
Expedited Passenger Screening Program			m									1	
Expedited Passenger Screening Program	- TSA PreChed	CK										1	
Property - Special Handling												1	
Property - Special Handling - Missing Item												1	
2022	19	11	12	16	22	21	26	25	23	21	33	25	25
Civil Rights	1						2	1			2		
Civil Rights - Race							1	1			1		
Civil Rights - Racial Profiling or Discrimina	1												
Civil Rights - Sex/Gender/Gender Identity-	Not Transgen	der					1				1		
Customer Service				1			1	2	2	2	2		1
Customer Service - TSO				1			1	2	2	2	2		1
Expedited Passenger Screening Program	9	8	9	13	19	18	17	20	17	11	27	21	18
Expedited Passenger Screening Program	- Active Duty N									1			
Expedited Passenger Screening Program		,	1										
Expedited Passenger Screening Program	1	2		1			2		2			1	
Expedited Passenger Screening Program		6	8	12	18	18	15	20	15	10	27	20	17
Expedited Passenger Screening Program				12	1	10	10	20	10	10	21	20	- 1
	- TOR/DHS EII	ipioyees - 1	Оргіп		'								
Human Capital	til. TOA						2						
Human Capital - Prospective Employment	With ISA						2						
Mishandling of Passenger Property								1	1	2	1	1	
Mishandling of Passenger Property - Dam									1				
Mishandling of Passenger Property - Dam				ge						1		1	
Mishandling of Passenger Property - Disa		Carry-on or	Checked					1		1	1		
Patdown	2			1	1					1		1	
Patdown - Flyer	2			1	1					1		1	
Persons w/ Disabilities (PWD)		2			1				1	2			
Persons w/ Disabilities (PWD) - Internal M	ledical Devices				1								
Persons w/ Disabilities (PWD) - Medically			nd Medical S	Supplies					1				
Persons w/ Disabilities (PWD) - Mobility D		2											
Persons w/ Disabilities (PWD) - Touch Av										1			
Persons w/ Disabilities (PWD) - Wheelcha										1			
Property - Special Handling	3	gway 1				1	2	1	1	1	1	1	
		- 1				- 1		1	ı	- '	- '	1	
Property - Special Handling - Damaged Ite	1						2	4		4		1	
Property - Special Handling - Damaged It								1		1			
Property - Special Handling - Missing Item		1							1				
Property - Special Handling - Missing Item						1					1		
Screening	4		3	1	1	2	2		1	2		1	1
Screening - Inconsistency	1											1	
Screening - Lengthy Lines						2							
Screening - Procedures/Process	3		2	1	1		2		1	2			1
Screening - Retrieving Abandoned/Confis	cated Items		1										
2023	30	30	22	21	30	26	23	26	19	23	30		28
Civil Rights					1								
Civil Rights - Race					1								
Customer Service	2	1		1	1	1	1	4		1	1		1
Customer Service - Others				'	- '	'	'	1		1	1		'
	2	1		- 1	- 1	- 1	4	3		1	1		1
Customer Service - TSO	2		40	1 1 -	1	00	10		4.4	10	1		
Expedited Passenger Screening Program	22	27	16	15	23	22	19	20	14	18	22		21
Expedited Passenger Screening Program	2	2	1	1							1		
Expedited Passenger Screening Program	20	25	15	14	23	22	19	20	14	18	21		21
Locks				1						1			
Locks - Missing or Damaged Lock				1						1			
Mishandling of Passenger Property	1		1	1	1			1		1			
Mishandling of Passenger Property - Dam	aged/Missing I	temsCarr	y-on Luggag	je	1								
Mishandling of Passenger Property - Dam	1		1	1						1			
	rraved ItemsC	Carry-on or	Checked					1					
Mishandling of Passenger Property - Disa		22	1		1	1	1		2	1	2		1
Mishandling of Passenger Property - Disa	1								1	1	2		
Mishandling of Passenger Property - Disa Patdown	1		1		1	1	1						
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	1		1		1	1	1						
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer	1 1		1		1	1	1		1				
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	1		1		1	1	1				1		
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	1 1 1	diaght		umali	1	1	1		1		1		
Mishandling of Passenger Property - Disal Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically	1 1 1 1 Necessary Me			Supplies	1	1	1		1				
Mishandling of Passenger Property - Disal Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha	1 1 1 1 Necessary Me	gway		Supplies			1		1 1		1		
Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling	1 1 1 1 Necessary Meair/ Scooter/ Se	gway 1		Supplies	1	1	1		1 1 1		1		
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha	1 1 1 1 Necessary Meair/ Scooter/ Se	gway		Supplies			1		1 1		1		
Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling	1 1 1 1 Necessary Meair/ Scooter/ Se 1 1	gway 1		Supplies			1		1 1 1		1		
Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	1 1 1 Necessary Me air/ Scooter/ Se 1 1 ss - Carry-On	gway 1		Supplies			1		1 1 1		1 1		
Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	1 1 1 Necessary Me air/ Scooter/ Se 1 1 ss - Carry-On	gway 1		Supplies	1	1	1		1 1 1		1 1 1		
Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance	1 1 1 Necessary Me air/ Scooter/ Se 1 1 ss - Carry-On	gway 1		Supplies	1	1	1		1 1 1		1 1 1 1 1		
Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance	1 1 1 Necessary Mee air/ Scooter/ Se 1 1 ss - Carry-On ss - Checked	gway 1 1	nd Medical S		1	1		4	1 1 1 1	4	1 1 1 1 1 1		
Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening	1 1 1 Necessary Meair/ Scooter/ Se 1 1 1 ss - Carry-On ss - Checked	gway 1	Medical S	Supplies	1	1	2	1	1 1 1	1	1 1 1 1 1		2
Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Empl	1 1 1 Necessary Meair/ Scooter/ Se 1 1 1 ss - Carry-On ss - Checked	gway 1 1	ad Medical S	3	1	1	2	1	1 1 1 1		1 1 1 1 1 1		2
Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Empl	1 1 1 Necessary Meair/ Scooter/ Se 1 1 1 ss - Carry-On ss - Checked	gway 1 1	Medical S		1	1 1		1	1 1 1 1	1	1 1 1 1 1 1		2
Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Empl	1 1 1 Necessary Meair/ Scooter/ Se 1 1 1 ss - Carry-On ss - Checked	gway 1 1	ad Medical S	3	1	1	2	1	1 1 1 1		1 1 1 1 1 1		2:

			15A Conta	ct Center (icc) Data	1001 - FUIA	4						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALO	1			2	2	2						1	8
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA Pre0	Check										1	1
2022				2	1	1							4
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program	- TSA Pre0	Check				1							1
Property - Special Handling				1									1
Property - Special Handling - Damaged It	ems - Chec	ked		1									1
Screening					1								1
Screening - Procedures/Process					1								1
2023	1				1	1							3
Expedited Passenger Screening Program	1				1								2
Expedited Passenger Screening Program	1				1								2
Patdown						1							1
Patdown - Flver						1							1

			ISA Conta	ct Center ((ICC) Data	1001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALS	1		2		1				2	1	1		:
2022			1		1					1	1		
Expedited Passenger Screening Program					1					1			
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram							1			
Expedited Passenger Screening Program	ı - TSA PreC	heck			1								
No Jurisdiction											1		
No Jurisdiction - Refer to Other											1		
Screening			1										
Screening - Procedures/Process			1										
2023	1		1						2				
Additional Information Required/Insufficient In	formation		1										
Additional Information Required/Insufficie	nt Information	n - EMAIL	1										
Customer Service									1				
Customer Service - TSO									1				
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checked	d					1				
Screening	1												
Screening - Crew Member or Airline Emp	1												

			ISA Conta	ct Center (rcc) Data	001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALW	1	1	1		1		1	1	1		2	2	1
2022	1		1		1			1	1		1	2	8
Expedited Passenger Screening Program					1				1		1		
Expedited Passenger Screening Program	- TSA PreC	heck			1				1		1		
Property - Special Handling	1							1					
Property - Special Handling - Missing Item	1							1					
Screening			1									2	
Screening - Procedures/Process			1									2	
2023		1					1				1		
Customer Service		1											
Customer Service - TSO		1											
Expedited Passenger Screening Program							1						
Expedited Passenger Screening Program	- TSA PreC	heck					1						
Property - Special Handling											1		
Property - Special Handling - Missing Item	ns - Carry-O	n									1		

			TSA (Contact C	Center (T	CC) Data 1	ool - FOIA							
Categories	10-Oct	11-Nov	12-	Dec 0)1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AMA	8		6	4	3	4	16	7	5	6	4	6	8	7
2021													1	
Expedited Passenger Screening Program													1	
Expedited Passenger Screening Program	- TSA PreC	Check											1	
2022			3	2		2	6	4	2	3	1	2	7	3:
Customer Service				1					1	1				
Customer Service - TSO				1					1	1				
Expedited Passenger Screening Program			3	1		2	4	2	1	2	1	2	6	2
Expedited Passenger Screening Program	- TSA Appl	ication Pr	ogram					1						
Expedited Passenger Screening Program	- TSA PreC		3	1		2	4	1	1	2	1	2	6	2
Property - Special Handling							1							
Property - Special Handling - Missing Item	s - Checke	d					1							
Screening							1	2					1	
Screening - Procedures/Process							1	2						
Screening - Traveling with Cash													1	
2023	8		3	2	3	2	10	3	3	3	3	4		4
Customer Service							3					2		
Customer Service - TSO							3					2		
Expedited Passenger Screening Program	7		2		2	2	1	1	2	3	1			2
Expedited Passenger Screening Program	1									1				
Expedited Passenger Screening Program	6		2		2	2	1	1	2	2	1			1
Locks								1						
Locks - Missing or Damaged Lock								1						
Mishandling of Passenger Property	1			1							1			
Mishandling of Passenger Property - Dam	1			1							1			
Patdown			1	1					1					
Patdown - Flyer			1	1					1					
Property - Special Handling					1			1			1	1		
Property - Special Handling - Damaged Ite	ms - Chec	ked									1			
Property - Special Handling - Missing Item	s - Carry-C)n										1		
Property - Special Handling - Missing Item	s - Checke	d			1			1						
Screening							6					1		
Screening - Inconsistency							1							
Screening - Lengthy Lines							2					1		
Screening - Procedures/Process							3							

egories		1-Nov					•	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
NC	33	46	30	36	40	40	29	41	77	75	75		
2021												14	
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimin	nation											1	
Customer Service												1	
Customer Service - TSO												1	
Expedited Passenger Screening Program												7	
Expedited Passenger Screening Program			am									1	
Expedited Passenger Screening Prograr	n - TSA PreChed	ck										6	
Persons w/ Disabilities (PWD)												2	
Persons w/ Disabilities (PWD) - Hearing	Impairment											1	
Persons w/ Disabilities (PWD) - Wheelcl	nair/ Scooter/ Se	gway										1	
Screening												3	
Screening - Procedures/Process												3	
2022	13	23	13	21	18	13	15	15	33	38	41	30	27
Additional Information Required/Insufficient In	nformation	1											
Additional Information Required/Insufficion		1											
Airline					1		1						
Airline - Policy/Regulations/Service					1		1						
Civil Rights			1		1		1	1	5	1	1	2	
Civil Rights - Age			'		'			'		1			
								1	1	'			
Civil Rights - National Origin								ı					
Civil Rights - Race									2			1	
Civil Rights - Racial Profiling or Discrimi					1								
Civil Rights - Sex/Gender/Gender Identit		der					1		1		1	1	
Civil Rights - Sexual Orientation - Not Tr	ansgender								1				
Civil Rights - Transgender Screening			1										
Customer Service	1	3	2	2	1	2	2	1	1	3			
Customer Service - TSO	1	3	2	2	1	2	2	1	1	3	6	5	2
Expedited Passenger Screening Program	6	17	9	12	8	9	9	10	23	25	24	17	16
Expedited Passenger Screening Program	n - Active Duty N	lilitary			1								
Expedited Passenger Screening Program					1						1		
Expedited Passenger Screening Program		Member		1									
Expedited Passenger Screening Program		3							2	1	1	1	
Expedited Passenger Screening Program		14	9	11	6	9	9	10	21	24			
Locks	1 1	14	9	- 11	2	9	9	10	21	24	22		- 18
	'										1		
Locks - General													
Locks - Missing or Damaged Lock	1				2						1		
Lost and Found											1	1	
Lost and Found - Airport/TSA											1	1	
Mishandling of Passenger Property				1				1	1	3		2	
Mishandling of Passenger Property - Dar	naged/Missing I	temsCa	ırry-on Luggaç	ge						2		1	
Mishandling of Passenger Property - Dar	naged/Missing I	temsCh	ecked Bagga	ge					1	1	1	1	
Mishandling of Passenger Property - Dis	arrayed Items0	Carry-on	or Checked	1				1					
Patdown				1	1				1	2	1		
Patdown - Flyer				1	1				1	2	1		
Persons w/ Disabilities (PWD)	1		1		1			1	1			2	
Persons w/ Disabilities (PWD) - Autism S	i Spectrum		1					•	•				
Persons w/ Disabilities (PWD) - Cognitiv		al /Menta	I Disability		1							1	
Persons w/ Disabilities (PWD) - Diabetes		ai /iviciila	Disability		'							1	
		d Cooto							- 1				
Persons w/ Disabilities (PWD) - Prosther		d Casis							1				
Persons w/ Disabilities (PWD) - Visual Ir													
Persons w/ Disabilities (PWD) - Wheelch		gway						1					
Property - Special Handling	2			2	2	1			1	1	1		1
Property - Special Handling - Damaged	te 2			2					1	1	1		
Property - Special Handling - Missing Ite	ms - Checked				2	1							
Screening	2	2		3	1	1	2	1		3	4	1	2
Screening - Children						•	_				1	<u>.</u>	
Screening - Inconsistency	1			2							2		
Screening - Inconsistency Screening - Lengthy Lines							1						
Screening - Procedures/Process	1	2		1	1	1	1	1		2	1		1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confi	-			1	ı	1	- 1	- 1		1			
			4-	4-								1	
2023	20	23	17	15	22	27	14	26	44	37	34		27
Additional Information Required/Insufficient II													
Additional Information Required/Insufficient	1												
Airline							1				1		
Airline - Lost Baggage											1		
Airline - Policy/Regulations/Service							1						
Civil Rights			1			1		1			1		
Civil Rights - National Origin											1		
Civil Rights - Not Specified						1					<u> </u>		
• •			- 1			1							
Civil Rights - Race	Not Tree : ::	dor	1					4					
Civil Rights - Sex/Gender/Gender Identit								1		_			
Customer Service	2	1	2	2	3	2	2	4	5	5			3
Customer Service - TSO	2	1	2	2	3	2	2	4	5	5			
E 111 1 D 0 1 D	14	16	11	7	14	20	7	15	32	23	22		18
Expedited Passenger Screening Program	n 1	1											
Expedited Passenger Screening Program Expedited Passenger Screening Program		1				1				1			
	1 2			7	14	19	7	15	32	22			1
Expedited Passenger Screening Prograr Expedited Passenger Screening Prograr			11					10	02				
Expedited Passenger Screening Prograr Expedited Passenger Screening Prograr Expedited Passenger Screening Prograr		14	11				1						
Expedited Passenger Screening Prograr Expedited Passenger Screening Prograr Expedited Passenger Screening Prograr Lost and Found			11	,									
Expedited Passenger Screening Prograr Expedited Passenger Screening Prograr Expedited Passenger Screening Prograr Lost and Found Lost and Found - Airport/TSA	11	14		,			1						
Expedited Passenger Screening Prograr Expedited Passenger Screening Prograr Expedited Passenger Screening Prograr Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	11 2	14	11	,	1			1			1		
Expedited Passenger Screening Prograr Expedited Passenger Screening Prograr Expedited Passenger Screening Prograr Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar	11 2 2 maged/Missii	14	1	,									
Expedited Passenger Screening Prograr Expedited Passenger Screening Prograr Expedited Passenger Screening Prograr Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai	n 11 2 naged/Missii	2 2	1	,				1			1		
Expedited Passenger Screening Prograr Expedited Passenger Screening Prograr Expedited Passenger Screening Prograr Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar	n 11 2 naged/Missii	2 2	1	,									

			TSA Contac	ct Center (°	TCC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
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 3	Spectrum									1			1
Persons w/ Disabilities (PWD) - Diabete	s					1							1
Persons w/ Disabilities (PWD) - General							1		1				2
Persons w/ Disabilities (PWD) - Internal	Medical Dev	rices						1					1
Persons w/ Disabilities (PWD) - Touch A	version (pair	n/trauma)									1		1
Persons w/ Disabilities (PWD) - Wheelch	hair/ Scooter	/ Segway							1	2			3
Property - Special Handling		1					1	1			1		4
Property - Special Handling - Damaged	Items - Carry	/-On					1	1					2
Property - Special Handling - Missing Ite	ms - Carry-C	On									1		1
Property - Special Handling - Missing Ite	ms - Checke	1											1
Screening	1	3	1	3	2	3		2	4	4	1		24
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			16

Categories	10-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

			I SA CUIILA	ci center (oc, Data	1001-1014							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
APN	1			1		2					1	1	6
2021												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Item	ns - Checke	d										1	1
2022				1		1					1		3
Expedited Passenger Screening Program				1		1							2
Expedited Passenger Screening Program	- TSA PreC	Check		1		1							2
Patdown											1		1
Patdown - Flyer											1		1
2023	1					1							2
Expedited Passenger Screening Program	1					1							2
Expedited Passenger Screening Program	1					1							2

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

Categories	10-Oct	11-Nov	12-Dec	ct Center (* 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ASE	9	2				20		3		9		9	12
2021	•	_	`	,			-	•		•		1	
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	- TSA PreC	Check										1	
2022	6			4	7	13	3	1	9	5	4	8	6
Airline	•		'	· · ·	•		•	•	1	•		•	
Airline - Policy/Regulations/Service									1				
Civil Rights										1			
Civil Rights - Race										1			
Customer Service									1				
Customer Service - TSO									1				
Expedited Passenger Screening Program	4	2		4	6	11	3	1	7	4	4	8	5
Expedited Passenger Screening Program	- TSA Appl	_								1			
Expedited Passenger Screening Program	4		-	4	6	11	3	1	7	3	4	8	5
Patdown		_				1							
Patdown - Flyer						1							
Property - Special Handling						1							
Property - Special Handling - Missing Item	s - Checke	d				1							
Screening	2				1								
Screening - Procedures/Process	2				1								
2023	3			5 11	5	7	9	2	4	4	9		5
Civil Rights				1	1								
Civil Rights - National Origin					1								
Civil Rights - Transgender Screening				1									
Customer Service						1				1			
Customer Service - TSO						1				1			
Expedited Passenger Screening Program	3		4	8 4	4	6	6	1	3	2	9		
Expedited Passenger Screening Program	- TSA Appl	ication Pro	1										
Expedited Passenger Screening Program	3			8	4	6	6	1	3	2	9		4
Patdown			1										
Patdown - Flyer as Observer			1										
Property - Special Handling				1			2	1					
Property - Special Handling - Damaged Ite	ms - Carry	-On					2	1					
Property - Special Handling - Missing Item	s - Checke	d		1									
Screening				1			1		1	1			
Screening - Lengthy Lines										1			
Screening - Procedures/Process				1			1		1				

A.T.1					02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ATL 2024	665	743	743	637	623	741	786	930	801	843	842	635	8,989
2021 Airline												192 1	192
Airline - Lost Baggage												1	1
Civil Rights												1	1
Civil Rights - Constitutional Rights												1	1
Claims												1	1
Claims - General												1	1
Customer Service												52	52
Customer Service - TSO												52	52
Expedited Passenger Screening Program	T04 4 !!											95	95
Expedited Passenger Screening Program			am									7	7
Expedited Passenger Screening Program	· TSA Preche	CK										88	88
Identification (ID) Requirements Identification (ID) Requirements - Domesti												1	1
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disar	rayed Items0	Carry-on o	r Checked									1	1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)												3	3
Persons w/ Disabilities (PWD) - Hearing In												1	1
Persons w/ Disabilities (PWD) - Medical D		hed to the	Body									1	
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)											1	1
Prohibited & Permitted Items												2	2
Prohibited & Permitted Items - Alcohol and		/Dranit P	IIO IO									1	1
Prohibited & Permitted Items - Breast Milk	Daby Formula	ubreast Pi	шпр									1	1
Property - Special Handling Property - Special Handling - Damaged Ite	me - Carry O	1										8	2
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite												3	3
Property - Special Handling - Missing Item		1										2	2
Property - Special Handling - Missing Item												1	
Screening	0.1001.04											25	25
Screening - Lengthy Lines												4	
Screening - Procedures/Process												21	21
2022	213	284	292	197	255	336	354	424	381	362	420	443	3,961
Additional Information Required/Insufficient Info	ormation											2	2
Additional Information Required/Insufficien	t Information -	EMAIL O	NLY									2	2
Airline		1	1	1	1		1			1	2	1	g
Airline - Lost Baggage										1		1	2
Airline - Policy/Regulations/Service		1	1	1	1		1				1		6
Airline - Wheelchair Assistance		0	0	4	4	0	7	0	0	_	1	4	1
Civil Rights	3	2	2	1	4	2	7	2	2	5	2	4	39
Civil Rights - Age Civil Rights - Constitutional Rights				1			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 Discrimina	3		2	3	3								11
Civil Rights - Sex/Gender/Gender Identity-		1			1		1		1	1	1		6
Civil Rights - Sexual Orientation - Not Tran	sgender							1					1
Civil Rights - Transgender Screening													- 4
										1			
Claims				1				2		1			3
Claims Claims - General				1				2		1			3 2
Claims Claims - General Claims - Status				1						1			3
Claims Claims - General Claims - Status Current Topic		1								1			3 2 1 1
Claims Claims - General Claims - Status Current Topic Current Topic - Current Topic		1		1				2					3 2 1 1
Claims Claims - General Claims - Status Current Topic Current Topic - Current Topic Customer Service	36	1 50	30		29	40	28		30	39	29	40	419
Claims Claims - General Claims - Status Current Topic Current Topic - Current Topic Customer Service Customer Service - CSM	36	1	1	1		40	28	2		39	29	40	419
Claims Claims - General Claims - Status Current Topic Current Topic - Current Topic Customer Service Customer Service - CSM Customer Service - Others	36	1 50		1	29	40		2	30		29		419
Claims Claims - General Claims - Status Current Topic Current Topic - Current Topic Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TCC		1 50 1	1	19	1		1	49	1	39		1	419
Claims Claims - General Claims - Status Current Topic Current Topic - Current Topic Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO	36	1 50	1 1 28	1	1 28	40		2	1 29	39	29	1 39	419
Claims Claims - General Claims - Status Current Topic Current Topic - Current Topic Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO DHS TRIP		1 50 1	1 1 28 1	19	1 28 1		1	49	1	39		1 39 1	3 2 1 1 419 3 4 1 411
Claims Claims - General Claims - Status Current Topic Current Topic - Current Topic Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General		1 50 1	1 1 28	19	1 28		1	49	1 29 1	39		1 39	3 2 1 1 1 419 3 4 1 411 411
Claims Claims - General Claims - Status Current Topic Current Topic - Current Topic Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC DHS TRIP DHS TRIP - General DHS TRIP - Status		1 50 1	1 1 28 1	19	1 28 1		1	49	1 29	39		1 39 1	418
Claims Claims - General Claims - Status Current Topic Current Topic - Current Topic Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General DHS TRIP - Status Duplicate E-mail		1 50 1	1 1 28 1 1	19 19 19	1 28 1		1	49	1 29 1	39		1 39 1	3 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Claims Claims - General Claims - Status Current Topic - Current Topic Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General DHS TRIP - Status Duplicate E-mail Duplicate E-mail - General		1 50 1	1 1 28 1	19	1 28 1 1		1	49	1 29 1	39		1 39 1	419
Claims Claims - General Claims - Status Current Topic Current Topic - Current Topic Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP DHS TRIP - General DHS TRIP - Status Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	36	1 50 1	1 1 28 1 1	1 19 19 19	1 28 1	40	27	49	1 29 1	39 1 38	29	1 39 1	419
Claims Claims - General Claims - Status Current Topic - Current Topic Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General DHS TRIP - Status Duplicate E-mail Duplicate E-mail - General	36	1 50 1	1 1 28 1 1	1 19 19 19	1 28 1 1	40	27	49	1 29 1 1	39 1 38	29	1 39 1	411
Claims Claims - General Claims - Status Current Topic Current Topic - Current Topic Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General DHS TRIP - Status Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program	36 123 - Active Duty N	1 50 1 49 49	1 1 28 1 1 1 1 203	1 19 19 19	1 28 1 1 1	40	27	49 49 320	1 29 1 1 314	39 1 38 277 2	29	1 39 1	411
Claims Claims - General Claims - Status Current Topic Current Topic - Current Topic Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General DHS TRIP - Status Duplicate E-mail Duplicate E-mail Expedited Passenger Screening Program Expedited Passenger Screening Program	36 123 - Active Duty N	1 50 1 49 49	1 1 28 1 1 1 1 203	1 19 19 19	1 28 1 1 1	40	27	49 49 320	1 29 1 1 314	39 1 38 277 2	29	1 39 1	411
Claims Claims - General Claims - Status Current Topic Current Topic - Current Topic Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP DHS TRIP - General DHS TRIP - Status Duplicate E-mail Duplicate E-mail Expedited Passenger Screening Program	123 - Active Duty M 1 1 9	1 50 1 49 49 182 Military 3 25 154	1 1 28 1 1 1 203 3 17 183	19 19 19 1 1 1 141	1 28 1 1 1 185 1	254 1 9 242	27	49 49 320 4	1 29 1 1 314 1 4	39 1 38 277 2 1 13 259	29 355 1	1 39 1 1 335	411
Claims Claims - General Claims - Status Current Topic Current Topic - Current Topic Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General DHS TRIP - Status Duplicate E-mail Duplicate E-mail Expedited Passenger Screening Program	123 - Active Duty M 1 1 9	1 50 1 49 49 182 Military 3 25 154	1 1 28 1 1 1 203 3 17 183	19 19 19 1 1 1 141	185 1 1 185 1 1 166 176	254 1	261	49 49 320 4	1 29 1 1 314 1 4	39 1 38 277 2 1	355 1	1 39 1 1 335	41! 41: 41: 2,950: 11: 44: 2,760:
Claims Claims - General Claims - Status Current Topic Current Topic - Current Topic Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General DHS TRIP - Status Duplicate E-mail Duplicate E-mail Expedited Passenger Screening Program	123 - Active Duty N 1 1 9 112 - TSA/DHS En	1 50 1 49 49 182 Military 3 25 154	1 1 28 1 1 1 203 3 17 183	19 19 19 1 1 1 141	1 28 1 1 1 185 1 1 6 176 1 2	254 1 9 242	27 261 1 9 247	49 49 320 4 15 298	1 29 1 1 314 1 4	39 1 38 277 2 1 13 259	355 1	1 39 1 1 335	41! 41: 41: 2,950: 11: 44: 2,760:
Claims Claims - General Claims - Status Current Topic Current Topic - Current Topic Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General DHS TRIP - Status Duplicate E-mail Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Identification (ID) Requirements	123 - Active Duty N 1 1 9 112 - TSA/DHS En	1 50 1 49 49 182 Military 3 25 154	1 1 28 1 1 1 203 3 17 183	19 19 19 1 1 1 141	1 28 1 1 1 185 1 1 1 6 176 1 2	254 1 9 242	27 261 1 9 247	49 49 320 4 15 298	1 29 1 1 314 1 4	39 1 38 277 2 1 13 259	355 1	1 39 1 1 335	411 411 412 2,950 114 2,760
Claims Claims - General Claims - Status Current Topic Current Topic - Current Topic Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General DHS TRIP - Status Duplicate E-mail Duplicate E-mail Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Internation	123 - Active Duty N 1 1 9 112 - TSA/DHS En 1 conal Travel	1 50 1 49 49 182 Military 3 25 154	1 1 28 1 1 1 203 3 17 183	19 19 19 1 1 1 141	1 28 1 1 1 185 1 1 6 176 1 2	254 1 9 242	27 261 1 9 247	49 49 320 4 15 298	1 29 1 1 314 1 4	39 1 38 277 2 1 13 259	355 1	1 39 1 1 335	41: 41: 2,956: 1: 14: 2,76:
Claims Claims - General Claims - Status Current Topic Current Topic - Current Topic Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General DHS TRIP - Status Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Identification (ID) Requirements - Domestillentification (ID) Requirements - Internation (ID) Requirements - Minors I	123 - Active Duty N 1 1 9 112 - TSA/DHS En	182 Military 3 25 154 nployees -	1 1 28 1 1 1 203 3 17 183 Opt In	19 19 19 1 1 1 141	1 28 1 1 1 1 1 6 176 1 1 2 1	254 1 9 242 2	27 261 1 9 247 4	49 49 320 4 15 298 3	1 29 1 1 314 1 4	39 1 38 277 2 1 13 259	355 1	1 39 1 1 335 13 321 1	411 411 412 2 2,950 5 113 2,766
Claims Claims - General Claims - Status Current Topic Current Topic - Current Topic Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General DHS TRIP - Status Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesting Identification (ID) Requirements - International Identification (ID) Requirements - Minors IL Locks	123 - Active Duty N 1 1 9 112 - TSA/DHS En 1 conal Travel	1 50 1 49 49 49 49 41 41 41 41 41 41 41 41 41 41 41 41 41	1 1 28 1 1 1 1 203 3 17 183 Opt In	19 19 19 1 1 1 141	1 28 1 1 1 1 85 1 1 1 6 176 1 2 1 1	254 1 9 242 2	261 1 9 247 4	49 49 320 4 15 298 3	1 29 1 1 314 1 4	39 1 38 277 2 1 13 259	355 1	1 39 1 1 335 335	3 2 1 1 419 3 4 4 1 4 1 4 1 2 2 2 2,956 5 5 1 1 1 1 1 1 1 3 3 3 3 1 1 1 1 1 1 1
Claims Claims - General Claims - Status Current Topic Current Topic - Current Topic Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General DHS TRIP - Status Duplicate E-mail Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domestic Identification (ID) Requirements - Internatic Identification (ID) Requirements - Minors (ID) Cocks Locks Locks - Missing or Damaged Lock	123 - Active Duty N 1 1 9 112 - TSA/DHS En 1 conal Travel	1 1 50 1 1 49 49 49 49 41 41 41 41 41 41 41 41 41 41 41 41 41	1 1 28 1 1 1 203 3 17 183 Opt In	19 19 19 1 1 1 141	1 28 1 1 1 1 1 6 176 1 1 2 1	254 1 9 242 2	27 261 1 9 247 4	49 49 320 4 15 298 3	1 29 1 1 314 1 4 10 299	39 1 38 277 2 1 13 259 2	355 1	1 39 1 1 335 335 13 321 1	3 2 1 1 1 1 4 1 3 4 4 1 4 1 4 1 2 2 2 2 2,950 5 1 1 1 1 1 4 3 3 3 1 5 1 5 1 5 1 5 1 5 1 5 1 5 1 5 1
Claims Claims - General Claims - Status Current Topic Current Topic - Current Topic Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General DHS TRIP - Status Duplicate E-mail Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - International Identification (ID) Requirements - International Identification (ID) Requirements - Minors I	123 - Active Duty N 1 1 9 112 - TSA/DHS En 1 conal Travel	1 1 50 1 1 49 49 49 49 41 41 41 41 41 41 41 41 41 41 41 41 41	1 1 28 1 1 1 1 203 3 17 183 Opt In	19 19 19 1 1 1 141	1 28 1 1 1 1 85 1 1 1 6 176 1 2 1 1	254 1 9 242 2	261 1 9 247 4	49 49 320 4 15 298 3	1 29 1 1 314 1 4 10 299	39 1 38 277 2 1 13 259 2	355 1	1 39 1 1 335 335 13 321 1	3 2 1 1 1 1 4 1 3 4 4 4 1 1 2 2 2 2,950 5 1 1 1 1 3 3 3 4 4 1 1 1 1 1 1 1 1 1 1 1
Claims Claims - General Claims - Status Current Topic Current Topic - Current Topic Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General DHS TRIP - General DHS TRIP - Status Duplicate E-mail Duplicate E-mail Expedited Passenger Screening Program In Expedited Passenger Screening Program	123 - Active Duty N 1 1 9 112 - TSA/DHS En 1 conal Travel	1 1 50 1 1 49 49 49 49 41 41 41 41 41 41 41 41 41 41 41 41 41	1 1 28 1 1 1 1 203 3 17 183 Opt In	19 19 19 1 1 1 141	1 28 1 1 1 1 85 1 1 1 6 176 1 2 1 1	254 1 9 242 2	261 1 9 247 4	49 49 320 4 15 298 3	1 29 1 1 314 1 4 10 299	39 1 38 277 2 1 13 259 2	355 1	1 39 1 1 335 335 13 321 1	3 2 1 1 1 1 4 1 3 4 4 1 4 1 4 1 2 2 2 2 2,950 5 1 1 1 1 1 4 3 3 3 1 5 1 5 1 5 1 5 1 5 1 5 1 5 1 5 1

Catamorias	40.0:4		SA Contac				04 4	05.14	00 1	07 1.1	00.4	20.0	T-4-1
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dan	-		2	4	4		6	6	4	4	1	7	42
Mishandling of Passenger Property - Disa	irrayed Item	1		1	1		1						4
No Jurisdiction	2	4	1	1	1	4	3	4	1	2	3	3	29
No Jurisdiction - No Referral				1				3		1	1		6
No Jurisdiction - Refer to CBP	1	2			1	3	1	1				1	10
No Jurisdiction - Refer to Department of S	State										1		1
No Jurisdiction - Refer to Other	1	2	1			1	2		1	1	1	2	12
Patdown			2		1					2	4		13
Patdown - Flyer			2		1					2			13
Persons w/ Disabilities (PWD)	7	5	4		4	4	3	2	4	1	1		40
Persons w/ Disabilities (PWD) - Autism S		J					1					1	3
. ,	1	4					1						
Persons w/ Disabilities (PWD) - Breast C		1											2
Persons w/ Disabilities (PWD) - Cancer (Breast Can							1				1
Persons w/ Disabilities (PWD) - Diabetes		1	1			1						1	4
Persons w/ Disabilities (PWD) - Diapers/	Garments/Dr	ressings/Ma	1										1
Persons w/ Disabilities (PWD) - Internal N	Medical Devi	ces			1								1
Persons w/ Disabilities (PWD) - Medical	Devices - Att	ached to th	1				1	1	2	1		1	7
Persons w/ Disabilities (PWD) - Medically						1					1	1	5
Persons w/ Disabilities (PWD) - Mobility I					2		1	1					5
· , , , , , , , , , , , , , , , , , , ,								'					4
Persons w/ Disabilities (PWD) - Prosthes													
Persons w/ Disabilities (PWD) - Respirate		ler Equipme				1							1
Persons w/ Disabilities (PWD) - Service A	Animals		1		1	1							3
Persons w/ Disabilities (PWD) - Wheelch	1	3										1	5
Persons w/ Disabilities (PWD) - Wounder	Warrior								1				1
Prohibited & Permitted Items	3	3	1										7
Prohibited & Permitted Items - Alcohol an		<u> </u>											1
		4											4
Prohibited & Permitted Items - Beauty & (1
Prohibited & Permitted Items - Electronic		1											1
Prohibited & Permitted Items - Food/Beve		1	1										4
Property - Special Handling	25	13	13	14	8	13	13	13	5	9	11	7	144
Property - Special Handling - Damaged It	4	1	1		2	2	1	3	1	2	5	5 1	23
Property - Special Handling - Damaged It		2	3	5	1	2	2	4			1		22
Property - Special Handling - Missing Iter		8	7	6	4	2	4	3	1	2			57
Property - Special Handling - Missing Iter		2	2	3	1	7	6	3	3	5			42
Screening	13	12	23	10	13	16	26	21	16	17	9	26	202
Screening - Crew Member or Airline Emp	loyee				1	1				1			3
Screening - Gate Pass							1		1				2
Screening - Inconsistency	2	2	4	1	1	2	6	2	2	1	3	3 7	33
Screening - Lengthy Lines	1	3	6	4	3	1	4	5	1	1	2	2 5	36
Screening - Procedures/Process	10	7	13	5	8	10	12	13	11	14	2		119
Screening - Retrieving Abandoned/Confis			10		0	1	3		1		2		8
Screening - Shoe Screening	Taled Items					1	3	- '					
						- 1							1
Transfer to Security Specialist			1										1
Transfer to Security Specialist - Reportab	le Communi	cation	1										1
TWIC			1										1
TWIC - General			1										1
2023	452	459	451	440	368	405	432	506	420	481	422		4,836
Additional Information Required/Insufficient In	formation	1		1						2	1		5
Additional Information Required/Insufficie	nt Informatic	1		1						2	1		5
Airline	1	1	1	2		1	1	2	3	1	1		14
Airline - Lost Baggage		1	1					1	1		1		-
	1			1		1	1	1	2	1			8
Airline - Policy/Regulations/Service	- '						- 1	<u>'</u>					
Airline - Wheelchair Assistance				1									1
Cargo						1							1
Cargo - Known Shipper						1							1
Civil Rights	4	6	8	2	4	1	8						
Civil Rights - Civil Rights Violation (TSA I	- Employee)	1					0	3	5	2	7		50
Civil Rights - National Origin							0	3	5	2	7		
Civil Rights - Race		1	1			1		3	5	2			1
	2			2	Λ	1	1		1	2	1		1 5
	2	2	1 4	2	4	1		2		2			1 5 28
Civil Rights - Screening of Religious or C	ultural Garm	2 ents	4	2	4	1	1 5	2	1		1 4		1 5 28 1
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity	ultural Garm	2 ents	4	2	4	1	1	2	1	2	1 4	ļ	1 5 28 1 8
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra	ultural Garm	ents	1	2	4	1	1 5	2	1 3		1 4	1	1 5 28 1 8
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening	ultural Garm	2 ents	4	2	4	1	1 5	2	1	2	1 1 1	1	1 5 28 1 8 1
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra	ultural Garm	ents	1	2	4	1	1 5	2	1 3		1 1 1	1	1 5 28 1 8 1
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening	ultural Garm	ents	1	2	4	1	1 5	2	1 3	2	1 1 1	1	1 5 28 1 8 1 6
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Claims	ultural Garm	ents	1	2	4	1	1 5	2	1 3	2	1 1 1	1	1 5 28 1 8 1 6 2
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Claims Claims - General Claims - Status	ultural Garm / 2 ansgender	2 ents 1	1 2				1 5 2	2 1	1 3	2 2 1 1	1 1 1		1 5 28 1 8 1 6 2 1
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service	ultural Garm	ents	1	2	33	53	1 5	2 1	1 3	2 2 1	1 1 1		1 5 28 1 8 1 6 2 1 1 483
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - CSM	ultural Garm (2 ansgender 48	2 ents 1 2 37	1 2 27				1 5 2	2 1 59	1 3	2 2 1 1	1 1 1		1 5 28 1 8 1 6 2 1 1 483
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others	ultural Garm 2 ansgender 48	2 ents 1	1 2				1 5 2	2 1 59	1 3	2 2 1 1	1 1 1		1 5 28 1 8 1 6 2 1 1 483 1
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC	ultural Garm 2 ansgender 48 48 1	2 ents 1 2 37 1	27	45	33	53	1 5 2	2 1 59 1	1 3	2 1 1 41	1 1 1 1 53		1 5 28 1 8 8 1 6 2 2 1 1 1 4 8 3 1 5 6 1 1 1 5 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others	ultural Garm 2 ansgender 48	2 ents 1 2 37	1 2 27				1 5 2	2 1 59	1 3	2 2 1 1	1 1 1		1 5 28 1 8 8 1 6 6 2 2 1 1 1 4 8 3 1 1 5 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC	ultural Garm 2 ansgender 48 48 1	2 ents 1 2 37 1	27	45	33	53	1 5 2	2 1 59 1	1 3	2 1 1 41	1 1 1 1 53	3	1 5 28 1 8 1 1 6 2 2 1 1 1 4 8 3 1 1 5 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO DHS TRIP	ultural Garm 2 ansgender 48 48 1	2 ents 1 2 37 1	27	45	33	53	1 5 2 41 41 40	2 1 59 1	1 3	2 1 1 41	1 4 1 1 1 53 53 53	3	1 5 28 1 8 1 6 2 2 1 1 1 483 1 5 5 476
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General	ultural Garm 2 ansgender 48 48 1	2 ents 1 2 37 1	27	45	33	53	1 5 2 2 41 1 1 40 1 1	2 1 59 1	1 3	2 1 1 41	1 4 1 1 1 53	3	1
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General DHS TRIP - Status	ultural Garm 2 ansgender 48 1 1 46	2 ents 1 2 37 1 36	27 1 26	45	33	53	1 5 2 2 41 1 1 40 1 1 1 1	59 1 1 57	1 3 46 46	2 1 1 41	1 4 1 1 1 53 53 1 1	3	11
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General DHS TRIP - Status Expedited Passenger Screening Program	ultural Garmida 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	2 ents 1 2 37 1 36 353	27	45	33	53	1 5 2 2 41 1 1 40 1 1	2 1 59 1 1 57	1 3	2 1 1 41	1 4 1 1 1 53 53 1 1 1 283	3	11
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General DHS TRIP - Status Expedited Passenger Screening Program Expedited Passenger Screening Program	ultural Garmida 2 ansgender 48 48 46 46 46 46 46 46 46 46 46 46 46 46 46	2 ents 1 2 37 1 36 353	27 27 1 26	45 45 329	33 33 281	53 53 290	1 5 2 2 41 1 1 40 1 1 1 1	2 1 59 1 1 57	1 3 1 46 46 284	2 1 1 41 41	1 4 1 1 1 53 53 1 1	3	\$ 8 8 6 6 2 2 6 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC DHS TRIP DHS TRIP - General DHS TRIP - Status Expedited Passenger Screening Program Expedited Passenger Screening Program	ultural Garm 2 ansgender 48 1 1 46 332 1- Active Dul	2 ents 1 2 37 1 36 353 ty Military	27 27 1 26	45 45 329 2	33 33 281 4	53 53 290 3	1 5 2 41 1 1 40 1 1 287	2 1 59 1 1 57	1 3 1 46 46 284	2 1 1 41 41 344	1 4 1 1 1 1 53 1 1 283 1 1 1 283 1 1	3	\$ 8 8 6 6 2 2 4 4 4 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Oustomer Service - TSO DHS TRIP DHS TRIP - General DHS TRIP - Status Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	ultural Garmin 2 ansgender 48 1 1 46 332 a - Active Dul 1 12	2 ents 1 2 37 1 36 353	27 27 1 26	45 45 329	33 33 281	53 53 290	1 5 2 2 41 1 1 40 1 1 1 1	2 1 59 1 1 57	1 3 1 46 46 284	2 1 1 41 41	1 4 1 1 1 1 53 1 1 283 1 1 1 283 1 1	3	11
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC DHS TRIP DHS TRIP - General DHS TRIP - Status Expedited Passenger Screening Program Expedited Passenger Screening Program	ultural Garmin 2 ansgender 48 1 1 46 332 a - Active Dul 1 12	2 ents 1 2 37 1 36 353 ty Military	27 27 1 26	45 45 329 2	33 33 281 4	53 53 290 3	1 5 2 41 1 1 40 1 1 287	2 1 59 1 1 57	1 3 1 46 46 284	2 1 1 41 41 344	1 4 1 1 1 1 53 1 1 283 1 1 1 283 1 1	3	11
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Oustomer Service - TSO DHS TRIP DHS TRIP - General DHS TRIP - Status Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 48 48 46 46 46 46 46 46 46 46 46 46 46 46 46	2 ents 1 2 37 1 36 353 ty Military 15	27 27 1 26 357 2	45 45 329 2 6	33 33 281 4	53 53 290 3 8	1 5 2 41 41 1 1 40 1 1 287 2	59 1 1 57 353 1 2 7 343	1 3 1 46 46 284	2 1 1 41 41 344 1 6	1 4 1 1 1 53 53 1 1 1 283 1	3	11 5 28 11 8 11 6 2 2 11 1 1 1 5 5 1 1 4 4 7 6 2 2 1 1 1 3 3 4 9 3 3 2 1 1 6 6 7 5 3 3 3 9 4
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General DHS TRIP - Status Expedited Passenger Screening Program	1 48 48 46 46 46 46 46 46 46 46 46 46 46 46 46	2 ents 1 2 37 1 36 353 ty Military 15	27 27 1 26 357 2 8 346	45 45 329 2 6	33 33 281 4	53 53 290 3 8 277	1 5 2 41 41 1 1 1 287 2 283	59 1 1 57 353 1 2 7 343	1 3 1 46 46 284	2 1 1 41 41 344 1 6	1 4 1 1 1 53 53 1 1 1 283 1	3	1 5 28 1 8 1 6 2 2 1 1 483 1 5 1 1 476 2 2 1 1 1 3,493 2 6 7 5 7 7 7 8 7 8 7 8 8 7 8 7 8 7 8 8 7 8 7
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General DHS TRIP - Status Expedited Passenger Screening Program	1 48 48 46 46 46 46 46 46 46 46 46 46 46 46 46	2 ents 1 2 37 1 36 353 ty Military 15	27 27 1 26 357 2 8 346	45 45 329 2 6	33 33 281 4	53 53 290 3 8 277	1 5 2 41 41 1 1 1 287 2 283	2 1 59 1 1 57 353 1 2 7 343	1 3 1 46 46 284	2 1 1 41 41 344 1 6	1 4 1 1 1 53 53 1 1 1 283 1	3	1 5 28 1 8 1 6 6 2 1 1 1 483 483 483 1 5 5 1 1 476 2 2 1 1 1 3,493 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General DHS TRIP - Status Expedited Passenger Screening Program Intranet/Internet Inquiries Intranet/Internet Inquiries - General	ultural Garm. 2 ansgender 48 1 1 46 332 - Active Dut 1 12 318	2 ents 1 2 37 1 36 353 ty Military 15	27 27 1 26 357 2 8 346	45 45 329 2 6	33 281 4 1 276	53 53 290 3 8 277 2	1 5 2 41 1 1 40 1 1 287 2 283 2	59 1 1 57 353 1 2 7 343	1 3 1 46 46 284 1 2 281	2 1 1 41 41 344 1 6 337	1 4 1 1 1 1 53 1 1 2 83 1 1 8 2 7 4	3	1 5 28 1 8 1 6 6 2 1 1 4 483 4 476 2 1 1 1 3,493 2 1 6 6 7 5 5 3,394 6 6 6 6 6 6 6 6 6 7 6 7 6 7 6 7 6 7 6
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service - CSM Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General DHS TRIP - Status Expedited Passenger Screening Program Intranet/Internet Inquiries - General Locks	1 48 48 46 46 46 46 46 46 46 46 46 46 46 46 46	2 ents 1 2 37 1 36 353 ty Military 15	27 27 1 26 357 2 8 346	45 45 329 2 6	33 281 4 1 276	53 53 290 3 8 277 2	1 5 2 41 41 1 1 287 2 283 2 1 1	2 1 59 1 1 57 353 1 2 7 343	1 3 1 46 46 284 1 2 281	2 1 1 41 41 344 1 6 337	1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3	11 5 5 28 11 6 6 12 11 11 11 11 11 11 11 11 11 11 11 11
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service - CSM Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General DHS TRIP - Status Expedited Passenger Screening Program Intranet/Internet Inquiries Intranet/Internet Inquiries Intranet/Internet Inquiries Locks Locks - Missing or Damaged Lock	ultural Garm. 2 ansgender 48 1 1 46 332 - Active Dut 1 12 318	2 ents 1 2 37 1 36 353 ty Military 15 338	27 1 26 357 2 8 346 1	45 45 329 2 6 321	33 281 4 1 276	53 53 290 3 8 277 2	1 5 2 41 1 1 1 5 5 2 2 2 2 8 3 2 2 1 1 1 1	2 1 59 1 1 57 353 1 2 7 343	1 3 1 46 46 284 1 2 281	2 1 1 41 41 344 1 6 337	1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3	1 5 28 1 8 1 6 6 2 1 1 1 483 1 5 5 1 1 476 2 1 1 1 3,493 6 7 5 5 3 3,394 6 6 6 7 7 7 8 8 8 8 8 8 8 8 8 9 8 8 8 8 8 8 8
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service - CSM Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General DHS TRIP - Status Expedited Passenger Screening Program Intranet/Internet Inquiries Intranet/Internet Inquiries Locks Locks - Missing or Damaged Lock Lost and Found	1 48 48 46 46 46 46 46 46 46 46 46 46 46 46 46	2 ents 1 2 37 1 36 353 353 ty Military 15 338	27 1 26 357 2 8 346 1	45 329 2 6 321	33 281 4 1 276	53 53 290 3 8 277 2	1 5 2 41 1 1 1 1 1 1 5 1 1 5 1 1 1 1 5 1 1 5 1 1 1 5 1 1 5 1 1 1 5 1 1 5 1 1 1 5 1 1 5 1 1 1 5 1 1 5 1 1 1 5 1 1 1 5 1 1 1 5 1 1 1 5 1 1 1 1 5 1	2 1 59 1 1 57 353 1 2 7 343	1 3 1 46 46 284 1 2 281	2 1 1 41 41 344 1 6 337	1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3	50 11 55 28 11 8 8 11 6 6 2 2 11 14 483 15 5 11 13,493 2 16 6 75 3,394 6 11 11 11 11 11 11 11 11 11 11 11 11 1
Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service - CSM Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General DHS TRIP - Status Expedited Passenger Screening Program Intranet/Internet Inquiries Intranet/Internet Inquiries Intranet/Internet Inquiries Locks Locks - Missing or Damaged Lock	1 48 48 46 46 46 46 46 46 46 46 46 46 46 46 46	2 ents 1 2 37 1 36 353 ty Military 15 338	27 1 26 357 2 8 346 1	45 45 329 2 6 321	33 281 4 1 276	53 53 290 3 8 277 2	1 5 2 41 1 1 1 5 5 2 2 2 2 8 3 2 2 1 1 1 1	2 1 59 1 1 57 353 1 2 7 343	1 3 1 46 46 284 1 2 281	2 1 1 41 41 344 1 6 337	1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3	11

ories	40 Oot		12-Dec		CC) Data	03-Mar		OF Mor:	OC lue	07 1	00 000	00 Car	Tota!
	10-Oct	11-Nov		01-Jan	02-Feb		04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property	5	13	6	9	8		15	8	11	10			111
Mishandling of Passenger Property - Dam	2	5	4	5	4	5	7	4	4	7			53
Mishandling of Passenger Property - Dam		7	2	4	4	4	7	4	7	3	10		55
Mishandling of Passenger Property - Disa	-	1				1	1						3
No Jurisdiction	3	1	2	4		1	3	4	6	2			33
No Jurisdiction - No Referral					1			2	4		1		8
No Jurisdiction - Refer to CBP	2			1	1		1	2		1	1		9
No Jurisdiction - Refer to FAA				1									1
No Jurisdiction - Refer to Other	1	1	2	2	2	1	2		2	1	1		15
Notice of Violation/Civil Penalties							1						
Notice of Violation/Civil Penalties - General	al						1						1
Ombudsman									1				1
Ombudsman - General									1				1
Patdown	2	2	2	4	3	5	4		3		2		27
Patdown - Children							1						1
Patdown - Flyer	2	2	2	4	2	5	2		3		2		24
Patdown - Flyer as Observer					1								1
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)	5	5	4	2	1	3	9	8	8	19	8		72
Persons w/ Disabilities (PWD) - Autism Sp	pectrum	1	1							1			3
Persons w/ Disabilities (PWD) - Breast Ca	ancer	1							1				2
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not	Breast Can	cer				1						1
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Menta	I Disability							2	1		3
Persons w/ Disabilities (PWD) - Diabetes		1		1			1			1	1		5
Persons w/ Disabilities (PWD) - General			1					1					2
Persons w/ Disabilities (PWD) - Hearing In	mpairment	2							1				3
Persons w/ Disabilities (PWD) - Medical D	Devices - Att	ached to the	Body					1		2	1		4
Persons w/ Disabilities (PWD) - Medically						1	4	2	1	3	2		15
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)								1				1
Persons w/ Disabilities (PWD) - Mobility [1		1	1	1		5
Persons w/ Disabilities (PWD) - Prosthesi		and Casts								2	1		3
Persons w/ Disabilities (PWD) - Service A	1										1		2
Persons w/ Disabilities (PWD) - Touch Av		/trauma)				1							1
Persons w/ Disabilities (PWD) - Visual Im		,								1			1
Persons w/ Disabilities (PWD) - Wheelcha			2	1	1	1	2	4	3	6			21
Property - Special Handling	7	15	11	15	11	5	8	15	12	5			109
Property - Special Handling - Damaged Ite	2	5	4	3	5			3	1	1			27
Property - Special Handling - Damaged Ite		2	2	3					3		2		12
Property - Special Handling - Missing Iten		7	3	4	2	1	5	6	2	3	1		36
Property - Special Handling - Missing Item		1	2	5	4	2	3	6	6	1			34
Request for Assistance					1	1					1		3
Request for Assistance - Other					1	1					1		3
Screening	43	24	32	26	20	28	52	52	39	48			404
Screening - Crew Member or Airline Empl	1	1	4	3		1	1	1		1			13
Screening - Inconsistency	6	4	4	1		2	3	3	4	6			38
Screening - International Screening	0	7		'		1	0	0		1			2
Screening - Lengthy Lines	17	5	8	6		5	19	14	16	12			107
Screening - Procedures/Process	19	13	16	15	17	19	29	31	18	27	30		234
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso		13	10	13	2	19	29	31	10	1	30		234
Screening - Retrieving Abandoned/Confist Screening - Shoe Screening	Jaieu IIEIIIS	1		- 1	1			3	ı	ı			1
SIDA (Security Identification Display Area)					- 1			1					1
								1					1

			SA Conta	ct Center (1	「CC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ATW	18	13	4	8	7	12	15	9	11	8	8	8	12
2021												3	;
Expedited Passenger Screening Program												2	
Expedited Passenger Screening Program	- TSA PreC	heck										2	
Property - Special Handling												1	
Property - Special Handling - Missing Item	s - Checked	d										1	
2022	4	5		2	2	6	8	1	5	5	5	5	4
Civil Rights									1				
Civil Rights - Sex/Gender/Gender Identity-	Not Transg	jender							1				
Customer Service	1										1		
Customer Service - TSO	1										1		
Expedited Passenger Screening Program	3	4		1	2	3	7		4	5	3	5	3
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ram				1		1			1	
Expedited Passenger Screening Program	3	4		1	2	3	6		3	5	3	4	3
No Jurisdiction				1									
No Jurisdiction - Refer to Other				1									
Patdown						1							
Patdown - Flyer						1							
Property - Special Handling		1											
Property - Special Handling - Missing Item	s - Checke	1											
Screening						2	1	1			1		
Screening - Inconsistency						1	1	1					
Screening - Procedures/Process						1					1		
2023	14	8	4	6	5	6	7	8	6	3	3		7
Civil Rights								1					
Civil Rights - Race								1					
Expedited Passenger Screening Program	13	8	4	6	4	6	6	7	6	1	3		6
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ram					1					
Expedited Passenger Screening Program	13	8	4	6	4	6	6	6	6	1	3		6
Patdown										1			
Patdown - Children										1			
Persons w/ Disabilities (PWD)							1						
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	cal Supplies			1						
Screening	1				1					1			
Screening - Procedures/Process	1				1					1			

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

			ion conta	0. 00	i oo, bata		•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AUG					3			1	1	1	1	1	8
2021												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022					1			1		1			3
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program								1		1			2
Expedited Passenger Screening Program	- TSA PreC	heck						1		1			2
2023					2				1		1		4
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program					2				1				3
Expedited Passenger Screening Program	- TSA PreC	heck			2				1				3

Categories	40.0-4				C) Data To 02-Feb		04 4	OF Mass	00 1	07 1	00 4	00 0	Total
ŭ	10-Oct 202		12-Dec 225		157	03-Mar	04-Apr 319	05-May 247	06-Jun	07-Jul	08-Aug	09-Sep	Total
AUS 2021	202	219	225	177	15/	253	319	241	254	238	254	196 59	2,741 59
Civil Rights												2	2
Civil Rights - Racial Profiling or Discrimina	ation											1	1
Civil Rights - Sexual Orientation - Not Tra												1	1
Customer Service	liogoridor											4	4
Customer Service - TSO												4	4
Expedited Passenger Screening Program												37	37
Expedited Passenger Screening Program	- TSA Applica	tion Progra	ım									1	1
Expedited Passenger Screening Program												36	36
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Patdown												2	2
Patdown - Flyer												2	2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medical D	Devices - Attac	ched to the	Body									1	1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Food/Beve	rages											1	1
Screening												11	11
Screening - Lengthy Lines												3	3
Screening - Procedures/Process												8	8
2022	59	92	97	60	59	130	167	136	137	111	136	137	1,321
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights	3		2	1		1	1		1	1	2	1	13
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns	1		1										2
Civil Rights - Race						1	1		1		1	1	5
Civil Rights - Racial Profiling or Discrimina				1									1
Civil Rights - Screening of Religious or Cu		its									1		1
Civil Rights - Sex/Gender/Gender Identity													1
Civil Rights - Transgender Screening	1		1										2
Customer Service	7	12	8	5	3	15	9	5	9	4	4	3	84
Customer Service - CSM	_	40	1			4.5							1
Customer Service - TSO	7	12	7	5	3	15	9	5	9	4	4	3	83
DHS TRIP											1		1
DHS TRIP - General	20	00	70	44	4.4	00	400	110	440	00	1	447	1 020
Expedited Passenger Screening Program	36	69	70	41	41	88	128	118	116	92	122	117	1,038
Expedited Passenger Screening Program			1				4	4					1 5
Expedited Passenger Screening Program		9	2 8		0	0	1 1	1 4	2	0	4	_	
Expedited Passenger Screening Program Expedited Passenger Screening Program		59 59	8 59	39	39	2 86	125	113	113	90	117	5 112	985
Expedited Passenger Screening Program				39	39	00	125	113	113	90	117	112	2
Locks	- TOADTIO E	inployees -	Орент		1		3				'	1	5
Locks - Missing or Damaged Lock					1		3					1	5
Mishandling of Passenger Property	1	1	3		3		2	1		2	1	2	16
Mishandling of Passenger Property - Dam				age			2	1		1		1	5
Mishandling of Passenger Property - Dam		nome our	3	ago	3					•	1	•	8
Mishandling of Passenger Property - Disa		1								1		1	3
No Jurisdiction	Ú		3	1			1	2					7
No Jurisdiction - No Referral			1				1	1					3
No Jurisdiction - Refer to Other			2	1				1					4
Patdown	2	1		1	1	1	4	1	2	3		3	19
Patdown - Flyer	2	1		1	1	1	3	1	2	3		3	18
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)	4	2	2	1		2	4	1	2	3		2	23
Persons w/ Disabilities (PWD) - Autism S						1							1
Persons w/ Disabilities (PWD) - Cognitive		tal /Mental	Disability							1			1
Persons w/ Disabilities (PWD) - Diabetes												1	2
Persons w/ Disabilities (PWD) - Diapers/0	Sarments/Dres	ssings/Mask	(S				1						1
Persons w/ Disabilities (PWD) - General	L.,						1			1			2
Persons w/ Disabilities (PWD) - Hearing I			1										1
Persons w/ Disabilities (PWD) - Internal M		de and 4 control	Dade:										1
Persons w/ Disabilities (PWD) - Medical [Body									1	1
Persons w/ Disabilities (PWD) - Medically		2					1	4	1				4
Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I		M/booloboin	or Consta	-1			1	1		1			3
Persons w/ Disabilities (PWD) - Mobility L		vvrieeichail	or Scooler	1)						1			1
Persons w/ Disabilities (PWD) - Prostries		oaway	1	1		1			1				4
Prohibited & Permitted Items	1	egway	1	1		1							2
Prohibited & Permitted Items - Food/Beve	ranes		1										1
Prohibited & Permitted Items - Liquids/Ge													1
Property - Special Handling	3			4	2	8	6	2	2	3	1	3	34
Property - Special Handling - Damaged Ite		n			1	5	4	1			1	1	13
Property - Special Handling - Damaged Ite					1	1	1	1	1			1	7
Property - Special Handling - Missing Item				1	•	1	1		1			1	6
Property - Special Handling - Missing Item				3		1				3			8
Screening	2	7	8	6	8	15	9	6	5	3	4	5	78
Screening - Crew Member or Airline Empl	oyee						1						1
Screening - Inconsistency			1	1		1	2		1			1	7
Screening - Lengthy Lines		2	1	1	5	8	1	2			1	1	22
Screening - Procedures/Process	2	4	6	3	3	6	4	4	4	3	2	2	43
Screening - Retrieving Abandoned/Confis	cated Items						1				1	1	3
Screening - Shoe Screening				1									1
Screening - Traveling with Cash		1											1
2023	143	127	128	117	98	123	152	111	117	127	118		1,361

ories	10-Oct	11-Nov	SA Contact 12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Airline		1						,					
Airline - Policy/Regulations/Service		1											
Civil Rights		2	2		2	4	2	2	1	2	3		2
Civil Rights - Age			1			-							
Civil Rights - Constitutional Rights											1		
Civil Rights - National Origin										1			
Civil Rights - Not Specified										1			
Civil Rights - Race		1	1			2			1		1		
Civil Rights - Sex/Gender/Gender Identity	Not Transc	1	- '		2	2	2	2	- 1		1		1
Claims	- NOL Halls(- 1								1	1		
Claims - General											1		
										1	4		
Claims - Status				40				•		_	1		
Customer Service	8	4	8	10	7	8	6	8	3	7	8		7
Customer Service - Others					1								
Customer Service - TSO	8	4	8	10	6	8	6	8	3	7	8		7
Expedited Passenger Screening Program	122	101	103	83	79	95	124	81	91	93	86		1,05
Expedited Passenger Screening Program		y Military		1									
Expedited Passenger Screening Program	ı - DoD	1	1				1	1					
Expedited Passenger Screening Program	5	4	2	3		4	1		5	5	2		3
Expedited Passenger Screening Program	117	95	100	79	79	91	122	80	85	88	84		1,02
Expedited Passenger Screening Program	- TSA/DHS	1							1				
Intranet/Internet Inquiries										1			
Intranet/Internet Inquiries - General										1			
Locks											1		
Locks - Missing or Damaged Lock											1		
Lost and Found		1				1							
Lost and Found - Airport/TSA		1				1							
Mishandling of Passenger Property		4	3	6	1	2	1	2	5	3	4		3
Mishandling of Passenger Property - Dan	l naged/Missir	1	2	4	<u> </u>		1		3	3	4		1
Mishandling of Passenger Property - Dan		3	1	2	1	1	- '	1	1				1
Mishandling of Passenger Property - Disa					- 1	1		- 1	1				
No Jurisdiction	inayeu items	sCarry-Orr	or Checked	1		1			1				
No Jurisdiction - Refer to CBP				ı					1				
									- 1				
No Jurisdiction - Refer to Other	4			1							4		
Patdown	1	3		2	3	5	3		4	2			2
Patdown - Flyer	1	3		1	3	5	3	2	2	2	1		2
Patdown - Flyer as Observer				1									
Patdown - Non-Flyer									2				
Persons w/ Disabilities (PWD)	1	2	2	3	1		4	2	4	2			2
Persons w/ Disabilities (PWD) - Autism S	1						1						
Persons w/ Disabilities (PWD) - Diabetes								1	1				
Persons w/ Disabilities (PWD) - Diapers/		1											
Persons w/ Disabilities (PWD) - Medical	1												
Persons w/ Disabilities (PWD) - Medicall	y Necessary	Medication	and Medic	1			1	1		2			
Persons w/ Disabilities (PWD) - Mobility	Disability (N	1		1			2						
Persons w/ Disabilities (PWD) - Service	Animals		1										
Persons w/ Disabilities (PWD) - Wheelch		Segway	1	1	1				3				
Property - Special Handling	4	5	5	1	3	3	2	2	2	5	4		3
Property - Special Handling - Damaged I	3	2	2	1		1	1		2	3	1		1
Property - Special Handling - Damaged I		1	1		1		1	1		1	1		
Property - Special Handling - Missing Iter		2			2	2		1		1	1		
Property - Special Handling - Missing Iter			2								1		
Screening	7	4	5	11	2	5	10	12	6	11			8
Screening - Crew Member or Airline Emp			2	1		3	10		1	1			'
Screening - Crew Member of Affiline Emp	1	1		4					ı	2			
Screening - Inconsistency Screening - Lengthy Lines		I		4			1	1	2		4		
							1	1	2	4	4		
Screening - Military			_		_		_	4.4		1			-
Screening - Procedures/Process	4	3	3	6	2		8	11	3	6	5		5
Screening - Retrieving Abandoned/Confis	1					2				1			

atogorios	40.0-4					CC) Data T		04 4	0E M	06 1	07 11	00 4	00 0	Total
ategories	10-Oct	11-Nov	12-0		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AVL	25	19		28	16	5	19	26	21	28	25	35		26
2021													8	
Expedited Passenger Screening Program	TO 4 4												6	
Expedited Passenger Screening Program			ram										1	
Expedited Passenger Screening Program	- TSA PreC	neck											5	
Patdown													1	
Patdown - Flyer													1	
Screening													1	
Screening - Procedures/Process													1	
2022	10	8		14	7	1	9	9	6	17	7	21	11	12
Customer Service		1		1						1	1			
Customer Service - TSO		1		1						1	1			
Expedited Passenger Screening Program	9	6		9	4	1	7	8	5	14	6	15	10	9
Expedited Passenger Screening Program	2	3			2	'	1	0	1	1	0	3	10	1
Expedited Passenger Screening Program	7	3		9	2	1	6	8	4	13	6		10	8
1 0 0	/			9		ı	0	0	4	13	0	12	10	
Identification (ID) Requirements		1												
Identification (ID) Requirements - Domest	ic	1												
Mishandling of Passenger Property										1		2		
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsCa	arry-or	า Lugga	ge							2		
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsCl	hecke	d Bagga	age					1				
No Jurisdiction				1										
No Jurisdiction - Refer to Other				1										
Patdown												1		
Patdown - Flyer												1		
Persons w/ Disabilities (PWD)												1		
Persons w/ Disabilities (PWD) - Prosthesi	c/Amputoos	and Casta										1		
` '		and Casis		4								- 1		
Prohibited & Permitted Items	1			1										
Prohibited & Permitted Items - Food/Beve	Ŭ			1										
Prohibited & Permitted Items - General	1													
Property - Special Handling				1	2		1		1	1			1	
Property - Special Handling - Damaged Ite	ems - Carry-	On					1		1	1				
Property - Special Handling - Damaged Ite	ems - Check	ed											1	
Property - Special Handling - Missing Item	ns - Carry-Oi	ı			1									
Property - Special Handling - Missing Item				1	1									
Screening				1	1		1	1				2		
Screening - Inconsistency								1						
Screening - Procedures/Process				1	1		1	- '				2		
2023	45	44		14	9			47	45	44	40			40
	15	11		14	9	4	10	17	15	11	18	14		13
Civil Rights		1									1	1		
Civil Rights - Race		1												
Civil Rights - Sex/Gender/Gender Identity-	- Not Transg	ender									1	1		
Customer Service	1							1	2			1		
Customer Service - TSO	1							1	2			1		
Expedited Passenger Screening Program	8	10		12	8	3	9	16	10	11	15	12		11
Expedited Passenger Screening Program	1							2						
Expedited Passenger Screening Program	7	10		12	8	3	9	14	10	11	15	12		11
Mishandling of Passenger Property	1				1				1					
Mishandling of Passenger Property - Dam									!					
		a Itama C	hooko	d Doc	1				1					
Mishandling of Passenger Property - Dam		g itemsCi	lecked	и ра(ı				ı					
Patdown	1					1								
Patdown - Flyer	1					1								
Persons w/ Disabilities (PWD)									1					
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and M	/ledical	Supplies				1					
Property - Special Handling	2													
Property - Special Handling - Damaged Ite	2													
Screening	2			2			1		1		2			
Screening - Crew Member or Airline Empl	2			1							_			
Screening - Crew Member of Alline Embi														
							1							
Screening - Crew Member of Affilia Empir Screening - Lengthy Lines Screening - Procedures/Process							1		1		2			

			SA Contact										
Categories	10-Oct 1	1-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AVP	4	6	7	2	2	7	7	3	6	6	5	5	60
2021												3	;
Customer Service												1	•
Customer Service - TSO												1	•
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	- TSA PreChe	ck										1	
Patdown												1	•
Patdown - Flyer												1	
2022	2	2	5	2		4	2		2	5	4	2	30
Civil Rights		1											
Civil Rights - Racial Profiling or Discrimin	ation	1											
Customer Service			1							1			
Customer Service - TSO			1							1			
Expedited Passenger Screening Program	2	1	4	1		3	2		2	2	3	2	2
Expedited Passenger Screening Program	- TSA Applicat	tion Progi	ram							1	1	1	
Expedited Passenger Screening Program	2	1	4	1		3	2		2	1	2	1	1
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Disa	rrayed Items0	Carry-on	or Checked							1			
Patdown						1				1			
Patdown - Flyer						1				1			
Property - Special Handling				1									
Property - Special Handling - Damaged It	ems - Checked			1									
Screening											1		
Screening - Inconsistency											1		
2023	2	4	2		2	3	5	3	4	1	1		2
Customer Service					1				1				
Customer Service - TSO					1				1				
Expedited Passenger Screening Program	1	4	1			3	4	3	3				1
Expedited Passenger Screening Program	- TSA Applicat	tion Progi	ram						2				
Expedited Passenger Screening Program	1	4	1			3	4	3	1				1
Patdown			1		1								
Patdown - Flyer			1										
Patdown - Flyer as Observer					1								
Screening	1						1			1	1		
Screening - Inconsistency	1						1						2
Screening - Procedures/Process										1	1		- 2

			ISA Contac	ct Center (CC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AZO		1	4	3		1		4	5	4	5	4	3
2021												3	
Customer Service												1	
Customer Service - TSO												1	
Screening												2	
Screening - Inconsistency												1	
Screening - Procedures/Process												1	
2022			1	2		1		1	2	1	2	1	1
Customer Service						1							
Customer Service - TSO						1							
Expedited Passenger Screening Program				2				1	2		2	1	
Expedited Passenger Screening Program	- TSA PreC	Check		2				1	2		2	1	
Property - Special Handling										1			
Property - Special Handling - Damaged Ite	ems - Checl	ked								1			
Transfer to Security Specialist			1										
Transfer to Security Specialist - Reportab	le Communi	ication	1										
2023		1	3	1				3	3	3	3		1
Customer Service			1							1			
Customer Service - TSO			1							1			
Expedited Passenger Screening Program		1	2	1				1	2	2	3		1:
Expedited Passenger Screening Program	- TSA PreC	. 1	2	1				1	2	2	3		1
Persons w/ Disabilities (PWD)								1					
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies				1					
Screening								1	1				
Screening - Procedures/Process								1	1				

10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
									1		1	2
											1	1
											1	1
											1	1
									1			1
									1			1
aged/Missi	ng ItemsC	hecked Bag	ggage						1			1
				10-Oct 11-Nov 12-Dec 01-Jan aged/Missing ItemsChecked Baggage	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun	1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 1 1 1 1 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 09-Sep 1

ategories	10-Oct				c) Data Too 2-Feb 0		04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BDL	114	11-NOV 69	12-Dec 0	1-Jan 0 58	2-reb 0 82	3-iviar 118	04-Apr 115	120	100	07-Jul 81	98		1,119
2021	117	03	30	00	02	110	110	120	100	0.	30	20	20
Customer Service												4	4
Customer Service - TSO												4	4
Expedited Passenger Screening Program												14	14
Expedited Passenger Screening Program			am									1	1
Expedited Passenger Screening Program	- TSA PreChe	eck										13	13
Screening Screening - Lengthy Lines												2	2 2
2022	31	27	48	21	33	66	60	60	54	50	49		547
Airline	31	1	40	21	33	00	00	00	34	30	43	40	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 Discrimina	2												2
Civil Rights - Screening of Religious Cultur			1			1							1
Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening	Not Transge	nder				ļ		1		1			2
Claims Claims								ı	1	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		48
Expedited Passenger Screening Program	15	20	38	15	26	57	51	47	36	34	40		421
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program	- TSA Appl	3	2	2	2			1	3	2	1	5	21
Expedited Passenger Screening Program		17	36	13	24	57	51	46	33	30	39	37	398
Expedited Passenger Screening Program	- TSA/DHS E	mployees -	Opt In							1			1
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domesti	С			1									1
Mishandling of Passenger Property								1	3		1	1	6
Mishandling of Passenger Property - Dama									1			1	2
Mishandling of Passenger Property - Dama	aged/Missing	ItemsChe	ecked Bagga	ge			-	1	2		1		4
Patdown Patdown - Flyer							1		2				3
Persons w/ Disabilities (PWD)	2					1	1			2		1	7
Persons w/ Disabilities (PWD) - Diabetes	1								ı	1		- 1	2
Persons w/ Disabilities (PWD) - Hearing I	1									'			1
Persons w/ Disabilities (PWD) - Mobility D	isability (Not	Wheelchai	r or Scooter)							1		1	2
Persons w/ Disabilities (PWD) - Ostomy/O			,						1				1
Persons w/ Disabilities (PWD) - Touch Ave		auma)				1							1
Property - Special Handling	2	2	1	1	1	1		1	3	1		1	14
Property - Special Handling - Damaged Ite	1			1		1			1			1	5
Property - Special Handling - Missing Item	1	1	1										3
Property - Special Handling - Missing Item		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 Emplo	oyee	4						4		1	1		1
Screening - Inconsistency Screening - Lengthy Lines	1	1						1	1	1		1	5
Screening - Lengthy Lines Screening - Procedures/Process	3		1		2	2	6	2	2	3	2		23
2023	83	42	48	37	49	52	55	60	46	31	49		552
Airline	03	42	40	37	43	32	33	00	1	31	43		1
Airline - Lost Baggage													
Civil Rights		1	1			3			1	1			1
Civil Rights Civil Rights - National Origin		1	1			3				1			
		1				3			1	1			1 8
Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-	Not Transç	1							1 2	1			1 8 1
Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening	,	1				2			1 2	1			1 8 1 3 2 2
Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service	Not Trans	1		2	2	2	2	7	1 2		6		1 8 1 3 2 2 2
Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM	6	1 11 1	1			2 1 5			1 1 1 2	1 3			1 8 1 3 2 2 2 47
Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO	6	1 11 1 10	1	2	2	2 1 5	2	7	1 1 1 2 2	1 3	6		1 8 1 3 2 2 2 47 1 46
Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program	6 6 63	1 11 1 10 29	1			2 1 5 5 41			1 1 1 2	1 3			1 8 1 3 2 2 2 47 1 46 436
Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	6 6 63 1	1 11 1 10	1 1 40	2 33	2 42	2 1 5 5 41 1	2	7 50	1 1 2 2 35	1 3	6		1 8 1 3 2 2 47 1 46 436 3
Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	6 6 63 1 4	1 11 1 10 29 1	1 1 40 2	2 33	2 42 3	2 1 5 5 41 1	2 46	7 50	1 2 1 1 2 2 35	1 3 3 20	6 37		1 8 1 3 2 2 2 47 1 46 436 3 14
Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program	6 6 63 1	1 11 1 10 29	1 1 40	2 33	2 42 3 39	2 1 5 5 41 1	2	7 50	1 1 2 2 35	1 3	6 37		1 8 1 3 2 2 47 1 46 436 3 14
Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program	6 6 63 1 4	1 11 1 10 29 1	1 1 40 2	2 33	2 42 3 39 1	2 1 5 5 41 1	2 46	7 50	1 2 1 1 2 2 35	1 3 3 20	6 37		1 8 1 3 2 2 2 47 1 46 436 3 14 419
Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA	6 6 63 1 4 58	1 11 1 10 29 1	1 1 1 40 2 38	2 33 1 32	2 42 3 39 1	2 1 5 5 41 1 1 39	2 46	7 50	1 2 1 1 2 2 35 1 1 34	1 3 3 20	6 37		1 8 1 3 2 2 47 1 46 436 3 14 419 1
Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	6 6 63 1 4 58	1 11 1 10 29 1	1 1 40 2	2 33	2 42 3 39 1	2 1 5 5 41 1	2 46	7 50	1 2 1 1 2 2 35	1 3 3 20	6 37		1 8 1 3 2 2 47 1 46 436 3 14 419 1 1
Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dame	6 6 63 1 4 58	1 11 1 10 29 1 1 28	1 1 1 40 2 38	2 33 1 32	2 42 3 39 1	2 1 5 5 41 1 1 39	2 46	7 50	1 2 1 1 2 2 35 1 1 34	1 3 3 20 20	6 37		1 8 1 3 2 2 47 1 46 436 3 14 419 1
Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	6 6 63 1 4 58	1 11 1 10 29 1 1 28	1 1 1 40 2 38	2 33 1 32	2 42 3 39 1 1	2 1 5 5 41 1 1 39	2 46	7 50	1 2 1 1 2 2 35 1 34	1 3 3 20 20	6 37		1 8 1 3 2 2 47 1 46 436 3 14 419 1 1 8
Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam- Mishandling of Passenger Property - Dam-	6 6 63 1 4 58 1 aged/Missing	1 11 1 10 29 1 1 28	1 1 1 40 2 38	2 33 1 32	2 42 3 39 1 1	2 1 5 5 41 1 1 39	2 46	7 50	1 2 1 1 2 2 35 1 34	1 3 3 20 20	6 37		1 8 1 3 2 2 47 1 46 436 3 14 419 1 1 8 2
Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other	6 6 63 1 4 58 1 aged/Missing	1 11 1 10 29 1 1 28	1 1 40 2 38 1 1 1 ecked Baç	2 33 1 32 1	2 42 3 39 1 1	2 1 5 5 41 1 1 39	2 46 46	7 50	1 2 1 1 2 2 35 1 34	1 3 3 20 20	6 37 37		1 8 1 3 2 2 2 47 1 1 46 436 3 14 419 1 1 8 2 4 2 1 1 1
Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown	6 6 63 1 4 58 1 aged/Missing 1 3	1 11 1 10 29 1 1 28	1 1 40 2 38 1 1 1 eecked Baç	2 33 1 32 1 1	2 42 3 39 1 1	2 1 5 5 41 1 1 39	2 46 46	7 50	1 2 1 1 2 2 35 1 34	1 3 3 20 20	6 37 37		1 8 1 3 2 2 47 1 46 436 3 14 419 1 1 1 8 2 4 2
Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer	6 6 63 1 4 58 1 aged/Missing 1 3 3	1 11 1 10 29 1 1 28	1 1 40 2 38 1 1 1 ecked Bag	2 33 1 32 1	2 42 3 39 1 1 1	2 1 5 5 41 1 1 39	2 46 46	7 50 2 48	1 2 1 1 2 2 35 1 34	1 3 3 20 20 1 1 1	6 37 37		1 8 1 3 2 47 1 46 436 3 14 419 1 1 1 8 2 4 2
Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	6 6 63 1 4 58 1 aged/Missing 1 3	1 11 1 10 29 1 1 28	1 1 40 2 38 1 1 1 eecked Baç	2 33 1 32 1 1	2 42 3 39 1 1	2 1 5 5 41 1 1 39	2 46 46	7 50	1 2 1 1 2 2 35 1 34	1 3 3 20 20 1 1 1	6 37 37 1 1 1 2		1 8 1 3 2 2 47 1 46 436 3 14 419 1 1 1 8 2 4 2 1 7 7
Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	6 6 63 1 4 58 1 aged/Missing aged/Missing 1	1 11 1 10 29 1 1 28	1 1 40 2 38 1 1 1 ecked Bag	2 33 1 32 1 1	2 42 3 39 1 1 1	2 1 5 5 41 1 1 39	2 46 46	7 50 2 48	1 2 1 1 2 2 35 1 34	1 3 3 20 20 1 1 1	6 37 37		1 8 1 3 2 2 4 4 4 1 9 1 1 1 1 8 2 4 4 1 1 7 7 1 1 0 2 2
Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I	6 6 63 1 4 58 1 aged/Missing aged/Missing 1 3 3 1 1	1 11 10 29 1 28 ItemsC	1 1 40 2 38 1 1 1 ecked Baç 1 1 1	2 33 1 32 1 1	2 42 3 39 1 1 1	2 1 5 5 41 1 1 39	2 46 46	7 50 2 48	1 2 1 1 2 2 35 1 34	1 3 3 20 20 1 1 1 1 1 4 1	6 37 37 1 1 1 2 1		1 8 1 3 2 2 2 47 1 46 436 3 14 419 1 1 1 8 2 2 4 2 1 1 1 7 7 10 2 1 1
Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically	6 6 63 1 4 58 1 aged/Missing aged/Missing 1 3 3 1 Necessary M	1 11 10 29 1 28 ItemsC	1 1 40 2 38 1 1 1 ecked Baç 1 1 1	2 33 1 32 1 1	2 42 3 39 1 1 1	2 1 5 5 41 1 1 39	2 46 46	7 50 2 48	1 2 1 1 2 2 35 1 34	1 3 3 20 20 1 1 1 1 1 4 1	6 37 37 1 1 1 2		1 8 1 3 2 2 4 7 1 4 6 4 3 6 3 1 4 4 1 9 1 1 8 2 1 1 7 7 7 1 1 0 2 1 1 2 1 2
Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D	6 6 63 1 4 58 1 aged/Missing 1 3 3 1 Necessary Misability (Not	1 11 10 29 1 28 ItemsC	1 1 40 2 38 1 1 1 ecked Baç 1 1 1	2 33 1 32 1 1	2 42 3 39 1 1 1 1	2 1 5 5 41 1 1 39	2 46 46	7 50 2 48	1 2 1 1 2 2 35 1 34	1 3 3 20 20 1 1 1 1 1 4 1	6 37 37 1 1 1 2 1		1 8 1 3 2 2 47 1 46 436 3 14 419 1 1 1 8 2 4 2 1 7 7 7
Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically	6 6 63 1 4 58 1 aged/Missing aged/Missing 1 1 Necessary Misability (Not nimals	1 11 10 29 1 28 ItemsC ItemsChe	1 1 40 2 38 1 1 1 ecked Baç 1 1 1	2 33 1 32 1 1	2 42 3 39 1 1 1	2 1 5 5 41 1 1 39	2 46 46	7 50 2 48	1 2 1 1 2 2 35 1 34	1 3 3 20 20 1 1 1 1 1 4 1	6 37 37 1 1 1 2 1		1 8 1 3 2 2 4 7 1 4 6 4 3 6 3 1 4 4 1 9 1 1 8 2 1 1 7 7 7 1 1 0 2 1 1 2 1 2

			OA COIILLA	, comer (i OO, Data	1001 - 1 017	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling	4	1	1				2	1	1				10
Property - Special Handling - Damaged Ite	1	1						1	1				4
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Missing Item	2						2						4
Property - Special Handling - Missing Item	s - Checked	d	1										1
Screening	5		2		2	2	4	1	3	1	3		23
Screening - Inconsistency					1								1
Screening - Lengthy Lines	2						2				1		5
Screening - Procedures/Process	2		2		1	2	2	1	3	1	2		16
Screening - Retrieving Abandoned/Confis	1												1

			ISA Contac	i Center (oc) Dala	1001 - 1017	٠						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BET	1		6	2	1		1				2	3	16
2021												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Bag	gage								1	1
2022	1		1	1	1							2	6
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimin	nation			1									1
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program			1		1							2	4
Expedited Passenger Screening Program	n - TSA Appli	cation Pro	gram									1	1
Expedited Passenger Screening Program	n - TSA PreC	heck	1		1							1	3
2023			5	1			1				2		9
Civil Rights			1										1
Civil Rights - Not Specified			1										1
Expedited Passenger Screening Program			4										4
Expedited Passenger Screening Program	i - TSA PreC	heck	4										4
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility	Disability (No	ot Wheelch	air or Scoot	er)							1		1
Screening				1			1						2
Screening - Procedures/Process				1			1						2

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

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

			I SA CUIILA	ct Center (1	CC) Data	1001 - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BFL		2		2		4	2	2	3	4	1	3	23
2022		2		1		2	1	1	1	4		3	15
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program		1					1		1	1		2	6
Expedited Passenger Screening Program	- TSA PreC	1					1		1	1		2	6
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	hecked Ba	ggage								1	1
Mishandling of Passenger Property - Disa	arrayed Items	sCarry-on	or Checke	d						1			1
Persons w/ Disabilities (PWD)						2							2
Persons w/ Disabilities (PWD) - Medical I	Devices - Att	ached to th	e Body			2							2
Property - Special Handling				1									1
Property - Special Handling - Damaged It	ems - Check	ed		1									1
Screening		1						1		1			3
Screening - Inconsistency		1											1
Screening - Procedures/Process								1					1
Screening - Retrieving Abandoned/Confis	cated Items									1			1
2023				1		2	1	1	2		1		8
Customer Service				1			1						2
Customer Service - TSO				1			1						2
Expedited Passenger Screening Program						2		1	1		1		5
Expedited Passenger Screening Program	- TSA PreC	heck				2		1	1		1		5
Property - Special Handling									1				1
Property - Special Handling - Missing Iter	ns - Carry-O	n							1				1

10-Oct	11-Nov	12-Dec	01-Jan	00 Fab								
			o i-ouii	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	1		1					1	1			4
	1		1					1	1			4
	1		1					1				3
- TSA PreC	1		1					1				3
									1			1
									1			1
	- TSA PreC	1 1 1 - TSA PreC 1	1 1 1 - TSA PreC 1	1 1 1 1 - TSA PreC 1 1	1 1 1 1 - TSA PreC 1 1	1 1 1 1 1 - TSA PreC 1 1	1 1 1 1 1 1 - TSA PreC 1 1	1 1 1 1 1 - TSA PreC 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

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

					CC) Data								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BGR	11	3	4	1	8	6	7	8	13	5	12	6	84
2021												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Item	ıs - Carry-Oı	n										1	1
2022	5	1	2	1	6	4	5	3	10	2	6	5	50
Civil Rights	1												1
Civil Rights - Hair Patdowns	1												1
Customer Service	1		1			1		1			1		5
Customer Service - TSO	1		1			1		1			1		5
Expedited Passenger Screening Program	2	1		1	5	2	4		7		3	5	30
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ram	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 - Disa	rrayed Items	sCarry-on	or Checked	1							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 Ite	ems - Carry-	On								1			1
Property - Special Handling - Missing Item			1										1
Screening							1	2	3	1	1		8
Screening - Procedures/Process							1	2	3	1	1		8
2023	6	2	2		2	2	2	5	3	3	6		33
Customer Service		1							1				2
Customer Service - TSO		1							1				2
Expedited Passenger Screening Program	4	1	2		2	2	2	4	1	2	4		24
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ram					1					1
Expedited Passenger Screening Program	4	1	2		2	2	2	3	1	2	4		23
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	arry-on Lug	gage							1		1
Patdown	1	Ü	, ,	0 0									1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway							1				1
Screening	1	· ,						1		1	1		4
Screening - Procedures/Process	1							1		1	1		4

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

				t Center (T									
tegories	10-Oct		12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ВНМ	35	45	43	38	33	47	58	45	41	44	45	32	506
2021												10	10
Expedited Passenger Screening Program												8	8
Expedited Passenger Screening Program	- TSA Appli	cation Progra	am									1	1
Expedited Passenger Screening Program	- TSA PreC	heck										7	7
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Patdown												1	1
Patdown - Flyer												1	1
2022	13	20	10	8	15	27	28	19	24	27	23	22	236
Civil Rights							1		1				2
Civil Rights - Race							1		1				2
Customer Service	1	4	2	1	3	5	4	2	6	2	1	2	33
Customer Service - TSO	1	4	2	1	3	5	4	2	6	2	1	2	33
Duplicate E-mail		1											1
Duplicate E-mail - General		1											1
Expedited Passenger Screening Program	5	12	8	4	9	19	14	14	15	22	19	20	161
Expedited Passenger Screening Program		12				10		1	10		1	20	2
Expedited Passenger Screening Program		3	1	1	2	1	1	1			2	2	13
Expedited Passenger Screening Program		9	7	3	7	18	13	13	15	21	16	18	145
				3	- 1	10	13	13	10	1	10	10	140
Expedited Passenger Screening Program		Employees -	- Орг III		1								
Locks Missing or Domogod Lock	2				1					1			4
Locks - Missing or Damaged Lock	2				1					1			4
Mishandling of Passenger Property	10.00			1				1					2
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsChe	ecked Baç	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	/Developme	ental /Mental	Disability								1		1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Medical I		ached to the	Body							1			1
Persons w/ Disabilities (PWD) - Medically				1									3
Property - Special Handling	3							1	2				6
Property - Special Handling - Damaged It	1								2				3
Property - Special Handling - Damaged It													1
Property - Special Handling - Missing Iten								1					2
Screening	'	2		1	1	2	0	1		1	2		
		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		20	3	1		1	2		11
2023	22	25		30			30	26	17	17	22		260
A indian a		20	33		18	20							
Airline		20	33		1	20							1
Airline - Lost Baggage			33										1 1
Airline - Lost Baggage Civil Rights		1	33		1	1				1	1		1 1 4
Airline - Lost Baggage			33		1					1	1		1 1 4
Airline - Lost Baggage Civil Rights		1	33		1								1 1 4 3
Airline - Lost Baggage Civil Rights Civil Rights - Race		1	9	12	1	1	7	1	2				1 1 4 3
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service	- Not Transg	1 1 ender			1	1	7 7	1 1	2 2		1		1 1 4 3 1 50
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO	- Not Transg	1 1 ender 5 5	9	12 12	1 1 2 2	1 1 4 4	7	1	2	1	5 5		1 1 4 3 1 50
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program	- Not Transg 3 3 17	1 1 ender 5 5	9 9 20	12	1 1	1 1 4					1 5		1 1 4 3 1 50 50
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	- Not Transg 3 3 17 - TSA Applii	1 1 ender 5 5 5 16 cation Progra	9 9 20 am	12 12 12	2 2 11	1 1 4 4 10	7 18 1	1 20	2 12	12	5 5 8 1		1 1 4 3 1 50 50 156
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Rece Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- Not Transg 3 3 17 - TSA Applii	1 1 ender 5 5 16 cation Progra	9 9 20	12 12 12 12	1 1 2 2	1 1 4 4 10	7 18	1	2	12	5 5 8 1 7		1 1 4 3 1 50 50 156 3 153
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	- Not Transg 3 3 17 - TSA Appli	1 1 ender 5 5 16 cation Progra 16 1	9 9 20 am	12 12 12 12	2 2 11	1 1 4 4 10	7 18 1	1 20	2 12	12	5 5 8 1 7		1 1 4 3 1 50 50 156 3 153
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- Not Transg 3 3 17 - TSA Applii 17	1 1 ender 5 5 16 cation Progra 16 1	9 9 20 am	12 12 12 12 12 13	2 2 11	1 1 4 4 10	7 18 1	1 20	2 12	12	5 5 8 1 7		1 1 4 3 1 50 50 156 3 153
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Darr	- Not Transg 3 3 17 - TSA Applii 17	1 1 ender 5 5 16 cation Progra 16 1 g ItemsCar	9 9 20 am 20 rry-on Lug	12 12 12 12	1 1 2 2 2 11	1 1 4 4 10 1	7 18 1	1 20 20	12 12	12	5 5 8 1 7 2		1 1 4 3 1 50 50 156 3 153 5 2
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown	- Not Transg 3 3 17 - TSA Appli 17 agged/Missin	1 1 ender 5 5 16 cation Progra 16 1 g ItemsCal	9 9 20 am 20 rry-on Lug	12 12 12 12 1 1 gage	1 1 2 2 2 11 11	1 1 4 4 10 1 9	7 18 1	1 20 20	12 12 12	12	5 5 8 1 7		1 1 4 3 50 50 153 3 153 5 2 2
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	- Not Transg 3 3 17 - TSA Applii 17	1 1 ender 5 5 16 cation Progra 16 1 g ItemsCar	9 9 20 am 20 rry-on Lug	12 12 12 12 1 1 gage	1 1 2 2 2 11	1 1 4 4 10 1	7 18 1	1 20 20	12 12	12	5 5 8 1 7 2		1 1 4 3 50 50 153 3 153 5 2 2
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Darr Patdown Patdown - Flyer Patdown - Non-Flyer	- Not Transg 3 3 17 - TSA Appli 17 agged/Missin	1 1 ender 5 5 16 cation Progra 16 1 g ItemsCal	9 9 20 am 20 rry-on Lug	12 12 12 12 1 1 gage	1 1 2 2 2 11 11	1 1 4 4 10 1 9	7 18 1	1 20 20	12 12 12	12	5 5 8 1 7 2		1 1 4 3 1 500 500 156 3 3 153 5 2 2 3 9
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	- Not Transg 3 3 17 - TSA Appli 17 agged/Missin	1 1 ender 5 5 16 cation Progra 16 1 g ItemsCal	9 9 20 am 20 rry-on Lug	12 12 12 12 1 1 gage	1 1 2 2 2 11 11	1 1 4 4 10 1 9	7 18 1	1 20 20	12 12 12	12	5 5 8 1 7 2 2		1
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Darr Patdown Patdown - Flyer Patdown - Non-Flyer	- Not Transg 3 3 17 - TSA Applii 17 laged/Missin 1 1	1 1 ender 5 5 16 cation Progra 16 1 g ItemsCal	9 9 20 am 20 rry-on Lug	12 12 12 12 1 1 gage	1 1 2 2 2 11 11	1 1 4 4 10 1 9	7 18 1 17	1 20 20	12 12 12	12	5 5 8 1 7 2 2		1 1 4 3 1 500 500 156 3 153 5 2 2 3 9 8 8
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Darr Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD)	- Not Transg 3 3 17 - TSA Applii 17 laged/Missin aged/Missii 1	1 1 1 ender 5 5 16 cation Progra 16 1 g ItemsCar 1	9 9 20 20 aam 20 rry-on Luga 1 1	12 12 12 12 12 1 1 gage	1 1 2 2 2 11 11	1 1 4 4 10 1 9	7 18 1 17	1 20 20	12 12 12	12	5 5 8 1 7 2 2		1 1 4 3 1 50 50 156 3 153 5 2 3 9 8 8 1 4
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Darr Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	- Not Transg 3 3 17 - TSA Applii 17 lagged/Missin lagged/Missin 1 1	1 1 1 ender 5 5 16 cation Progra 16 1 g ItemsCar 1	9 9 20 20 aam 20 rry-on Luga 1 1	12 12 12 12 12 1 1 gage	1 1 2 2 2 11 11	1 1 4 4 10 1 9	7 18 1 17	1 20 20	12 12 12	12	5 5 8 1 7 2 2 2		1 1 4 3 1 50 50 156 3 153 5 5 2 2 3 3 9 8 8 1 1 1
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Darr Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	- Not Transg 3 3 17 - TSA Applii 17 lagged/Missin lagged/Missin 1 1	1 1 1 ender 5 5 16 cation Progra 16 1 g ItemsCar 1	9 9 20 aam 20 rry-on Luga 1 1	12 12 12 12 12 1 1 gage	1 1 2 2 2 11 11 11 1 1	1 1 4 4 10 1 9	7 18 1 17	1 20 20	12 12 12	12	5 5 8 1 7 2 2 2		1 1 4 3 1 50 50 156 3 153 5 2 2 3 3 9 8 8 1 1 4 4 2 1 1 2 1 1 1 2 1 1 1 1 2 1 1 1 1
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically	- Not Transg 3 3 17 - TSA Applii 17 lagged/Missin agged/Missin 1 1 Necessary plants (joint) 1	1 1 ender 5 5 16 cation Progra 16 1 g ItemsCai 1 1 1	9 9 20 aam 20 rry-on Luga 1 1	12 12 12 1 12 1 1 gage 1	1 1 2 2 2 11 11 11	1 1 4 4 10 1 9	7 18 1 17	1 20 20 1 1	12 12 12	12 12 1	5 5 8 1 7 2 2 2		1 1 4 3 1 500 500 1566 3 3 1533 5 2 2 3 3 9 9 8 8 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Darr Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically	- Not Transg 3 3 17 - TSA Applii 17 - aaged/Missin aaged/Missin 1 1 / Necessary plants (joint) 1 ems - Carry-	1 1 ender 5 5 16 cation Progration Progration 1 1 1 1 1 Medication a	9 9 20 aam 20 rry-on Luga 1 1	12 12 12 12 1 1 gage 1	1 1 2 2 2 11 11 11 1 1 1	1 1 4 4 10 1 9	7 18 1 17	1 20 20 1 1	12 12 12	12 12 1 1	5 5 8 1 7 2 2 2		1 1 4 3 1 500 500 1566 3 3 1533 5 2 2 3 3 9 8 8 1 1 4 4 1 1 6 6 6 6 7 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Darr Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling - Damaged Iter	- Not Transg 3 3 17 - TSA Applii 17 - TSA Applii 17 - Inaged/Missin 1 1 1 v Necessary v Nacessary control (joint) 1 ems - Carry-ons - Carry-ons	1 1 ender 5 5 16 cation Progration Progration 1 1 1 1 1 Medication a	9 9 20 aam 20 rry-on Luga 1 1	12 12 12 1 12 1 1 gage 1	1 1 2 2 2 11 11 11 1 1 1 1 2	1 1 4 4 10 1 9	7 18 1 17	1 20 20 1 1	12 12 12	12 12 1	5 5 8 1 7 2 2 2		1 1 4 3 1 500 500 156 3 3 153 5 2 2 3 3 9 8 8 1 1 4 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Darr Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	- Not Transg 3 3 17 - TSA Applii 17 - TSA Applii 17 - Inaged/Missin 1 1 1 v Necessary v Nacessary control (joint) 1 ems - Carry-ons - Carry-ons	1 1 ender 5 5 16 cation Progration Progration 1 1 1 1 1 Medication a	9 9 20 aam 20 rry-on Luga 1 1	12 12 12 1 12 1 1 gage 1	1 1 2 2 2 11 11 11 1 1 1	1 1 4 4 10 1 9	7 18 1 17	1 20 20 1 1	12 12 12	12 12 1 1	1 5 5 8 1 7 2 2 2 1 1 1		1 1 4 3 3 1 50 50 156 3 3 153 5 5 2 2 3 3 9 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically	- Not Transg 3 3 17 - TSA Applii 17 - TSA Applii 17 - Inaged/Missin 1 1 1 v Necessary v Nacessary control (joint) 1 ems - Carry-ons - Carry-ons	1 1 ender 5 5 16 cation Progration Progration 1 1 1 1 1 Medication a	9 9 20 aam 20 rry-on Luga 1 1	12 12 12 1 12 1 1 gage 1	1 1 2 2 2 11 11 11 1 1 1 1 2	1 1 4 4 10 1 9	7 18 1 17	1 20 20 1 1	12 12 12	12 12 1 1	1 5 5 8 1 7 2 2 2 1 1 1		1 1 1 4 3 3 1 5 5 5 3 1 5 3 3 1 5 3 3 4 4 4 1 1 1 6 6 6 6 1 1 1 1 1 1 1 1 1 1
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Darr Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	- Not Transg 3 3 17 - TSA Applii 17 - TSA Applii 17 - Inaged/Missin 1 1 1 v Necessary v Nacessary control (joint) 1 ems - Carry-ons - Carry-ons	1 1 1 ender 5 5 16 cation Progra 16 1 1 1 1 1 Medication a	9 9 20 am 20 rry-on Lug	12 12 12 1 1 gage 1 al Supplies	1 1 2 2 2 11 11 11 1 1 1 1 2	1 1 4 4 10 1 9 2 2 2 1 1 1	7 18 1 17	1 20 20 1 1 1	12 12 11 1 1	12 12 1 1 1 1 1	1 5 5 8 1 7 2 2 2 1 1 1 1		1 1 1 4 3 3 1 5 5 5 3 1 5 3 3 1 5 3 3 9 8 8 1 1 4 4 1 1 2 2 2 1 1 1 1 2 2 2 3 3 3 1 1 1 1 2 2 2 3 3 3 3
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening	- Not Transg 3 3 17 - TSA Applii 17 lagged/Missin lagged/Missin 1 1 Necessary plants (joint) 1 ems - Carry-on 1	1 1 ender 5 5 16 cation Progration Progration 1 1 1 1 1 Medication a	9 9 20 aam 20 rry-on Luga 1 1	12 12 12 1 12 1 1 gage 1	1 1 2 2 2 11 11 11 1 1 1 1 2	1 1 4 4 10 1 9	7 18 1 17	1 20 20 1 1	12 12 12	12 12 1 1 1 1 1 2	1 5 5 8 1 7 2 2 2 1 1 1		1 1 4 3 3 1 5 5 5 3 1 5 3 1 5 3 3 1 5 3 4 4 1 1 1 1 6 6 6 7 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Darr Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	- Not Transg 3 3 17 - TSA Applii 17 lagged/Missin lagged/Missin 1 1 Necessary plants (joint) 1 ems - Carry-on 1	1 1 1 ender 5 5 16 cation Progra 16 1 1 1 1 1 Medication a	9 9 20 am 20 rry-on Lug	12 12 12 1 1 gage 1 al Supplies	1 1 2 2 2 11 11 11 1 1 1 1 2	1 1 4 4 10 1 9 2 2 2 1 1 1	7 18 1 17	1 20 20 1 1 1	12 12 11 1 1	12 12 1 1 1 1 1	1 5 5 8 1 7 2 2 2 1 1 1 1		1 1 4 3 1 5 5 5 1 5 3 1 5 3 3 5 5 2 2 3 3 9 8 8 1 1 4 4 1 1 2 1 2 1 3 3 1 1 1 1 1 2 1 2 1 1 2 1 2
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening	- Not Transg 3 3 17 - TSA Applii 17 lagged/Missin lagged/Missin 1 1 Necessary plants (joint) 1 ems - Carry-on 1	1 1 1 ender 5 5 16 cation Progra 16 1 1 1 1 1 Medication a	9 9 20 am 20 rry-on Lug	12 12 12 1 1 gage 1 al Supplies	1 1 2 2 2 11 11 11 1 1 1 1 2	1 1 4 4 10 1 9 2 2 2 1 1 1	7 18 1 17	1 20 20 1 1 1	12 12 11 1 1	12 12 1 1 1 1 1 2	1 5 5 8 1 7 2 2 2 1 1 1 1		1 1 4 3 1 5 5 5 1 5 3 1 5 3 3 5 5 2 2 3 3 9 8 8 1 1 4 4 1 1 2 1 2 1 3 3 1 1 1 1 1 2 1 2 1 1 2 1 2
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emp	- Not Transg 3 3 17 - TSA Applii 17 lagged/Missin lagged/Missin 1 1 Necessary plants (joint) 1 ems - Carry-on 1	1 1 1 ender 5 5 16 cation Progra 16 1 1 1 1 1 Medication a	9 9 20 am 20 rry-on Lug	12 12 12 1 1 gage 1 1 al Supplies	1 1 2 2 2 11 11 11 1 1 1 1 2	1 1 4 4 10 1 9 2 2 2 1 1 1	7 18 1 17	1 20 20 1 1 1	12 12 11 1 1	12 12 1 1 1 1 1 2	1 5 5 8 1 7 2 2 2 1 1 1 1		1 1 4 3 1 500 500 156 3 3 153 5 2 2 3 9 8 8 1 1 4 4 1 2 2 3 3 1 1 2 1 1 1 6 6 6 1 1 1 1 1 1 1 1 1 1 1
Airline - Lost Baggage Civil Rights Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Darr Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Empl	- Not Transg 3 3 17 - TSA Applii 17 lagged/Missin lagged/Missin 1 1 Necessary plants (joint) 1 ems - Carry-on 1	1 1 1 ender 5 5 5 16 cation Progration Progration 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	9 9 20 am 20 rry-on Lug	12 12 12 1 12 1 gage 1 1 1	1 1 2 2 2 11 11 11 1 1 1 1 2	1 1 4 4 4 10 1 9 2 2 2 1 1 1	7 18 1 17	1 20 20 1 1 1	12 12 11 1 1	12 12 1 1 1 1 1 1 2	1 5 5 8 1 7 2 2 1 1 1 1		1 1 4 3 1 500 500 156 3 3 153 5 2 2 3 3 9 9 8 8

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

ategories	10-Oct	11-Nov	12-Dec	01-Jan	TCC) Data 1 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BIL	11	11-1407				8	10	03-Way	14	10	18	03-Зер	13
2021	- ''	- ''	10) <u> </u>	12	0	10	0	14	10	10	2	13
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	TSA DroCl	hock										1	
Property - Special Handling	- TOATTEC	ICCK										1	
Property - Special Handling - Missing Item	e - Carry-Or	2										1	
2022	6 6	4		,	8	2	5	2	6	5	13	4	6
Civil Rights		-				1	1		·	J	13	-	
Civil Rights - National Origin						'	1						
Civil Rights - Sex/Gender/Gender Identity-	Not Transa	ender				1	'						
Customer Service	140t Trainsg	Crider			1	'					1		
Customer Service - TSO					1						1		
Expedited Passenger Screening Program	5	2		5	7	1	4	2	6	5	8	4	4
Expedited Passenger Screening Program	1	1			1		4		0	3	0	4	4
Expedited Passenger Screening Program	4	1			6	1	4	2	6	5	8	4	4
Patdown	4	- '	-	•	0	- '	4		0	3	2	4	4
Patdown - Flyer											2		
Persons w/ Disabilities (PWD)	1										1		
Persons w/ Disabilities (PWD) - Diabetes	<u> </u>										1		
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General	1										- 1		
Prohibited & Permitted Items	<u> </u>	2											
Prohibited & Permitted Items - Firearm/Am	munition	1											
Prohibited & Permitted Items - Liquids/Gel		1											
Screening	5/ACIUSUIS	- 1									1		
Screening - Procedures/Process											1		
2023	5	7) 9	4	6	5	6	8	5	5		69
Customer Service	J	1	,	, 9	4	•	9	•	0	5	5		
Customer Service - TSO		1											
Expedited Passenger Screening Program	4	4		8	4		4	6	7		5		58
Expedited Passenger Screening Program Expedited Passenger Screening Program		4		8	4	5	4	0	/	5 1	5		5
Expedited Passenger Screening Program Expedited Passenger Screening Program		1								- 1			
Expedited Passenger Screening Program	4	3		5 8	4	5	4	6	7	4	5		5
Locks	4	2		0	4	5	4	0		4	5		3
Locks - Missing or Damaged Lock		2											
Mishandling of Passenger Property						1							2
Mishandling of Passenger Property - Dama	aged/Missin	a Itame. C				1							
Patdown	ageu/WIISSIN	g iterrisC				1							
Patdown - Flyer													
Property - Special Handling	4			1			1		1				4
Property - Special Handling - Damaged Ite	me - Carry	On		1			1		1				
Property - Special Handling - Damaged Ite	1110 - Cally-	OII							I				
Property - Special Handling - Damaged in Property - Special Handling - Missing Item	e - Chackon	ı		1			1						
Screening	a - CHECKEC			1			1						2
oneening													

		T	SA Contac	t Center (T	CC) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BIS	8	6	5	7	5	8	7	10	3	10	8	6	83
2021												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	3	3	2	3	4	4	2	5	2	6	5	5	44
Customer Service										1	1		2
Customer Service - TSO										1	1		2
Expedited Passenger Screening Program	3	2	1	3	4	2	1	4	2	2	3	5	32
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ram							1			1
Expedited Passenger Screening Program	3	2	1	3	4	2	1	4	2	1	3	5	31
Patdown						1		1					2
Patdown - Flyer						1		1					2
Property - Special Handling		1											1
Property - Special Handling - Missing Item	ns - Checke	1											1
Screening			1			1	1			3	1		7
Screening - Crew Member or Airline Empl	oyee					1							1
Screening - Procedures/Process			1				1			2	1		5
Screening - Retrieving Abandoned/Confisc	cated Items									1			1
2023	5	3	3	4	1	4	5	5	1	4	3		38
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights						1							1
Civil Rights - National Origin						1							1
Customer Service	1	1					1				1		4
Customer Service - TSO	1	1					1				1		4
Expedited Passenger Screening Program	4	1	2	4	1	3	3	2	1	2	1		24
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ram						1				1
Expedited Passenger Screening Program	4	1	2	4	1	3	3	2		2	1		23
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsCa	arry-on Lug	gage							1		1
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling			1				1	1					3
Property - Special Handling - Damaged Ite	ems - Check	ed					1	1					2
Property - Special Handling - Missing Item	s - Checked		1										1
Screening	io Oniodito							1		2			3
Screening Screening - Inconsistency		•						1		2			3 2

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

			OA COIILAC	t Ochice (icc) Data i	001 - 1 015	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BKW	1	2	2		1		1				1	1	9
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreC	heck										1	1
2022	1		1										2
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	1		1										2
2023		2	1		1		1				1		6
Expedited Passenger Screening Program		2	1		1		1						5
Expedited Passenger Screening Program	- TSA PreC	2	1		1		1						5
Property - Special Handling											1		1
Property - Special Handling - Missing Item	s - Checke	d									1		1

				act Center (1									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BLI	2	4		1 3	4	3	6	10	4	7	9	6	59
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreCh	eck										1	1
2022		1			2	2	3	4	4	6	7	5	34
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity	 Not Transge 	nder								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 PreCh	eck			1	2	2	2	2	3	5	3	20
Expedited Passenger Screening Program	- TSA/DHS E	mployee	s - Opt In		1								1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	hecked B	aggage								1	1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway									1		1
Screening									1	1	1	1	4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process									1		1	1	3
2023	2	3		1 3	2	1	3	6		1	2		24
Customer Service				1			1				1		3
Customer Service - TSO				1			1				1		3
Expedited Passenger Screening Program	1	3		2			2	4			1		13
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	- TSA PreC	3		2			2	4			1		12
Hazardous Materials Safety						1							1
Hazardous Materials Safety - General						1							1
No Jurisdiction				1									1
No Jurisdiction - Refer to CBP				1									1
Patdown					1								1
Patdown - Children					1								1
Property - Special Handling	1				1			1					3
Property - Special Handling - Damaged It	ems - Carry-C)n						1					1
Property - Special Handling - Damaged It													1
Property - Special Handling - Missing Iten					1								1
Screening								1		1			2
Screening - Inconsistency								1					1
Screening - Procedures/Process										1			1

				ct Center (
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BLV	1	1	2	. 3	1		4	3	6	1	2	3	2
2021												3	3
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												2	
Expedited Passenger Screening Program	- TSA PreC	heck										2	:
2022	1			2				1	5		1		10
Customer Service									3				
Customer Service - TSO									3				
Expedited Passenger Screening Program				1					1				
Expedited Passenger Screening Program	- TSA PreC	heck		1					1				
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	arry-on Lug	ggage				1					
Patdown				1									
Patdown - Flyer				1									
Property - Special Handling	1												
Property - Special Handling - Damaged It	1												
Screening									1		1		
Screening - Crew Member or Airline Emp	loyee										1		
Screening - Inconsistency									1				
2023		1	2	. 1	1		4	2	1	1	1		1-
Customer Service							1			1	1		
Customer Service - TSO							1			1	1		:
Expedited Passenger Screening Program		1	1	1			3	2	1				
Expedited Passenger Screening Program	- TSA Appli	ication Pro	1										
Expedited Passenger Screening Program	- TSA PreC	1		1			3	2	1				
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	cal Supplies	1								
Screening			1										
Screening - Procedures/Process			1										

					TCC) Data 1								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BMI	9	4	3		1	8	5	4	3	4	3	3	4
2021												2	
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	- TSA PreC	Check										1	
Property - Special Handling												1	
Property - Special Handling - Damaged Ite	ems - Carry	-On										1	
2022	3	1	2		1	3	2	3	1	2	2	1	2
Airline											1		
Airline - Policy/Regulations/Service											1		
Civil Rights						1	1						
Civil Rights - Race						1							
Civil Rights - Transgender Screening							1						
Customer Service		1						1					
Customer Service - TSO		1						1					
Expedited Passenger Screening Program	1		2		1	2	1	2	1	2	1	1	1
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram		1				1				
Expedited Passenger Screening Program	1		2			2	1	2		2	1	1	1
Patdown	1												
Patdown - Flyer	1												
Prohibited & Permitted Items	1												
Prohibited & Permitted Items - Liquids/Ge	1												
2023	6	3	1			5	3	1	2	2	1		2
Customer Service	1							1	2				
Customer Service - TSO	1							1	2				
Expedited Passenger Screening Program	5	3	1			5	2			1	1		1
Expedited Passenger Screening Program	1		1							1			
Expedited Passenger Screening Program	4	3				5	2				1		1
Locks							1						
Locks - Missing or Damaged Lock							1						
Screening										1			
Screening - Procedures/Process										1			

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	ool - FOIA 03-Mar	04-Apr	OF May	06-Jun	07-Jul	08-Aug	00 Son	Total
							•	05-May				09-Sep	
BNA	142	199	159	126	157	181	199	230	215	173	178	142	2,101
2021												42	42
Customer Service												3	3
Customer Service - TSO												3	3
Expedited Passenger Screening Program												29	29
Expedited Passenger Screening Program			ram									2	2
Expedited Passenger Screening Program	- TSA PreChe	eck										27	27
Locks												2	2
Locks - Missing or Damaged Lock												2	2
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCh	necked Bag	gage								1	1
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Patdown												2	2
Patdown - Flyer												2	2
Persons w/ Disabilities (PWD)												2	2
Persons w/ Disabilities (PWD) - Diapers/0	ı Garments/Dres	ssings/Ma	sks									1	1
Persons w/ Disabilities (PWD) - Medically				al Supplies								1	1
Property - Special Handling		o di o di i o i i	and moder	а. очьршоо								2	2
Property - Special Handling - Damaged Ite	eme - Carry-O	ın										1	1
												1	
Property - Special Handling - Damaged Ite				45		70	04	440	440	00	0.0		
2022	45	73	52	45	58	78	81	110	110	83	86	100	921
Additional Information Required/Insufficient Information									1			1	2
Additional Information Required/Insufficier	nt Information		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 Discrimina	I ation	2											2
Customer Service	3	7	2	1	2	4	7	4	13	9	3	3	58
Customer Service - Others	3	1		- '			,		10	3			1
Customer Service - Others Customer Service - TSO	3		2	1	2	4	7	1	12	0	2		
		6	2	1	2	4		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		Military								1			1
Expedited Passenger Screening Program				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 - Dam	 agod/Missing	Itoma Co	arry on Lug	2020			1	1	1	1		1	4
				gage			1	- 1	3				
Mishandling of Passenger Property - Dam			1				1	1	3	4			10
Mishandling of Passenger Property - Disa	rrayed 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 - Gener	al											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									0		1		1
Persons w/ Disabilities (PWD)	3		3				3	3	2	1			15
Persons w/ Disabilities (PWD) - Autism S			1				3	3		- 1			15
Persons w/ Disabilities (PWD) - Addistri S		tal /Manta					1	1					2
. , , , , , , , , , , , , , , , , , , ,		itai /ivierita	al Disability				- 1			4			
Persons w/ Disabilities (PWD) - Diabetes			- 1							1			2
Persons w/ Disabilities (PWD) - Internal N		es					2						2
Persons w/ Disabilities (PWD) - Medically									2				3
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates							1					1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees a	nd Casts						1					1
Persons w/ Disabilities (PWD) - Respirato	1												1
			1										2
Persons w/ Disabilities (PWD) - Wheelcha						_	3	4	2		3	1	33
		7	4	1	4	2	J				_		9
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling	1 2			1	4	1	3	2			2	1	
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite	1 2	2	4	1	4	1	<u> </u>	2			2	1	
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged Ite	1 2 ems - Carry 1	2	4		4			2				1	8
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten	1 2 ems - Carry 1	2 2 1	4 1 2	1		1	1	1	1			1	8 5
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item	1 2 ems - Carry 1 1 1 ns - Checke	2 2 1 2	4 1 2	1	4	1	1 2	1	1		1		8 5 11
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	1 2 ems - Carry 1	2 2 1 2 5	4 1 2 1 5			1 1	1 2 5	1	1 1 4	1	2	5	8 5 11 46
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency	1 2 ems - Carry 1 1 1 ns - Checke	2 2 1 2 5 1	4 1 2 1 5	1	4	1	1 2	1	1	1	2		8 5 11 46 11
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	1 2 ems - Carry 1 1 1 ns - Checke	2 2 1 2 5 1	1 5 1	1	4	1 1	1 2 5	1	1 1 4	1	2	5	8 5 11 46
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency	1 2 ems - Carry 1 1 1 ns - Checke	2 2 1 2 5 1	4 1 2 1 5	1	4	1 1	1 2 5	1	1 1 4	1	2	5	8 5 11 46 11
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines	1 2 ems - Carry 1 1 ns - Checke 1	2 2 1 2 5 1	1 5 1	1	4	6 2	1 2 5	1 1 6	1 1 4 2		2	5	8 5 11 46 11 3
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	1 2 ems - Carry 1 1 ns - Checke 1	2 2 1 2 5 1	1 5 1	1	4	6 2	1 2 5 1	1 1 6	1 1 4 2		2	5	8 5 11 46 11 3 29
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2023	1 2 ems - Carry 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 1 2 5 1 1 3	1 5 1 3	1 5	4 1	1 1 6 2 3 1	1 2 5 1	1 1 6	1 1 4 2 2	1	2 1 1	5	8 5 11 46 11 3 29 3 1,138
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2023 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Procedures/Procesting Pr	1 2 ems - Carry 1 1 1 s - Checke 1 cated Items 97 1	2 2 1 2 5 1 1 3	1 5 1 3	1 5	4 1	1 1 6 2 3 1	1 2 5 1	1 1 6 6 120	1 1 4 2 2	1	2 1 1 92	5	8 5 11 46 11 3 29 3 1,138
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2023 Additional Information Required/Insufficient Information Required/Insufficient	1 2 ems - Carry 1 1 1 s - Checke 1 cated Items 97 1	2 2 1 2 5 1 1 3	1 5 1 3	1 5	4 1	1 1 6 2 3 1	1 2 5 1	1 1 6 6	1 1 4 2 2 2 105	1	2 1 1 92	5	8 5 11 46 11 3 29 3 1,138 3 3
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2023 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline	1 2 ems - Carry 1 1 1 s - Checke 1 cated Items 97 1	2 2 1 2 5 1 1 3 126	1 5 1 3	1 5	4 1	1 1 6 2 3 1	1 2 5 1	1 1 6 6 120	1 1 4 2 2 105	1	2 1 1 92	5	8 5 11 46 11 3 29 3 1,138 3 3
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2023 Additional Information Required/Insufficient Information Required/Insufficient Information Additional Information Required/Insufficient Information Airline - Policy/Regulations/Service	1 2 ems - Carry 1 1 1s - Checke 1 1 cated Items 97 1 1	2 2 1 2 5 1 1 3	1 5 1 3	5	4 1	1 1 6 2 3 1 103	1 2 5 1 3 1 118	1 1 6 1 120 1	1 1 4 2 2 105	90	2 1 1 92 1 1	5	8 5 11 46 11 3 29 3 1,138 3 3
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2023 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline	1 2 ems - Carry 1 1 1 1 1 ss - Checke 1 1 1 cated Items 97 1 1 1	2 2 1 2 5 1 1 3 126	1 5 1 3	1 5	4 1	1 1 6 2 3 1	1 2 5 1	1 1 6 6 120	1 1 4 2 2 105	1	2 1 1 92	5	8 5 11 46 11 3 29 3 1,138 3 3

pries	10-Oct	11-Nov	TSA Contac	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Headwear	10-001	11-1404	12-066	v i-Jaii	04-L6D	US-IVIAI 1	04-Ahi	UU-IVIAY	oo-Juli	or-Jui	oo-Aug	oa-aeh	TOTAL
Civil Rights - National Origin						- 1			1		1		2
Civil Rights - Race	1			1			1		1	1			
Civil Rights - Sex/Gender/Gender Identity				1			1		- 1	1	1		3
Civil Rights - Transgender Screening	y- NOCHIANS	gender					1	1		- 1	1		
Customer Service	7	4	7	6	9	11	10	9	7	6	9		85
Customer Service - Others	1	4	1	0	9	- 11	10	9	- /	0	9		00
Customer Service - Others Customer Service - TSO	7	4		6	9	11	10	9	7	6	9		84
Expedited Passenger Screening Program	77				77	11 76	10	97		6			
		95	87	62	- 11	/6	97	97	80	68	65		88
Expedited Passenger Screening Program	_									1	1		
Expedited Passenger Screening Program							3	2	1		1		2
Expedited Passenger Screening Program		87		62	77	76	94	95	79	67	63		852
Locks	1		2										3
Locks - Missing or Damaged Lock	1		2										3
Lost and Found								1		1	1		
Lost and Found - Airport/TSA								1		1	1		3
Mishandling of Passenger Property	2	7	1	4	1	1	2	3	4		3		28
Mishandling of Passenger Property - Dar	n 1	3		2	1		1		3		2		1
Mishandling of Passenger Property - Dar	n 1	4	1	1		1	1	1	1		1		12
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-on	or Checked	1				2					
No Jurisdiction		1						2					
No Jurisdiction - No Referral		1						2					
Ombudsman						1							
Ombudsman - General						1							
Patdown		3		1	2	1	1	1		5	3		17
Patdown - Children		1											
Patdown - Flyer		2		1	2	1	1	1		5	3		16
Persons w/ Disabilities (PWD)	2			•	1			1	2	1	1		14
Persons w/ Disabilities (PWD) - Cognitive					'			1					
Persons w/ Disabilities (PWD) - Diabetes		1						1	1				
Persons w/ Disabilities (PWD) - Hearing			1						- '				-
Persons w/ Disabilities (PWD) - Medicall		1							1				2
Persons w/ Disabilities (PWD) - Medicali									ı				2
Persons w/ Disabilities (PWD) - Prosthes					1								
Persons w/ Disabilities (PWD) - Prostries Persons w/ Disabilities (PWD) - Touch A					1					1			
. ,	. "	/trauma)								1			
Persons w/ Disabilities (PWD) - Visual In													
Persons w/ Disabilities (PWD) - Wheelch											1		3
Property - Special Handling	5			5	1	2	4	1	4	1	2		35
Property - Special Handling - Damaged I		2		2	1		3		1	1			15
Property - Special Handling - Damaged I			1	1		2							
Property - Special Handling - Missing Itel		2	1	2				1	1		1		
Property - Special Handling - Missing Itel							1		2		1		(
Screening	1	6		2	8	10	2	3	5	5	5		50
Screening - Crew Member or Airline Emp	oloyee	1											
Screening - Gate Pass											1		1
Screening - Inconsistency			1	1	1	1		1	2	1	1		9
					1	1			1				3
Screening - Lengthy Lines	1												

Categories		10-Oct 1			Center (TC 01-Jan (03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BOI		45	46	61	49	46	55	37	50	47	35	55		560
2021													12	12
Civ	vil Rights												2	2
	Civil Rights - Constitutional Rights												1	1
	Civil Rights - Sex/Gender/Gender Identity-	Not Transgen	der										1	1
Exp	pedited Passenger Screening Program												10	10
	Expedited Passenger Screening Program			m									1	1
2022	Expedited Passenger Screening Program			20	44	20	07	04	0.5	0.5	47	00	9	9
	rline	12	16	22	11	22	27	21	25	25	17	26	22	246
AIII	Airline - Policy/Regulations/Service					1								1
Civ	vil Rights					1				1			1	3
Olv	Civil Rights - Race					'				'			1	1
	Civil Rights - Sex/Gender/Gender Identity-	Not Transgen	der			1				1				2
Cus	stomer Service		2	1	1			1	2	1				8
	Customer Service - TSO		2	1	1			1	2	1				8
Exp	pedited 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
lde	entification (ID) Requirements						1							1
	Identification (ID) Requirements - Domesti	С					1							1
Loc	cks					1							1	2
	Locks - Missing or Damaged Lock					1							1	2
Mis	shandling of Passenger Property		1							1				2
	Mishandling of Passenger Property - Dam	0 0	temsCari	ry-on Lugga	ige					1				1
	Mishandling of Passenger Property - Dam	aged/Missii	1											1
No	Jurisdiction											1		1
_	No Jurisdiction - No Referral								-			1		1
Pat	tdown Fluor			1			1		1	3	2			8
	Patdown - Flyer			1			1		1	3	1			7
n.	Patdown - Non-Flyer						4	4			1			1
Pei	ersons w/ Disabilities (PWD)					1 1	1	1	2				1	6
	Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically	Nococcon M	dication o	nd Madical	Cupplies	ı	1	1						1 2
	Persons w/ Disabilities (PWD) - Metal Imp		dication a	nu meulcai	Supplies		- '	1					1	2
	Persons w/ Disabilities (PWD) - Mobility D		Wheelchair	or Scooter)	\				1					1
	Persons w/ Disabilities (PWD) - Visual Imp		VIIOOIOIIGII	01 0000101)	/				1					1
Pro	operty - Special Handling	1		3		1	2		1	1	2			11
	Property - Special Handling - Damaged Ite	ems - Carry-Or	1	2										2
	Property - Special Handling - Damaged Ite			1		1								2
	Property - Special Handling - Missing Item						1				1			3
	Property - Special Handling - Missing Item						1		1	1	1			4
Scr	reening	1	1			2	1				1	1	3	10
	Screening - Inconsistency	1												1
	Screening - Procedures/Process		1			2	1				1	1	3	9
2023		33	30	39	38	24	28	16	25	22	18	29		302
Add	lditional Information Required/Insufficient Inf	ormation			1				1					2
	Additional Information Required/Insufficier	t Information -	EMAIL ON		1				1					2
Civ	vil Rights			1				1	1					3
	Civil Rights - Civil Rights Violation (TSA E													1
		mployee)		1										
	Civil Rights - Race			1				1						1
	Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-		der					1	1					1
Cu	Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity stomer Service	Not Transgen	der	3	2			1	1	2		1		1
	Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Istomer Service Customer Service - TSO	Not Transgen		3	2					2	40	1		1 9 9
	Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Istomer Service Customer Service - TSO Ippedited Passenger Screening Program	Not Transgen 1 1 24	der 22	3		22	21	12	1 20	2 17	12			1 9 9 224
	Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Istomer Service Customer Service - TSO Ipedited Passenger Screening Program Expedited Passenger Screening Program	Not Transgen 1 1 24 - DoD	22	3 3 27	2	22	21			2		1 23		1 9 9 224 1
	Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- istomer Service Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	Not Transgen 1 1 24 - DoD 3	22	3 3 27	2 24			12	20	2 17 1	1	1 23 1		1 9 9 224 1 8
Ехр	Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- istomer Service Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	Not Transgen 1 1 24 - DoD	22 2 20	3 3 27	2 24 24	22	21			2 17	1 11	1 23		1 9 9 224 1 8 215
Ехр	Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- istomer Service Customer Service - TSO spedited Passenger Screening Program Expedited Passenger Screening Program Cks	Not Transgen 1 1 24 - DoD 3	22 2 20 1	3 3 27	2 24			12	20	2 17 1	1	1 23 1		1 9 9 224 1 8 215
Ехр	Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- istomer Service Customer Service - TSO spedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program cks Locks - General	Not Transgen 1 1 24 - DoD 3	22 2 20	3 3 27	2 24 24 1			12	20	2 17 1	1 11 1	1 23 1		1 9 9 224 1 8 215 3
Exp	Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- istomer Service Customer Service - TSO spedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program cks Locks - General Locks - Missing or Damaged Lock	Not Transgen 1 1 24 - DoD 3	22 2 20 1 1	3 3 27 1 26	2 24 24 1		21	12	20	2 17 1 16	1 11 1	1 23 1 22		1 9 9 224 1 8 215 3 1
Exp	Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- istomer Service Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program cks Locks - General Locks - Missing or Damaged Lock shandling of Passenger Property	Not Transgen 1 1 24 - DoD 3 21	22 2 20 1 1	3 3 27 1 26	2 24 24 1			12	20	2 17 1	1 11 1	1 23 1 22		1 9 9 224 1 8 215 3 1 2
Exp	Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- istomer Service Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program cks Locks - General Locks - Missing or Damaged Lock shandling of Passenger Property Mishandling of Passenger Property - Dam	Not Transgen 1 1 24 - DoD 3 21	22 20 1 1 2 temsC	3 3 27 1 26	2 24 1 1 3		21	12	20	2 17 1 16	1 11 1	1 23 1 22		1 9 9 224 1 8 215 3 1 2 11
Exp	Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- istomer Service Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program cks Locks - General Locks - Missing or Damaged Lock shandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	Not Transgen 1 1 24 - DoD 3 21 aged/Missing laged/Missin	22 20 1 1 2 temsC	3 3 27 1 26	2 24 24 1		21	12	20	2 17 1 16	1 11 1	1 23 1 22		1 9 9 224 1 8 215 3 1 2 11 2
Exp Loc Mis	Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- istomer Service Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program cks Locks - General Locks - Missing or Damaged Lock shandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	Not Transgen 1 1 24 - DoD 3 21 aged/Missing laged/Missin	22 20 1 1 2 temsC	3 3 27 1 26	2 24 1 1 3		21	12	20	2 17 1 16	1 11 1	1 23 1 22		11 99 99 224 11 8 215 3 1 1 2 111 2 7
Exp Loc Mis	Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- istomer Service Customer Service - TSO spedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Cks Locks - General Locks - Missing or Damaged Lock shandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa D Jurisdiction	Not Transgen 1 1 24 - DoD 3 21 aged/Missing laged/Missin	22 20 1 1 2 temsC	3 3 27 1 26	2 24 1 1 3		21	12	20	2 17 1 16	1 11 1	1 23 1 22		1 9 9 224 1 1 2 215 3 1 1 2 111 2 7 7
Loc Mis	Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- istomer Service Customer Service - TSO spedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Cks Locks - General Locks - Missing or Damaged Lock shandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa D Jurisdiction No Jurisdiction - Refer to Other	Not Transgen 1 1 24 - DoD 3 21 aged/Missing laged/Missin	22 20 1 1 2 temsC	3 3 27 1 26	2 24 1 1 3		21	12	20	2 17 1 16	1 11 1	1 23 1 22		1 9 9 224 1 8 215 3 1 1 2 2 111 2 2 117 2 111 2 111 2 111 2 111 111
Loc Mis	Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- istomer Service Customer Service - TSO spedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Cks Locks - General Locks - Missing or Damaged Lock shandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa D Jurisdiction	Not Transgen 1 1 24 - DoD 3 21 agged/Missing laged/Missing rrayed Item	22 2 20 1 1 2 temsC	3 3 27 1 26	2 24 1 1 3	22	21	12	20	2 17 1 16	1 11 1 1 1 1 1	1 23 1 22		1 9 9 224 1 8 215 3 1 1 2 111 2 7 7 2 1 1 1 8
Loc Mis No	Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Istomer Service Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Property Locks - Missing or Damaged Lock Shandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Jurisdiction No Jurisdiction - Refer to Other Ittlown	Not Transgen 1 24 - DoD 3 21 aged/Missing laged/Missirrayed Item	22 2 20 1 1 1 2 2 temsC 1	3 3 27 1 26	2 24 1 1 3	22	21	12	20 20	2 17 1 16	1 11 1 1 1 1 1 1 1 1 1 1	1 23 1 22		1 99 99 224 1 8 215 2 15 2 2 11 2 2 11 2 2 11 8 8 8 11 11 11 12 12 14 14 15 16 16 17 17 17 17 17 17 17 17 17 17 17 17 17
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Loc Mis No Pat Per	Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Istomer Service Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Screening Program Cks Locks - General Locks - Missing or Damaged Lock shandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Durisdiction No Jurisdiction - Refer to Other Intown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Dohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	Not Transgen 1 1 24 - DoD 3 21 aged/Missing laged/Missir rayed Item 1 1 1 1 nmunition 2 1 ems - Checl is - Carry-On	22 20 1 1 2 2 temsC 1 1 1 1 1 1 1 1 3	3 3 27 1 26 1 1 1 1 1 1 1 1 1	2 24 1 1 3 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1	22	21 2 1 1 1 2 2 1	12 12 11 1 1 1	20 20	2 17 1 16 16	1 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 23 1 22 1 1 1		1 9 9 9 224 11 8 8 215 3 3 1 1 2 2 7 7 2 1 1 1 1 3 3 1 1 1 1 1 9 9 1 1 3 3 2 2 3 3 6 26
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	10-Oct 1 516	1-Nov 12 542	2-Dec 0 528	1-Jan 0 421	2-Feb 0 439	3-Mar 534	04-Apr 580	05-May 550	06-Jun 559	07-Jul 557	08-Aug 564	09-Sep 469	Total
S 2021	516	542	528	421	439	534	580	550	ออษ	557	504	137	6,2 1
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Civil Rights Regial Profiling or Discrimina	tion												
Civil Rights - Racial Profiling or Discrimina Customer Service	iuori											2	
Customer Service - TSO												21 21	
Expedited Passenger Screening Program	DoD											81	
Expedited Passenger Screening Program		D	_									1	
Expedited Passenger Screening Program			1									4	
Expedited Passenger Screening Program	- TSA PreChe	CK										76	
No Jurisdiction												1	
No Jurisdiction - Refer to CBP												1	
Patdown												9	
Patdown - Flyer												9	
Persons w/ Disabilities (PWD)												4	
Persons w/ Disabilities (PWD) - Hearing In	mpairment											1	
Persons w/ Disabilities (PWD) - Medically	Necessary Me	edication and	d Medical S	Supplies								2	
Persons w/ Disabilities (PWD) - Respirator	ry and Inhaler	Equipment										1	
Property - Special Handling												12	
Property - Special Handling - Damaged Ite	ms - Carry-Or	1										7	
Property - Special Handling - Damaged Ite												2	
Property - Special Handling - Missing Item												1	
												2	
Property - Special Handling - Missing Item	s - Checked											7	
Screening												7	
Screening - Procedures/Process	457	205	400	450	450	252	074	207	20.4	205	200		•
2022	157	205	188	158	156	252	274	297	284	295	308	332	2,
Additional Information Required/Insufficient Info				1					2			1	
Additional Information Required/Insufficien		EMAIL ONI		1					2			1	
Airline	1		1										
Airline - Policy/Regulations/Service	1		1										
Civil Rights	3	4	2	4	1	3	5	4	7	4	4	3	
Civil Rights - Headwear	-							2				1	
Civil Rights - National Origin		1										1	
Civil Rights - Not Specified								1					
Civil Rights - Race						2	1	- '	3	2	4	1	
-	0	0	0	0	1		<u>'</u>		3		4	1	
Civil Rights - Racial Profiling or Discrimina	2	2	2	2	1								
Civil Rights - Screening of Religious Cultur		1											
Civil Rights - Sex/Gender/Gender Identity	1			1			3	1	4				
Civil Rights - Transgender Screening				1		1	1			2			
Customer Service	18	9	15	9	9	11	17	26	21	27	21	22	
Customer Service - CSM						1							
Customer Service - Others			1										
Customer Service - TSO	18	9	14	9	9	10	17	26	21	27	21	22	
DHS TRIP											1		
DHS TRIP - General											1		
Duplicate E-mail	2		1										
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Expedited Passenger Screening Program	91	149	137	109	126	205	215	235	216	230	241	271	2
Expedited Passenger Screening Program Expedited Passenger Screening Program	91 1	1	1		1	1	1	1	1	1	1		2
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Expedited Passenger Screening Program Expedited Passenger Screening Program	91 1	1	1		1	1	1	1	1	1	1		
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Expedited Passenger Screening Program	91 1 2 87	1 16	1 16 119	8	1 6	1 3	1 8	1 8	1 5	1 11	1 8	2 267	
Expedited Passenger Screening Program Hazardous Materials Safety	91 1 2 87	1 16	1 16 119	8	1 6	1 3	1 8	1 8	1 5 210	1 11 218	1 8	2 267 2 1	
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General	91 1 2 87 1	1 16 132	1 16 119 1	8 101	1 6	1 3 201	1 8	1 8	1 5 210	1 11 218	1 8	2 267 2	
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements	91 1 2 87 1	1 16 132	1 16 119 1	8 101	1 6	1 3	1 8	1 8	1 5 210	1 11 218	1 8	2 267 2 1	
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest	91 1 2 87 1	1 16 132	1 16 119 1	8 101	1 6	1 3 201	1 8	1 8	1 5 210	1 11 218	1 8	2 267 2 1	
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Identification (ID) Requirements - Real ID	91 1 2 87 1	1 16 132	1 16 119 1	8 101	1 6	1 3 201	1 8 206	1 8	1 5 210	1 11 218	1 8	2 267 2 1	
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Identification (ID) Requirements - Real ID Locks	91 1 2 87 1	1 16 132 1 1 1	1 16 119 1	8 101	1 6	1 3 201	1 8 206	1 8	1 5 210	1 11 218	1 8	2 267 2 1	
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock	91 1 2 87 1	1 16 132	1 16 119 1	8 101 1 1	1 6 119	1 3 201 1	1 8 206	1 8 226	1 5 210 1 1	1 11 218	1 8	2 267 2 1	
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found	91 1 2 87 1	1 16 132 1 1 1	1 16 119 1	8 101 1 1	1 6 119	1 3 201 1 1	1 8 206	1 8 226	1 5 210 1 1	1 11 218	1 8	2 267 2 1 1	
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	91 1 2 87 1 1 1 1	1 16 132 1 1 1	1 16 119 1	8 101 1 1	1 6 119	1 3 201 1 1 2 2	1 8 206	1 8 226	1 5 210 1 1	1 11 218	1 8	2 267 2 1	
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found	91 1 2 87 1	1 16 132 1 1 1	1 16 119 1	8 101 1 1	1 6 119	1 3 201 1 1	1 8 206	1 8 226	1 5 210 1 1	1 11 218	1 8	2 267 2 1 1	
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	91 1 2 87 1 1 1 1	1 16 132 1 1 1	1 16 119 1	8 101 1 1 1	1 6 119	1 3 201 1 1 2 2	1 8 206 3 3	1 8 226	1 5 210 1 1 1	1 11 218 1 1	1 8 232	2 267 2 1 1	
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	91 1 2 87 1 1 1 1 1 3	1 16 132 1 1 1 1	1 16 119 1 1 1	8 101 1 1 1 1 4 1	1 6 119	1 1 1 2 2 2 2 2	1 8 206 3 3	1 8 226	1 5 210 1 1 1 2 2 2 2 9 4	1 11 218 1 1	1 8 232 8 8 6	2 267 2 1 1 1 5 3	
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	91 1 2 87 1 1 1 1 1 3 1 2	1 16 132 1 1 1 1	1 16 119 1 1 1 1 3	8 101 1 1 1 1 4	1 6 119	1 3 201 1 1 2 2 2 2	1 8 206 3 3	1 8 226	1 5 210 1 1 1 2 2 9 9 4 3	1 11 218 1 1 1	1 8 232 8 8 6 1	2 267 2 1 1 1 1 5 3	
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar	91 1 2 87 1 1 1 1 1 3 1 2	1 16 132 1 1 1 1	1 16 119 1 1 1 1 3	8 101 1 1 1 1 4 4 1 3	1 6 119	1 3 201 1 1 2 2 2 1	1 8 206 3 3 3	1 8 226 1 1 1 4 2 2	1 5 210 1 1 1 2 2 2 2 9 4	1 11 218 1 1	1 8 232 8 8 6 1 1	2 267 2 1 1 1 5 3 1	
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction	91 1 2 87 1 1 1 1 1 3 1 2	1 16 132 1 1 1 1	1 16 119 1 1 1 1 3	8 101 1 1 1 1 4 1	1 6 119	1 3 201 1 1 2 2 2 2	1 8 206 3 3 3	1 8 226	1 5 210 1 1 1 2 2 9 9 4 3	1 11 218 1 1 1	1 8 232 8 8 6 1	2 267 2 1 1 1 1 5 3	
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral	91 1 2 87 1 1 1 1 1 3 1 2	1 16 132 1 1 1 1	1 16 119 1 1 1 1 3	8 101 1 1 1 1 1 4 1 3 3 3 3	1 6 119	1 3 201 1 1 2 2 2 1	1 8 206 3 3 3	1 8 226	1 5 210 1 1 1 2 2 9 9 4 3	1 11 218 1 1 1	8 8 6 1 1 2	2 267 2 1 1 1 5 3 1	
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Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children	91 1 2 87 1 1 1 1 1 2 1 2 1 1	1 16 132 1 1 1 1 1 Carry-on or (1 16 119 1 1 1 1 3 3 Checked	8 101 1 1 1 1 1 4 1 3 3 3	1 6 119	1 3 201 1 1 2 2 2 1 1	1 8 206 3 3 1 1	1 8 226 1 1 4 2 2 2 2	1 5 210 1 1 1 2 2 2 9 4 3 2	1 11 218 1 1 1 3 2	1 8 232 8 8 6 1 1 1 2 2	2 267 2 1 1 1 5 3 1 1 1 1 1	
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Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Hearing II Persons w/ Disabilities (PWD) - Hearing II Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical D	91 1 2 87 1 1 1 1 1 1 1 5 4 1 7 1 1 siarments/D 2 edical Devices - Attack	1 16 132 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 16 119 1 1 1 1 1 1 1 3 3 Checked 3 3 3 3 3 1 1	8 101 1 1 1 1 4 1 3 3 1 2 1 1 1	1 6 119	1 3 201 1 1 1 2 2 2 2 1 1 1 1 3	1 8 206 3 3 3 1 1 1 4 4 8	1 8 226 1 1 4 2 2 2 1 1 5 5	1 5 210 1 1 1 1 2 2 2 9 4 3 3 2	1 11 218 1 1 1 1 3 3 3 4 1 1	8 8 6 1 1 2 2 6 1 4 1 1	2 267 2 1 1 1 5 3 1 1 1 1 3 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
Persons w/ Disabilities (PWD) - Respirato	ory and Inha	1					1						2
Persons w/ Disabilities (PWD) - Service A	1	2)										3
Persons w/ Disabilities (PWD) - Touch Av	rersion (pain	/trauma)					2		1				3
Persons w/ Disabilities (PWD) - Wheelcha		,	1				2						4
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Alcohol and	d Tobacco	1											1
Property - Special Handling	11	13		16	8	10	6	5	7	10	7	7	108
Property - Special Handling - Damaged Ite		8			2	6	5	1	4	5	3	4	57
Property - Special Handling - Damaged Ite			1		1	0	- 3	'		- 3	- 3	1	6
						0	4	4	4	2	4		
Property - Special Handling - Missing Item			4		2	2	1	4	1	3	1	2	30
Property - Special Handling - Missing Item		1		2	3	2			2	2	3		15
Screening	13		14		8	12	14	12	14	13	17	13	143
Screening - Crew Member or Airline Empl			1										1
Screening - Inconsistency	4	2	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	3 11	5	5	8	9	9	10	10	12	6	96
Screening - Retrieving Abandoned/Confis	1			2	1		1			1	2	2	10
Screening - Traveling with Cash											1		1
2023	359	337	340	263	283	282	306	253	275	262	256		3,216
Airline				1						3	1		5
Airline - Baggage Requirements				1									1
				- '						3	1		4
Airline - Policy/Regulations/Service	0			2	0	44	0	4	2				
Civil Rights	2	6	5 5	3	2	11	9	4	3	8	2		55
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights										1			1
Civil Rights - Headwear					1								1
Civil Rights - National Origin		1								1			2
Civil Rights - Not Specified				1									1
Civil Rights - Perceived Religion		1				3	1		1				6
Civil Rights - Profiling									1				1
Civil Rights - Race	2	2	2 3	2		3	2	3	1	3			21
Civil Rights - Sex/Gender/Gender Identity					1	3	5				2		14
Civil Rights - Sexual Orientation - Not Tra							1						1
Civil Rights - Transgender Screening	l	1				2	- 1	1		2			6
								ı	1				
Claims			1						1				2
Claims - General			1										1
Claims - Status									1				1
Customer Service	9	15	16	15	16	22	13	8	27	26	24		191
Customer Service - CSM					1								1
Customer Service - Others						1							1
Customer Service - TCC					1								1
Customer Service - TSO	9	15	16	15	14	21	13	8	27	26	24		188
DHS TRIP				1						1			2
DHS TRIP - General				1						1			2
Expedited Passenger Screening Program	299	289	288		236	222	254	197	198	186	171		2,548
Expedited Passenger Screening Program		203		200	230	222	204	197	130	100	17.1		2,040
		1				- 1					- 1		0
Expedited Passenger Screening Program					11	1	2	2	2	2	1		8
Expedited Passenger Screening Program	16	12			11	5	3	3	3	3	2		65
Expedited Passenger Screening Program		275			225	216	251	194	194	183	167		2,471
Expedited Passenger Screening Program	- ISA/DHS	Employee	± 1						1		1		3
Hazardous Materials Safety					1						1		2
Hazardous Materials Safety - General					1						1		2
Locks		1	1	1					1	2	1		7
Locks - General									1				1
Locks - Missing or Damaged Lock		1	1	1						2	1		6
Lost and Found		1							1	1	1		4
Lost and Found - Airport/TSA		1							1	1	1		4
Mishandling of Passenger Property	4		5 7	7	3	4	8	6	6	4	10		64
Mishandling of Passenger Property - Dam		1				-	0		-		10		1
Mishandling of Passenger Property - Dam			2 3	5	2	2	4	5	6	2	4		37
Mishandling of Passenger Property - Dam			2 4		1	2	3	1	0	2	6		24
Mishandling of Passenger Property - Disa					- 1		1	1			0		
No Jurisdiction		sCarry-U	TOI CHECKE			4	- 1						2
	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 2	3	3	3	1	3	14	3	9		51
Patdown - Children									1	1			2
Patdown - Flyer	8	2	2 2	3	3	3	1	2	13	2	7		46
Patdown - Flyer as Observer											2		2
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	3	3	3	4	5	2	5	7	6	5	5		48
Persons w/ Disabilities (PWD) - Autism S					1	2				2			5
Persons w/ Disabilities (PWD) - Breast Ca				1									1
Persons w/ Disabilities (PWD) - Cancer (c		Breast Co	ncer	ı				1					1
Persons w/ Disabilities (PWD) - Caricer (g				,				1	1				1
		silidi /ivien	iai Disabilit)	у					1				
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General					1				1				2
Persons w/ Disabilities (PWD) - Hearing I											1		1
Persons w/ Disabilities (PWD) - Internal M							1						1
Persons w/ Disabilities (PWD) - Medical D	Devices - Att	ached to t	he Body	1	1								2
Persons w/ Disabilities (PWD) - Medically	Necessary	1	1					3	1	1	3		10
Persons w/ Disabilities (PWD) - Metal Imp	1						1						2
Persons w/ Disabilities (PWD) - Mobility D		2	2	2	1		1		2		1		13
Persons w/ Disabilities (PWD) - Ostomy/0			_					1					1
Persons w/ Disabilities (PWD) - Prosthesi		and Cast	3		1								1
		. 5450											

			ISA Conta	ct Center (ICC) Data	001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Respirato	ory and Inhal	ler Equipme	ent							1			1
Persons w/ Disabilities (PWD) - Service A	Animals							1	1				2
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)						1					
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway					1						
Persons w/ Disabilities (PWD) - Wounded	d Warrior									1			
Property - Special Handling	8	6	8	6	6	2	2	11	5	6	4		6
Property - Special Handling - Damaged It	6	4	4	2	2	1	2	3	5	2	2		3
Property - Special Handling - Damaged It	2			1	1			1			1		
Property - Special Handling - Missing Iten	ns - Carry-C	2	1	3	2			3		1	1		1
Property - Special Handling - Missing Iten	ns - Checke	d	3		1	1		4		3			1
Request for Assistance				1						1			
Request for Assistance - Other				1						1			
Screening	25	9	9	11	11	15	14	17	13	16	22		16
Screening - Crew Member or Airline Emp	loyee		1		1								
Screening - Inconsistency	8	2	2	3	3	1	1	3	1	6	3		3
Screening - Lengthy Lines	4	1		1	1			1	1		1		1
Screening - Procedures/Process	13	6	6	6	6	13	12	13	10	9	18		11
Screening - Retrieving Abandoned/Confis	cated Items			1		1	1		1	1			

			ISA CUIILA	, center (ICC) Data	1001 - FOIF	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ВРТ			3		1	1	4	1	1	1	3		15
2022			1				2	1			1		5
Customer Service			1					1					2
Customer Service - TSO			1					1					2
Expedited Passenger Screening Program							2				1		3
Expedited Passenger Screening Program	n - TSA PreC	Check					2				1		3
2023			2		1	1	2		1	1	2		10
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity	/- Not Trans	gender									1		1
Customer Service			2							1			3
Customer Service - TSO			2							1			3
Expedited Passenger Screening Program					1	1	1		1		1		5
Expedited Passenger Screening Program	n'- TSA PreC	Check			1	1	1		1		1		5
Screening							1						1
Screening - Procedures/Process							1						1

			ISA Contac	a center (ICC) Data	1001 - FUIA							
Categories 10	0-Oct 1	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BQK			2	3	1	2	1	3		1	2	1	16
2021												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - (Checked											1	1
2022			1	3		2		1			1		8
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program			1	1		2		1			1		6
Expedited Passenger Screening Program - TS	SA PreChe	ck	1	1		2		1			1		6
Screening				1									1
Screening - Procedures/Process				1									1
2023			1		1		1	2		1	1		7
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity- No	t Transger	nder						1					1
Expedited Passenger Screening Program			1		1		1				1		4
Expedited Passenger Screening Program - TS	SA PreChe	ck	1				1				1		3
Expedited Passenger Screening Program - TS	SA/DHS Er	mployee	s - Opt In		1								1
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown										1			1
Patdown - Flyer										1			- 1

						Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BQN	1	3	3	2		5	2	4	3	5	4	4	36
2022		3	1			3		3	1		1	4	10
Civil Rights												2	2
Civil Rights - Race												2	2
Customer Service						1			1				
Customer Service - Others						1							
Customer Service - TSO									1				
Expedited Passenger Screening Program		1	1			2		1			1	2	1
Expedited Passenger Screening Program	- TSA PreC	1	1			2		1			1	2	1
No Jurisdiction								1					
No Jurisdiction - No Referral								1					
Patdown		1											
Patdown - General		1											
Persons w/ Disabilities (PWD)		1											
Persons w/ Disabilities (PWD) - Medically	Necessary	1											
Screening								1					
Screening - Procedures/Process								1					
2023	1		2	2		2	2	1	2	5	3		2
Customer Service				1						2	1		
Customer Service - TSO				1						2	1		
Expedited Passenger Screening Program	1		2	1		1	1	1	1	2	1		1
Expedited Passenger Screening Program	1		2	1		1	1	1	1	2	1		1
Mishandling of Passenger Property						1					1		
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	gage		1					1		
Screening							1		1	1			
Screening - Inconsistency									1				
Screening - Procedures/Process							1			1			2

			SA COMICA	a center (ICC) Data i	001 - FOIF	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BRD	1	1	1		1					1	1	2	8
2021												1	1
Property - Special Handling												1	1
Property - Special Handling - Damaged It	ems - Check	ked										1	1
2022			1		1							1	3
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreC	heck										1	1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	1										1
2023	1	1								1	1		4
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Expedited Passenger Screening Program	1									1			2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	- TSA PreC	heck								1			1
Screening											1		1
Screening - Procedures/Process											1		1

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

					CC) Data 1								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BRO	1	1	1	2	5	4		3	2	3	4		20
2022	1	1	1	2	1	2		2	1	1			12
Airline								1					
Airline - Policy/Regulations/Service								1					
Customer Service						1							
Customer Service - TSO						1							
Expedited Passenger Screening Program	1		1	2	1				1	1			1
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	- TSA PreC	heck	1	2	1				1	1			(
No Jurisdiction								1					
No Jurisdiction - No Referral								1					
Screening		1											
Screening - Procedures/Process		1											
TWIC						1							
TWIC - Status						1							
2023					4	2		1	1	2	4		14
Civil Rights					1								
Civil Rights - Race					1								
Customer Service					1								
Customer Service - TSO					1								
Expedited Passenger Screening Program					1	2		1	1	2	1		{
Expedited Passenger Screening Program	- TSA PreC	heck			1	2		1	1	2	1		{
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - General											1		
Property - Special Handling					1								
Property - Special Handling - Damaged Ite	ems - Carry	On			1								
Screening											2		- 2
Screening - Procedures/Process											2		2

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

10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
1	1		1					1	1	1		6
1	1		1						1			4
1												1
1												1
	1								1			2
- TSA PreC	1								1			2
			1									1
Warrior			1									1
								1		1		2
										1		1
- TSA PreC	heck									1		1
								1				1
) - General								1				1
	1 1 1 1 - TSA PreC Warrior	10-Oct 11-Nov 1 1 1 1 1 1 1 1 1 - TSA PreC 1	10-Oct 11-Nov 12-Dec 1 1 1 1 1 1 1 1 1 1 - TSA PreC 1 TSA PreCheck	10-Oct 11-Nov 12-Dec 01-Jan 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 09-Sep 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

		1			ΓCC) Data ⅂	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BTR	6	10	9	7	4	23	11	10	11	14	15	13	133
2021												3	3
Expedited Passenger Screening Program												3	3
Expedited Passenger Screening Program	- TSA PreCh	neck										3	3
2022	4	4	3	3	2	8	7	3	7	9	9	10	69
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Customer Service	1					1	1		1				2
Customer Service - TSO	1					1	1		1				2
Duplicate E-mail	1												1
Duplicate E-mail - General	1												1
Expedited Passenger Screening Program	2	3	-	3	1	7	4	3	6	9	5	10	56
Expedited Passenger Screening Program	- TSA Applic	cation Prog	ram		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 - Dam	aged/Missin	g ItemsC	arry-on Lug	gage							2		2
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling					1								1
Property - Special Handling - Damaged Ite	ems - Carry-	On			1								1
Screening		1					1						2
Screening - Procedures/Process		1					1						2
TWIC											1		1
TWIC - Status											1		1
2023	2	6	6	4	2	15	4	7	4	5	6		61
Civil Rights						1							1
Civil Rights - Race						1							1
Customer Service				1					1	1			3
Customer Service - TSO				1					1	1			3
Expedited Passenger Screening Program	2	5	6	3	2	14	2	6	3	3	6		52
Expedited Passenger Screening Program	2	5	6	3	2	14	2	6	3	3	6		52
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Bag	gage				1					1
Persons w/ Disabilities (PWD)							2						2
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)						1						1
Persons w/ Disabilities (PWD) - Mobility D	isability (No	t Wheelcha	air or Scoot	er)			1						1
Screening										1			1
Screening - Crew Member or Airline Emplo	oyee									1			1

		TSA	A Contact	Center (T	CC) Data 1	ool - FOIA							
Categories	10-Oct 1	1-Nov 1	2-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BTV	20	15	24	24	21	25	23	18	16	11	23	16	236
2021												4	4
Customer Service												2	2
Customer Service - TCC												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA Applica	tion Prograr	n									1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Iter	ns - Carry-On											1	1
2022	6	4	8	6	8	9	15	10	9	3	14	12	104
Civil Rights		1	1	1									3
Civil Rights - Racial Profiling or Discrimin	ation		1	1									2
Civil Rights - Transgender Screening		1											1
Customer Service	1	1	1	1		1	2		2	2	2		13
Customer Service - TSO	1	1	1	1		1	2		2	2	2		13
Expedited Passenger Screening Program	5	1	5	3	8	7	12	8	7	1	8	10	75
Expedited Passenger Screening Program	- TSA Applica	tion Prog	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 Er	nployees - (Opt In		1			2					3
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dan	naged/Missing	temsCarr	y-on Lugg	age							1		1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Diapers/	ı Garments/Dres	sings/Mask	S								1		
Property - Special Handling		3		1				1			1		3
Property - Special Handling - Missing Iter	ns - Carry-On			1				1					2
Property - Special Handling - Missing Iter											1		1
Screening		1	1			1	1	1			1	1	7
Screening - Inconsistency		1				1					1		3
Screening - Procedures/Process		'	1				1	1				1	4
2023	14	11	16	18	13	16	8	8	7	8	9		128
Civil Rights		- '					3	•	•	1			4
Civil Rights - Hair Patdowns							1						1
Civil Rights - Race							2						2
Civil Rights - Transgender Screening										1			1
Customer Service		3		2	1			2			1		9
Customer Service - Others		3		1							1		1
Customer Service - TSO		3		1	1			2			1		8
Expedited Passenger Screening Program	10	6	11	14	7	10	4	6	5	5	3		81
Expedited Passenger Screening Program Expedited Passenger Screening Program		6	11	14	7	10	4	6	4	5			80
Expedited Passenger Screening Program				14		10	4	0	1	5	3		1
Mishandling of Passenger Property	1- 13A/DH3 EI	ripioyees - v	Jpt III		2					1			4
	1				2					1			4
Mishandling of Passenger Property - Dan	1 1			4		4				- 1	2		4
Patdown				1		1							
Patdown - Flyer				1		1					1		3
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Autism S	pectrum								1				1
Property - Special Handling	L		1										1
Property - Special Handling - Damaged It			1										1
Screening	3	2	4	1	3	5	1		1	1	3		24
Screening - Inconsistency				1	1	1					1		4
Screening - Lengthy Lines	1	2	4								1		8
Screening - Procedures/Process	2				2	3			1	1	1		10
Screening - Retrieving Abandoned/Confis	cated Items					1	1						2

Catagorias	40.0-4			t Center (T				05 14	00 1	07 1	00 4	00.0	T.4-1
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BUF	33	39	33	44	42	60	46	44	40	50	62	39	532
2021												9	9
Customer Service												1	
Customer Service - TSO												1	
Expedited Passenger Screening Program												4	4
Expedited Passenger Screening Program	- TSA PreCh	eck										4	
Mishandling of Passenger Property												2	
Mishandling of Passenger Property - Dam												1	
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-on	or Checked	d								1	
Property - Special Handling												1	
Property - Special Handling - Damaged Ite	ems - Carry-0	On										1	
Screening												1	
Screening - Retrieving Abandoned/Confise	cated Items											1	
2022	13	13	18	14	16	33	29	21	31	29	29	30	27
Airline			1			1							2
Airline - Policy/Regulations/Service			1			1							
Customer Service	2	7	1		1	1	1		1		2	1	1
Customer Service - TSO	2	7	1		1	1	1		1		2	1	1
Expedited Passenger Screening Program	9	4	12	12	15	29	27	19	22	26	25	25	22
Expedited Passenger Screening Program	1	-7	1	12	10	3	3	1		20	2	20	1
Expedited Passenger Screening Program	8	4	11	12	15	26	24	18	22	26	23	25	21
Mishandling of Passenger Property	1	4	2	12	10	20	24	10	1	20	23	23	21
Mishandling of Passenger Property - Dam		ı Iteme - Co		nane					1			1	
		itemsca	2 2	yaye					ı			1	
Mishandling of Passenger Property - Dam No Jurisdiction	ı	4				4			4			ı	4
		1				1			1	1			
No Jurisdiction - Refer to CBP									1				
No Jurisdiction - Refer to Other		1				1				1			
Patdown				1				1		1			
Patdown - Flyer								1		1			
Patdown - Flyer as Observer				1									
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Service A	nimals								1				
Property - Special Handling	1	1	2					1	1		1	2	!
Property - Special Handling - Damaged Ite	1												
Property - Special Handling - Damaged Ite	ems - Checl	1	2					1				2	
Property - Special Handling - Missing Item	ns - Carry-On										1		
Property - Special Handling - Missing Item	ns - Checked								1				
Screening				1		1	1		4	1	1		
Screening - Lengthy Lines										1	1		
Screening - Procedures/Process				1		1	1		4				
2023	20	26	15	30	26	27	17	23	9	21	33		247
Civil Rights		1					•••						
Civil Rights - Race		1											
Customer Service	1	2						2	1	2			8
Customer Service - Others		1							ļ.				
Customer Service - TSO	1	1						2	1	2			
		21	12	20	24	22	15	16		17	21		
Expedited Passenger Screening Program	15		13	28	24	22	15	10	6	17	31		20
Expedited Passenger Screening Program	2	1	1	2	0.4	00	45	40	0	47	1		00
Expedited Passenger Screening Program	13	20	12	26	24	22	15	16	6	17	30		20
Mishandling of Passenger Property	1		1					2					
Mishandling of Passenger Property - Dam			1					2					
Persons w/ Disabilities (PWD)	1		1	1	1	2		1					
Persons w/ Disabilities (PWD) - General			1										
Persons w/ Disabilities (PWD) - Medical [1	1								
Persons w/ Disabilities (PWD) - Medically						1		1					
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheelcha	ir or Scoot	er)		1							
Property - Special Handling		1			1		1	1			1		
Property - Special Handling - Damaged Ite	ems - Carry	1			1						1		
Property - Special Handling - Damaged Ite		ed					1						
Property - Special Handling - Missing Item								1					
Screening	2	1		1		3	1	1	2	2	1		1-
Screening - Crew Member or Airline Empl						1							
Screening - Inconsistency	1												
Screening - Inconsistency Screening - Lengthy Lines	'							1					
Coroning Longing Lines								- 1					
Screening - Procedures/Process	1	1		1		2	1		2	2	1		11

	10-Oct 1			enter (TCC 1-Jan 0	•		4-Apr 0	5-May 0	6-Jun	07-Jul	08-Aug	09-Sep	Total
BUR	58	51	63	41	46	61	53	60	56	56	74	56	675
2021												17	17
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program	TOA D. Ol	L.										12	12
Expedited Passenger Screening Program	· TSA PreChed	Ж										12	12
Patdown Patdown - Flyer												1	1
Property - Special Handling												1	
Property - Special Handling - Missing Item	s - Carry-On											1	1
Screening	s - Carry-Orr											2	2
Screening - Procedures/Process												2	2
2022	18	23	29	11	16	25	30	29	29	31	36	39	316
Airline	1									V1			1
Airline - Policy/Regulations/Service	1												1
Civil Rights		1	2										3
Civil Rights - Racial Profiling or Discrimina	tion	1											1
Civil Rights - Sex/Gender/Gender Identity-	Not Transgen	der	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 -		1					1						2
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program		4	1		1					1	3		10
Expedited Passenger Screening Program	8	12	15	7	12	19	22	18	19	18	26	31	207
Locks Missing or Domogod Lock							1				1		2
Locks - Missing or Damaged Lock Lost and Found			4				1				1		2
			1										1
Lost and Found - Airport/TSA Mishandling of Passenger Property		1	1	1			1	1			2	3	9
Mishandling of Passenger Property - Dama	aged/Missing I		Lon Luggae				1	- 1				3	4
Mishandling of Passenger Property - Dama		1	7-OII Luggag	je			1	1			1		4
Mishandling of Passenger Property - Disar		arry-on or	Checker	1			'	ı					1
No Jurisdiction	rayou nomo c	ourly on or	Onconor	'						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 Me	dication an	d Medical S	Supplies					1	1			2
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain/tra	uma)										1	1
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/ Se	gway			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 Ite			1	1					1				3
Property - Special Handling - Damaged Ite			1										1
Property - Special Handling - Missing Item			1	1									2
Screening	3	1	3			1	3	5	2	4	2	3	27
Screening - Inconsistency							1						1
Screening - Lengthy Lines		4	1					1					2
Screening - Procedures/Process	3	1	1				2	4	2	4	1		21
Screening - Retrieving Abandoned/Confisc 2023	40		1			4						3	
2023			2.4	20	20	1	20	24	07	0.5	1	3	3
Additional Information Paguirod/Incufficient Info		28	34	30	30	1 36	23	31	27	25	38	3	3 342
Additional Information Required/Insufficient Info	ormation			30	1		23	31	27	1		3	3 342 2
Additional Information Required/Insufficien	ormation		LY				23		27			3	3 342 2 2
Additional Information Required/Insufficien Airline	ormation			1	1		23	31	27	1		3	3 342 2 2 4
Additional Information Required/Insufficien Airline Airline - Lost Baggage	ormation		LY 2		1		23		27	1		3	3 342 2 2 4 1
Additional Information Required/Insufficien Airline Airline - Lost Baggage Airline - Policy/Regulations/Service	ormation		LY	1	1		23	1	27	1	38	3	3 342 2 2 4 1 3
Additional Information Required/Insufficien Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights	ormation	EMAIL ON	LY 2	1	1	36		1	27	1		3	3 342 2 2 4 1 3 6
Additional Information Required/Insufficien Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin	ormation	EMAIL ON	LY 2	1	1	36		1	27	1	38	3	3 342 2 2 4 1 3 6
Additional Information Required/Insufficien Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race	ormation t Information -	EMAIL ON	LY 2	1 1	1	36		1	27	1	2 1	3	3 342 2 2 4 1 3 6
Additional Information Required/Insufficien Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-	ormation t Information -	EMAIL ON	LY 2	1 1	1	36	1	1	27	1	2 1	3	3 342 2 2 4 1 3 6 2 2 1
Additional Information Required/Insufficien Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening	ormation t Information -	EMAIL ON 1 der 1	2 2	1 1	1	36	1	1	27	1	2 1	3	3 342 2 2 4 1 1 3 6 2 2 1 1 1 1
Additional Information Required/Insufficien Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-	ormation t Information -	EMAIL ON 1 der	LY 2	1 1 1	1	1 1	1	1		1	2 1 1	3	3 342 2 2 4 1 3 6 2 2 1
Additional Information Required/Insufficien Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service	ormation t Information -	EMAIL ON 1 der 1	2 2	1 1 1	1	1 1	1	1		1	2 1 1 9	3	3 342 2 2 4 1 3 6 2 2 1 1 28
Additional Information Required/Insufficien Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others	ormation t Information - Not Transgen	EMAIL ON 1 der 1 2	2 2 3	1 1 1 1	1 1	1 1	1 1 2	1 1	1	1 1	2 1 1 9 1	3	3 342 2 2 4 4 1 1 3 3 6 6 2 2 1 1 1 28 1 1
Additional Information Required/Insufficien Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	ormation t Information - Not Transgen 5	EMAIL ON 1 der 1 2	2 2 3 3 3	1 1 1 1 1 1 1	1 1 1	1 1 1	1 2 2	1 1 1 1	1	2	2 1 1 9 1 8	3	3 342 2 2 2 4 4 1 1 3 3 6 6 2 2 2 1 1 28 28 1 27 237
Additional Information Required/Insufficien Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	Not Transgend	EMAIL ON 1 der 1 2	2 2 2 3 3 3 24	1 1 1 1 1 1 1	1 1 1	1 1 1 23	1 2 2	1 1 1 1	1	2	2 1 1 1 9 1 8 19	3	3 342 2 2 2 4 4 1 1 3 3 6 6 2 2 2 1 1 1 2 28 1 2 7 2 3 7 6 6
Additional Information Required/Insufficien Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	Not Transgender 5 5 33 2 31	1 1 der 1 2 2 21	2 2 3 3 3 24 2 2 22	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 26	1 1 1 23 1	1 2 2 12	1 1 1 21	1 1 21	2 2 20	2 1 1 1 9 1 8 19	3	3 342 2 2 4 4 1 3 6 2 2 1 1 28 1 27 237 6 230
Additional Information Required/Insufficien Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	Not Transgender 5 5 33 2 31	1 1 der 1 2 2 21	2 2 3 3 3 24 2 2 22	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 26	1 1 1 23 1	1 1 2 2 12	1 1 1 1 21 21 1	1 1 21	2 2 20	2 1 1 1 9 1 8 19		3 342 2 2 2 4 4 1 1 3 3 6 6 2 2 2 1 1 1 2 2 7 2 3 7 6 6 2 2 3 3 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Additional Information Required/Insufficien Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	Not Transgender 5 5 33 2 31	1 1 der 1 2 2 21	2 2 3 3 3 24 2 2 22	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 26	1 1 1 23 1 22	1 1 2 2 12	1 1 1 21 21	1 1 21	2 2 20	2 1 1 1 9 1 8 19		3 342 2 2 2 4 4 1 1 3 3 6 6 2 2 2 2 1 1 1 2 28 2 3 7 6 2 3 0 2 3 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Additional Information Required/Insufficien Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found	Not Transgender 5 5 33 2 31	1 1 der 1 2 2 21	2 2 3 3 3 24 2 2 22	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 26	1 1 1 23 1 22	1 1 2 2 12	1 1 1 1 21 21 1	1 1 21	2 2 20	2 1 1 1 9 1 8 19		3 342 2 2 2 4 4 1 1 3 3 6 6 2 2 2 2 1 1 1 2 28 1 2 2 3 7 6 2 3 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Additional Information Required/Insufficien Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found	Not Transgender 5 5 33 2 31	1 1 der 1 2 2 21	2 2 3 3 24 2 22 Opt In	1 1 1 1 1 1 17	1 1 1 26	1 1 1 23 1 22 1 1 1 1	1 2 2 12 11 1	1 1 1 21 21 1 1	1 1 21 21	2 2 20	2 1 1 1 9 1 8 19 1 18		3 342 2 2 2 4 4 1 1 3 3 6 6 2 2 2 1 1 1 2 7 2 3 7 6 6 2 3 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Additional Information Required/Insufficien Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	Not Transgender 5 5 33 2 31	1 1 der 1 2 2 21	2 2 3 3 3 24 2 2 22	1 1 1 1 1 1 17 17	1 1 1 26	1 1 1 23 1 22	1 1 2 2 12	1 1 1 1 21 21 1	1 1 21 21	2 2 20	2 1 1 1 9 1 8 19		3 342 2 2 2 4 11 3 6 6 2 2 2 1 1 1 28 1 27 237 6 230 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Additional Information Required/Insufficien Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	Not Transgender Solve to the control of the contro	EMAIL ON 1 der 1 2 21 21 apployees - (2 2 3 3 24 2 22 Dpt In	1 1 1 1 1 1 17 17	1 1 1 26	1 1 1 23 1 22 1 1 1 1	1 2 2 12 11 1	1 1 1 21 21 1 1	1 1 21 21	2 2 20	2 1 1 1 9 1 8 19 1 18		3 342 2 2 2 4 4 11 3 3 6 6 2 2 1 1 1 1 2 1 2 3 3 3 4 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Additional Information Required/Insufficien Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	Not Transgender Solve State S	1 der 1 2 21 ployees - (2 2 3 3 24 2 22 Opt In 1	1 1 1 1 1 1 17 17	1 1 1 26	1 1 1 23 1 22	1 2 2 12 11 1	1 1 1 21 21 1 1	1 1 21 21 21	2 2 20	2 1 1 1 9 1 8 19 1 18		3 342 2 2 2 4 4 1 1 3 3 6 6 2 2 2 1 1 1 2 7 2 3 7 6 2 3 0 0 1 1 1 1 1 1 1 1 1 1 1 2 3 3 5 5
Additional Information Required/Insufficien Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Transgender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	Not Transgender Solve State S	1 der 1 2 21 ployees - (2 2 3 3 24 2 22 Opt In 1 Checked	1 1 1 1 1 1 17 17	1 1 1 26 26	1 1 1 23 1 22	1 2 2 12 11 1 2 2 2 2 2	1 1 1 21 21 1 1	1 1 21 21	2 2 20	2 1 1 1 9 1 8 19 1 18		3 342 2 2 2 4 4 1 1 3 3 6 6 2 2 2 2 1 1 1 2 2 8 2 3 7 6 2 3 0 1 1 1 1 1 1 1 1 1 1 1 2 2 8 3 5 4 4
Additional Information Required/Insufficien Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Patdown	Not Transgender Solve State S	1 der 1 2 21 ployees - (2 2 3 3 24 2 22 Opt In 1 Checked 2	1 1 1 1 1 1 17 17	1 1 1 26 26	1 1 1 23 1 22	1 2 2 12 11 1 2 2 2 2 2 2	1 1 1 21 21 1 1	1 1 21 21 21	2 2 20	2 1 1 1 9 1 8 19 1 18		3 342 2 2 2 4 4 11 3 3 6 6 2 2 2 2 1 1 1 2 2 8 1 1 2 7 2 3 7 6 6 2 3 0 1 1 1 1 1 1 1 1 1 1 1 2 2 3 3 5 5 4 4 9 9
Additional Information Required/Insufficien Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer	Not Transgender Solve State S	1 der 1 2 21 ployees - (2 2 3 3 24 2 22 Opt In 1 Checked	1 1 1 1 1 1 17 17 2 1 1	1 1 1 26 26	1 1 1 23 1 22	1 2 2 12 11 1 2 2 2 2 2	1 1 1 21 21 2 2 2	1 1 21 21 21	2 2 20	2 1 1 1 9 1 8 19 1 18		3 342 2 2 2 4 4 11 3 3 6 6 2 2 2 2 1 1 1 2 2 3 7 6 2 3 0 1 1 1 1 1 1 1 1 1 1 1 2 3 3 5 5 4 4 9 9 9 9
Additional Information Required/Insufficien Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar	Not Transgeners Solve to the state of the s	1 der 1 2 21 ployees - (2 2 3 3 24 2 22 Opt In 1 Checked 2	1 1 1 1 1 1 17 17	1 1 1 26 26	1 1 1 23 1 22	1 2 2 12 11 1 2 2 2 2 2 2	1 1 1 21 21 1 1	1 1 21 21 21	2 2 20	2 1 1 1 9 1 8 19 1 18		3 342 2 2 2 4 4 11 3 3 6 6 2 2 2 2 1 1 1 2 2 8 1 1 2 7 2 3 7 6 6 2 3 0 1 1 1 1 1 1 1 1 1 1 1 2 2 3 3 5 5 4 4 9 9

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diabete	es			1									1
Persons w/ Disabilities (PWD) - Mobility	Disability (N	ot Wheelch	air or Scoot	1									1
Persons w/ Disabilities (PWD) - Wheeld	hair/ Scooter	Segway						1					1
Property - Special Handling		3	1		1	1	2	1	1	1			11
Property - Special Handling - Damaged	Items - Carry	2	1		1	1		1	1				7
Property - Special Handling - Damaged	Items - Chec	ked								1			1
Property - Special Handling - Missing Ite	ems - Carry-C	1					1						2
Property - Special Handling - Missing Ite	ems - Checke	d					1						1
Screening	1	1	1	4		6	2	2	1	1	7		26
Screening - Crew Member or Airline Em	ployee										1		1
Screening - Inconsistency		1		1				1			2		5
Screening - Procedures/Process	1		1	3		6	2	1	1	1	3		19
Screening - Retrieving Abandoned/Conf	iscated Items										1		1

es	10-Oct 1) Data Too 2-Feb 0		04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	213	208	197	200	181	208	244	261	256	263	255	177	2,663
21												56	50
Airline												1	
Airline - Wheelchair Assistance												1	
Civil Rights												1	
Civil Rights - Constitutional Rights												1	
Customer Service												3	
Customer Service - TSO												3	
Expedited Passenger Screening Program												37	3
Expedited Passenger Screening Program	ı - TSA Applicat	ion Program	n									6	
Expedited Passenger Screening Program												30	3
Expedited Passenger Screening Program			Ont In									1	
Identification (ID) Requirements	T- TORIDHO EII	ipioyees - C	Эрстп									1	
	A: _												
Identification (ID) Requirements - Domes	IC T											1	
Locks												1	
Locks - Missing or Damaged Lock												1	
Lost and Found												1	
Lost and Found - Airport/TSA												1	
Mishandling of Passenger Property												2	
Mishandling of Passenger Property - Dar	naged/Missing I	temsUnsp	ecified Lugg	gage								1	
Mishandling of Passenger Property - Disa	arrayed ItemsC	carry-on or	Checked									1	
No Jurisdiction	1	,										1	
No Jurisdiction - Refer to CBP												1	
Patdown												1	
Patdown - Flyer												1	
Persons w/ Disabilities (PWD)												2	
Persons w/ Disabilities (PWD) - Medicall	y Necessary Me	dication an	d Medical S	upplies								1	
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ Se	gway										1	
Prohibited & Permitted Items		-										1	
Prohibited & Permitted Items - Lighters/M	latches											1	
Property - Special Handling												1	
Property - Special Handling - Damaged I	tems - Chacked											1	
Screening	T CHECKEU											3	
Screening - Inconsistency												1	
Screening - International Screening												1	
Screening - Procedures/Process												1	
22	71	90	71	70	73	89	117	132	121	126	125	121	1,20
Airline				1					1	1	1	1	
Airline - Lost Baggage												1	
Airline - Policy/Regulations/Service				1					1	1	1		
Civil Rights	2		2			2	2	2				2	1
Civil Rights - Not Specified						1	1						
							'	4					
Civil Rights - Race						1		1				2	
Civil Rights - Racial Profiling or Discrimin			1										
Civil Rights - Sex/Gender/Gender Identity	/- Not Transgen	der	1				1	1					
Claims				1									
Claims - Status				1									
Customer Service	15	8	5	4	6	7	10	14	14	10	14	6	11
Customer Service - Others							1						
Customer Service - TSO	15	8	5	4	6	7	9	14	14	10	14	6	11
Expedited Passenger Screening Program	42	60	51	50	53	63	87	103	89	92	95	90	87
Expedited Passenger Screening Program			01		00	1	1	100	00	02		1	07
1 0 0		1 1	4	4		3			0				
Expedited Passenger Screening Program		1	1	1		3	3	5	2		1	4	2
Expedited Passenger Screening Program	1				1								
Expedited Passenger Screening Progran		9	1	2	4	1	2	4	5	3	3	2	3
Expedited Passenger Screening Program	38	50	47	47	46	58	81	86	82	89	91	82	79
Expedited Passenger Screening Program			2		2			8				1	1
Identification (ID) Requirements	<u> </u>	1										· ·	
Identification (ID) Requirements - Domes	tic.	1											
Locks		- 1	4	2	4		4	0		4			
	1		1	2	1		1	2		1	1		1
								1					
Locks - General										1	1		
Locks - General Locks - Missing or Damaged Lock	1		1	2	1		1	1					
Locks - General	1	1	1	2	1	2	1	1	1	3			1
Locks - General Locks - Missing or Damaged Lock	1	1			1	2 2	1		1				
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	1		1	1	1		1	1		3	5	6	1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property		1 4	1	1 1	1	2		1 1		3	5	6	1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar	naged/Missiı	1 4 2	1	1 1	1	1	1	1 1 1		3 3 2	2	4	1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar	naged/Missii naged/Missii	1 4 2 2	1 1	1 1 1	1	2		1 1		3	2		1 2 1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar	naged/Missii naged/Missii	1 4 2 2	1 1 Checked	1 1 1		1	1	1 1 1	1	3 3 2	2 2 1	4	1 2 1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Discounty No Jurisdiction	naged/Missii naged/Missii	1 4 2 2	1 1	1 1 1	3	1	1	1 1 1		3 3 2	2 2 1 1	4	1 2 1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Discounty No Jurisdiction No Jurisdiction - No Referral	naged/Missii naged/Missii	1 4 2 2	1 1 Checked	1 1 1	3	1	1	1 1 1	1	3 3 2	2 2 1	4	1 1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disc No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP	naged/Missii naged/Missii	1 4 2 2	1 1 1 Checker 2	1 1 1 1 2		1 1	1	1 1 1	1	3 3 2	2 2 1 1	4	1 2 1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dist No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other	naged/Missii naged/Missii arrayed ItemsC	1 4 2 2 2 Carry-on or	1 1 Checked	1 1 1	3	1 1 1	1	1 1 1	1	3 3 2	2 2 1 1 1	2	1 1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disc No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP	naged/Missii naged/Missii	1 4 2 2	1 1 1 Checker 2	1 1 1 1 2	3	1 1	1	1 1 1	1	3 3 2	2 2 1 1	4	1 1 1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dist No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other	naged/Missii naged/Missii arrayed ItemsC	1 4 2 2 2 Carry-on or	1 1 1 Checker 2	1 1 1 1 2	3	1 1 1	1	1 1 1	1	3 3 2	2 2 1 1 1	2	1 1 1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dist No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown	naged/Missii naged/Missii arrayed ItemsC	1 4 2 2 2 Carry-on or	1 1 1 Checker 2	1 1 1 1 2	3	1 1 1	1 1	1 1 1	1	3 3 2	2 2 1 1 1	2	1 1 1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dist No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer	naged/Missin naged/Missin arrayed ItemsC	1 4 2 2 2 Carry-on or	1 1 1 Checker 2	1 1 1 1 2	3	1 1 1 4	1 1 2 2 1 1 1	1 1 1	1 1 1 3	3 3 2 2	2 2 1 1 1	1	1 1 1 1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dis No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD)	naged/Missii naged/Missii arrayed ItemsC	1 4 2 2 2 Carry-on or	Checker 2	1 1 1 2 2 2	3	1 1 1 4 4	1 1 2 2 1	1 1 1	1 1 3 3 3	3 3 2	2 2 1 1 1	1	1 1 1 1 1 1 1 1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dis No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	naged/Missii naged/Missii arrayed ItemsC 2 2 3 general) Not	1 4 2 2 Carry-on or	1 1 1 Checker 2 2 2 1 1 1	1 1 1 2 2 2	3	1 1 4 4 1	1 1 2 2 1 1 1	1 1 1	1 1 3 3 3	3 3 2 2	2 2 1 1 1	1	1 1 1 1 1 1 1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dis No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Cognitive	naged/Missii naged/Missii arrayed ItemsC 2 2 2 3 general) Note	1 4 2 2 Carry-on or	1 1 1 Checker 2 2 2 1 1 1	1 1 1 2 2 2	3	1 1 1 4 4	1 1 2 1 1 3	1 1 1	1 1 3 3 3	3 3 2 2	2 2 1 1 1	1	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dist No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Diabetes	naged/Missii naged/Missii arrayed ItemsC 2 2 2 3 general) Note	1 4 2 2 Carry-on or	1 1 1 Checker 2 2 2 1 1 1	1 1 2 2	3	1 1 4 4 1	1 1 2 1 1 3	1 1 1	1 1 3 3 3	3 3 2 2	2 2 1 1 1	1	1 1 1 1 1 1 1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dis No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Cognitive	naged/Missii naged/Missii arrayed ItemsC 2 2 2 3 general) Note	1 4 2 2 Carry-on or	1 1 1 Checker 2 2 2 1 1 1	1 1 1 2 2 2	3	1 1 4 4 1	1 1 2 1 1 3	1 1 1	1 1 3 3 3	3 3 2 2	2 2 1 1 1	1	1 1 1 1 1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dist No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Diabetes	anaged/Missin anaged/Missin arrayed ItemsC	1 4 2 2 Carry-on or	1 1 1 Checker 2 2 2 1 1 1	1 1 2 2	3	1 1 4 4 1	1 1 2 1 1 3	1 1 1	1 1 3 3 3	3 3 2 2	2 2 1 1 1	1	1 1 1 1 1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dis No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General	naged/Missin naged/Missin arrayed ItemsC	1 4 2 2 Carry-on or 1 1 2 2 2 al /Mental E	Checker 2 2 2 1 1 1 Disability	1 1 2 2	3	1 1 4 4 1	1 1 2 1 1 3	1 1 1	1 1 3 3 3	3 3 2 2	2 2 1 1 1	1	1 1 1 1 1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dis- Mostandling of Passenger Property - Dis- No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal Persons w/ Disabilities (PWD) - Internal Persons w/ Disabilities (PWD) - Medical	naged/Missin naged/Missin arrayed ItemsC 2 2 3 general) Not e /Developmenta	1 4 2 2 Carry-on or 1 1 2 2 al /Mental C	Checker 2 2 2 1 1 Disability	1 1 2 2 2 1	3 3	1 1 4 4 1	1 1 2 1 1 3	1 1 1 1	1 1 3 3 1	2	2 2 1 1 1	1	1 1 1 1 1 1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dis- Mourisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical	naged/Missin naged/Missin arrayed ItemsC 2 2 3 general) Note b/Developmenta 6 1 Devices - Attach y/Necessary Me	1 4 2 2 Carry-on or 1 1 2 2 al /Mental C	Checker 2 2 2 1 1 Disability	1 1 2 2 2 1	3	1 1 4 4 1	1 1 2 1 1 3	1 1 1	1 1 3 3 3	2	2 2 1 1 1	1	11 11 11 11 11 11 11 11 11 11 11 11 11
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dis- Mostandling of Passenger Property - Dis- No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal Persons w/ Disabilities (PWD) - Internal Persons w/ Disabilities (PWD) - Medical	arrayed ItemsC 2 2 3 general) Note be /Developments 1 Devices - Attach y Necessary Me	1 4 2 2 Carry-on or 1 1 2 2 2 Identify the Beddication and an arrangement of the Beddication and arrangement of the Bedd	Checker 2 2 2 1 1 1 Disability	1 1 2 2 2 1	3 3	1 1 4 4 1	1 1 2 1 1 3	1 1 1 1	1 1 3 3 1	2	2 2 1 1 1	1	1 1 1 1 1 1

		T	SA Contac	t Center (1	CC) Data	ΓοοΙ - FΟΙΑ							
egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items		1											
Prohibited & Permitted Items - Medication	/Prescriptio	1											
Property - Special Handling	1	6	1	3	4	7	3	2	2	5	2	5	4
Property - Special Handling - Damaged Ite		1	1	2	1	2	1	1		1		2	
Property - Special Handling - Damaged Ite	1	1		1					1	2	1		
Property - Special Handling - Missing Item	s - Carry-C	4			2		1		1		1		
Property - Special Handling - Missing Item	s - Checked				1	5	1	1		2		3	
Request for Assistance											1		
Request for Assistance - Other											1		
Screening	5	6	7	4	5	1	8	6	9	10	4	9	
Screening - Crew Member or Airline Empl	oyee		1										
Screening - Inconsistency	1	1	1	1	2	1	2	1	2	2	1	1	
Screening - Lengthy Lines			1				2		4		1	1	
Screening - Procedures/Process	4	5	4	3	2		4	3	2	8	2		
Screening - Retrieving Abandoned/Confisc				0	1				1	0		,	
2023	142	118	126	130	108	119	127	129	135	137	130		1,4
Civil Rights	1	3	120	130	2		121	3	3	8	2		-
<u> </u>	1		- 1			2			3	8			
Civil Rights - Age		1						1					
Civil Rights - Constitutional Rights						1							
Civil Rights - Headwear									1				
Civil Rights - Profiling										1			
Civil Rights - Race	1	2			1	1		2		5	2		
Civil Rights - Sex/Gender/Gender Identity-	Not Transg	ender		1					1				
Civil Rights - Transgender Screening			1		1				1	2			
Claims					1	1							
Claims - General					1	1							
Customer Service	11	9	16	10	10	13	9	16	13	15	22		1
Customer Service - TSO	11	9	16	10	10	13	9	16	13	15	22		1
Expedited Passenger Screening Program	111	92	97	100	81	85	98	90	88	79	72		9
Expedited Passenger Screening Program			1	100	01	00	30	30	00	10	12		
Expedited Passenger Screening Program		3	6	2	1	1	1	1					
Expedited Passenger Screening Program		4	3	4	1	2	2		3	2	3		
										2			
Expedited Passenger Screening Program	107	85	87	94	78	81	95	88	85	77	69		9
Expedited Passenger Screening Program	- ISA/DHS	Employees	- Opt In		1	1							
Hazardous Materials Safety				1									
Hazardous Materials Safety - General				1									
Intranet/Internet Inquiries		1											
Intranet/Internet Inquiries - General		1											
Locks	1					2	2	1	2				
Locks - Missing or Damaged Lock	1					2	2	1	2				
Lost and Found								1	1	1			
Lost and Found - Airport/TSA								1	1	1			
Mishandling of Passenger Property	5	3	2	2	3	2	1	5	3	4	4		
Mishandling of Passenger Property - Dam	aged/Missir	2			1			2	2	2	1		
Mishandling of Passenger Property - Dam	4	1	2	2	2		1		1	1	3		
Mishandling of Passenger Property - Disa						2				1			
No Jurisdiction	- '						1	1		'	1		
No Jurisdiction - No Referral							- '				1		
							- 1	4					
No Jurisdiction - Refer to Other			0				1	1					
Patdown	2		3	1	1	2	2		1	8	2		
Patdown - Flyer	2		3	1	1	2	2		1	8	2		
Persons w/ Disabilities (PWD)	1	2	1	1	1	1	1	1	2	5	3		
Persons w/ Disabilities (PWD) - Autism Sp									1				
Persons w/ Disabilities (PWD) - Cognitive	/Developm	1								1	1		
Persons w/ Disabilities (PWD) - Diabetes	1		1										
Persons w/ Disabilities (PWD) - General					1	1		1					
Persons w/ Disabilities (PWD) - Internal M	ledical Devid	ces		1									
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medica	al Supplies						2			
Persons w/ Disabilities (PWD) - Mobility D							1		1				
Persons w/ Disabilities (PWD) - Respirato				-						1			
Persons w/ Disabilities (PWD) - Touch Av											1		
Persons w/ Disabilities (PWD) - Wheelcha		1								1	1		
Property - Special Handling	5			4	5	1	4	3	3	4	6		
Property - Special Handling - Damaged Ite	1			1	3		1	3	2	1	3		
Property - Special Handling - Damaged Ite				1			2	1	1	- 1	3		
		2		1	4				1	4	0		
Property - Special Handling - Missing Item		ı			1		1	2		1	2		
Property - Special Handling - Missing Item				1	4	1		-		2			
Screening	5	8	6	10	4	10	9	7	19	13	18		
Screening - Children						1				1			
Screening - Crew Member or Airline Empl	oyee	1											
Screening - Inconsistency				5		1	1	2	3	2	4		
Screening - Lengthy Lines	1						1		3	2	2		
										_			
Screening - Procedures/Process	4	6	6	4	3	8	6	5	13	8	12		

		TSA	Contact	Center (TC	CC) Data T	ool - FOIA							
egories					02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ZN	24	20	18	22	28	30	21	26	24	29	45	18	305
2021												7	-
Expedited Passenger Screening Program												7	
Expedited Passenger Screening Program	- TSA Applicat	ion Program										1	
Expedited Passenger Screening Program	- TSA PreChe	ck										6	
2022	5	6	7	6	6	17	10	15	11	13	18	11	12
Civil Rights	-		1	1								1	
Civil Rights - Racial Profiling or Discrimina	ation		1										
Civil Rights - Screening of Religious or Cu		S		1									
Civil Rights - Transgender Screening				'								1	
Customer Service	1				2			1		2	1	1	
Customer Service - TSO	1				2			1		2	1	1	
Expedited Passenger Screening Program		5	5	4	3	15	9	12	8	11	12	7	9
Expedited Passenger Screening Program	TCA Applicat			1	3	13	9	1	1	- 11	12	- 1	9
				3	2		0			44	40	7	
Expedited Passenger Screening Program	- TSA PIEC	5	5	3	3	14	9	11	7	11	12		8
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Dam	naged/Missing i	temsCarry	on Lugga	age					1				
Notice of Violation/Civil Penalties	1												
Notice of Violation/Civil Penalties - Gener													
Patdown	2	1	1					1	1				
Patdown - Flyer	2	1	1					1	1				
Persons w/ Disabilities (PWD)					1	1							
Persons w/ Disabilities (PWD) - General					1	1							
Property - Special Handling												1	
Property - Special Handling - Damaged It	ems - Carry-Or	1										1	
Screening	1			1		1	1	1	1		5	1	1
Screening - Children						1					1		
Screening - Inconsistency											1		
Screening - Procedures/Process	1			1			1	1	1		3	1	
2023	19	14	11	16	22	13	11	11	13	16	27		17
Airline							•••	• • • • • • • • • • • • • • • • • • • •		1			
Airline - Policy/Regulations/Service										1			
Civil Rights					2					1			
Civil Rights - Hair Patdowns					1					'			
Civil Rights - Race					1								
Civil Rights - Sex/Gender/Gender Identity	Not Transgan	dor			- 1					4			
	- Not Transgen									1			
Customer Service		4		2		1		4	2	2	4		1
Customer Service - TSO		4		2		1		4	2	2	4		1
Expedited Passenger Screening Program	15	9	7	14	17	8	11	4	9	10	17		12
Expedited Passenger Screening Program				1									
Expedited Passenger Screening Program	15	9	7	13	17	8	11	4	9	10	17		12
Locks						1							
Locks - Missing or Damaged Lock						1							
Mishandling of Passenger Property		1						1	1		1		
Mishandling of Passenger Property - Dam	naged/Missing I	temsCarry	on Lugga	age				1					
Mishandling of Passenger Property - Dam		1							1				
Mishandling of Passenger Property - Disa		Carry-on or 0	Checked								1		
Patdown		,	3		1	1							
Patdown - Children			1			•							
Patdown - Flyer			2		1	1							
Persons w/ Disabilities (PWD)	2				1	1		1					
Persons w/ Disabilities (PWD) - Breast Ca					1			- 1					
		dioation -	l Madiasi	Cupp!!	1								
Persons w/ Disabilities (PWD) - Medically		culcation and	iviedical	Supplies				1					
Persons w/ Disabilities (PWD) - Wheelcha													
Screening	2		1		1	2		1	1	2	5		1
Screening - Inconsistency			1					1			2		4
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	2				1	1			1	2	3		10

egories AE	10-Oct	11-Nov	12-	Dec 01	l-Jan 02		ol - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ME.	22		8	19	14	23	19	17	21	21	19	20 20	•	2
2021			•	10	1-7	20	13	.,			13	20	4	_
Customer Service													2	
Customer Service - TSO													2	
Expedited Passenger Screening Program													1	
Expedited Passenger Screening Program -	TSA ProCl	neck											1	
	· ISA FIECI	IECK											1	
Property - Special Handling		0												
Property - Special Handling - Damaged Ite								_					1	
2022	5		1	8	8	14	8	7	12	14	6	10	14	1
Civil Rights	1			2		1	1			1				
Civil Rights - Constitutional Rights										1				
Civil Rights - Race							1							
Civil Rights - Racial Profiling or Discrimina	1			1		1								
Civil Rights - Sex/Gender/Gender Identity-	Not Transgo	ender		1										
Customer Service	1			1	2	2	2	2		5	1		2	
Customer Service - Others										1				
Customer Service - TSO	1			1	2	2	2	2		4	1		2	
Expedited Passenger Screening Program	2		1	5	3	7	3	3	8	5	2	6		
				J		- 1	J	3	0	3			10	
Expedited Passenger Screening Program -		vinitary			1						4			
Expedited Passenger Screening Program -								1			1			
Expedited Passenger Screening Program -					1					1				
Expedited Passenger Screening Program	2		1	5	1	7	3	2	8	4	1	6	10	
Locks											1			
Locks - Missing or Damaged Lock											1			
Mishandling of Passenger Property													1	
Mishandling of Passenger Property - Dama	aged/Missin	g Items	Checke	ed Baggag	е								1	
No Jurisdiction				00 0	1	1								
No Jurisdiction - No Referral					1									
No Jurisdiction - Refer to Other						1								
Patdown					1	1		1	2			2	. 1	
					ı	ı								
Patdown - Children								1				1		
Patdown - Flyer					1				2			1	1	
Patdown - Non-Flyer						1								
Persons w/ Disabilities (PWD)					1		1		1					
Persons w/ Disabilities (PWD) - General					1		1							
Persons w/ Disabilities (PWD) - Mobility Di	isability (No	t Wheelc	hair or	Scooter)					1					
Property - Special Handling						1					1			
Property - Special Handling - Damaged Ite	ms - Carry-0	Эn				1								
Property - Special Handling - Missing Items	s - Carry-Or	1									1			
Screening	1					1	1	1	1	3	1	2		
<u> </u>										1	1	1		
Screening - Inconsistency														
Screening - Inconsistency	1					1	1		- 1	2				
Screening - Procedures/Process	1					1	1	1	1	2		1		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc	cated Items		,	11	e			1			40	1		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023		•	7	11	6	9	1	10	9	7	13			
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights	cated Items		7	2	6						13	1		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - Civil Rights Violation (TSA En	cated Items		7	2	6	9 2		10			13	1		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights	cated Items		7	2	6	9		10			13	1		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - Civil Rights Violation (TSA En	mployee)		7	2	6	9 2		10			13	1		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - Civil Rights Violation (TSA El	mployee)		7	2	6	9 2		10			13	1		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2023 Civil Rights Civil Rights - Civil Rights Violation (TSA Er Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service	mployee) Not Transge		7	2	6	9 2		10 1	9		13	1		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2023 Civil Rights Civil Rights - Civil Rights Violation (TSA Er Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO	mployee) Not Transge	ender	7	2	6	9 2		10 1 1 3	9		13	1		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2023 Civil Rights Civil Rights - Civil Rights Violation (TSA Er Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program	mployee) Not Transgo 1 1 1 14	ender		2 1 1		9 2 1 1	11	10 1 1 3 3 3	2 2	7		10		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2023 Civil Rights Civil Rights - Civil Rights Violation (TSA Er Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	mployee) Not Transgr 1 1 1 1 - DoD	ender		2 1 1 1		9 2 1 1	11	10 1 1 3 3 3	2 2	7	10	10		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - Civil Rights Violation (TSA Er Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	mployee) Not Transgr 1 1 1 - DoD 3	ender	4	2 1 1 1 6 1	6	9 2 1 1	10	10 1 1 3 3 3 6	2 2 5	7	10	1 10		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - Civil Rights Violation (TSA Er Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program	mployee) Not Transgr 1 1 1 1 - DoD	ender		2 1 1 1		9 2 1 1	10	10 1 1 3 3 3	2 2	7	10	1 10 9		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2023 Civil Rights Civil Rights - Civil Rights Violation (TSA Er Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property	mployee) Not Transge 1 1 1 1 - DoD 3 11	ender	4	2 1 1 1 6 1	6	9 2 1 1	10 1 1 9	10 1 1 3 3 3 6	2 2 5	7	10 1 9	1 10		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2023 Civil Rights Civil Rights - Civil Rights Violation (TSA Er Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dama	mployee) Not Transge 1 1 14 - DoD 3 11 aged/Missing	ender	4 Carry-c	2 1 1 6 1 5 on Luggaga	6 6	9 2 1 1	10	10 1 1 3 3 3 6	2 2 5	7	10	1 10 9		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2023 Civil Rights Civil Rights - Civil Rights Violation (TSA Er Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama	mployee) Not Transge 1 1 14 - DoD 3 11 aged/Missing	ender	4 Carry-c	2 1 1 6 1 5 on Luggaga	6 6	9 2 1 1	10 1 1 9	10 1 1 3 3 3 6	2 2 5	7	10 1 9	1 10 9		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2023 Civil Rights Civil Rights - Civil Rights Violation (TSA Er Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dama No Jurisdiction	mployee) Not Transge 1 1 14 - DoD 3 11 aged/Missing	ender	4 Carry-c	2 1 1 1 6 1 5 on Luggage ed Baggage 1	6 6	9 2 1 1	10 1 1 9	10 1 1 3 3 3 6	2 2 5	7	10 1 9	1 10 9		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2023 Civil Rights Civil Rights - Civil Rights Violation (TSA Er Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama	mployee) Not Transge 1 1 14 - DoD 3 11 aged/Missing	ender	4 Carry-c	2 1 1 6 1 5 on Luggaga	6 6	9 2 1 1	10 1 1 9	10 1 1 3 3 3 6	2 2 5	7	10 1 9	1 10 9		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2023 Civil Rights Civil Rights - Civil Rights Violation (TSA Er Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dama No Jurisdiction	mployee) Not Transge 1 1 14 - DoD 3 11 aged/Missing	ender g Items	4 Carry-c	2 1 1 1 6 1 5 on Luggage ed Baggage 1	6 6	9 2 1 1	10 1 1 9	10 1 1 3 3 3 6	2 2 5	7	10 1 9	1 10 9		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Civil Rights Civil Rights - Civil Rights Violation (TSA Er Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mo Jurisdiction No Jurisdiction - Refer to Other Patdown	mployee) Not Transge 1 1 14 - DoD 3 11 aged/Missing	ender	4 Carry-c Checks	2 1 1 1 6 1 5 on Luggage ed Baggage 1	6 6	9 2 1 1 1 6 6	10 1 1 9	10 1 1 3 3 3 6	2 2 5	7	10 1 9	1 10 9		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2023 Civil Rights Civil Rights - Civil Rights Violation (TSA Er Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dame Mishandling of Passenger Property - Dame No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer	mployee) Not Transge 1 1 14 - DoD 3 11 agged/Missing	ender	4 Carry-c Checke	2 1 1 1 6 1 5 on Luggage ed Baggage 1	6 6	9 2 1 1 1 6 6	10 1 1 9	10 1 1 3 3 3 6	2 2 5	7	10 1 9 1 1	1 10 9		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2023 Civil Rights Civil Rights - Civil Rights Violation (TSA Er Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	mployee) Not Transge 1 1 14 - DoD 3 11 aged/Missing	ender	4 Carry-c Checke	2 1 1 1 6 1 5 on Luggage ed Baggage 1	6 6	9 2 1 1 1 6 6	10 1 1 9	10 1 1 3 3 3 6	2 2 5	7	10 1 9 1 1	1 10 9		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2023 Civil Rights Civil Rights - Civil Rights Violation (TSA Er Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Impl	mployee) Not Transge 1 1 14 - DoD 3 11 aged/Missing aged/Missing 1 1 1 Ilants (joint)	ender g Items	4 Carry-c Checke	2 1 1 1 6 1 5 on Luggagied Baggagi 1 1	6 6	9 2 1 1 1 6 6	10 1 1 9	10 1 1 3 3 3 6	2 2 2 5 5	6	10 1 9 1 1 1	1 10 9		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2023 Civil Rights - Civil Rights Violation (TSA Er Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Impl Screening	mployee) Not Transge 1 1 14 - DoD 3 11 aged/Missing	ender	4 Carry-c Checke	2 1 1 1 6 1 5 on Luggage ed Baggage 1	6 6	9 2 1 1 1 6 6	10 1 1 9	10 1 1 3 3 3 6	9 2 2 2 5 5	7	10 1 9 1 1 1	1 10 9		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2023 Civil Rights Civil Rights - Civil Rights Violation (TSA Er Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Impl	mployee) Not Transge 1 1 14 - DoD 3 11 aged/Missing aged/Missing 1 1 1 Ilants (joint)	g Items	4 Carry-c Checke	2 1 1 1 6 1 5 on Luggagied Baggagi 1 1	6 6	9 2 1 1 1 6 6	10 1 1 9	10 1 1 3 3 3 6	2 2 2 5 5	6	10 1 9 1 1 1	1 10 9		

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	10-000	11-NOV		01-Jan 5	02-Feb 5		04-Apr 8			07-Jui 7			
CAK	9	ь	ь	5	5	9	8	9	4	- 1	10	5	83
2021												2	
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program												2	2
2022	3	2	3	1	2	5	4	6	4		6	3	39
Civil Rights									1				
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender							1				
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Expedited Passenger Screening Program	2	2	2		2	5	2	4	3		5	3	30
Expedited Passenger Screening Program	- TSA Appl	2				1							
Expedited Passenger Screening Program	2		2		2	4	2	4	3		5	3	27
HAZMAT Endorsement			1										
HAZMAT Endorsement - Status			1										
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked	d			1						
Patdown							1	1					
Patdown - Flyer							1	1					2
Screening								1			1		2
Screening - Procedures/Process								1			1		2
2023	6	4	3	4	3	4	4	3		7	4		42
Additional Information Required/Insufficient In	_	•	1	•	•	•	•	•		•	•		
Additional Information Required/Insufficie		n - FMAII	1										
Civil Rights		11 140 - 41-						1					
Civil Rights - National Origin								1					-
Customer Service										1			
Customer Service - TSO										1			
Expedited Passenger Screening Program	_	4	1	4	2	2	0	0		4	0		30
Expedited Passenger Screening Program Expedited Passenger Screening Program	5	4		4	3		2	2		4	2		
	5	4	1	4	3	3				1			30
Mishandling of Passenger Property	1/0.41									- 1			
Mishandling of Passenger Property - Dam		g itemsC	arry-on Lug	gage						1			
Mishandling of Passenger Property - Dan	1												
No Jurisdiction											1		
No Jurisdiction - Refer to Other											1		
Patdown							1						
Patdown - Children							1						
Property - Special Handling			1										
Property - Special Handling - Damaged It	ems - Check	ed	1										
Screening						1	1			1	1		4
Screening - Procedures/Process						1	1			1	1		4

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

			ISA Conta	ct Center (icc) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CDC		1	1	1		5	2			1	1	1	13
2021												1	•
Civil Rights												1	
Civil Rights - Racial Profiling or Discrimin	nation											1	
2022			1	1		3	2			1			
Expedited Passenger Screening Program				1		3	1			1			
Expedited Passenger Screening Program	n - TSA Appl	ication Prog	gram	1									
Expedited Passenger Screening Program	n - TSA PreC	Check				3	1			1			
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-on	1										
Screening							1						
Screening - Procedures/Process							1						
2023		1				2					1		
Expedited Passenger Screening Program		1				1							
Expedited Passenger Screening Program	n'- TSA PreC	1				1							
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Bag	ggage							1		
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Diabetes	3					1							

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

			I SA COIILA	ci centei (icc, Data	1001 - 1 012	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CDV		1			1							2	4
2021												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Iten	ns - Checke	d										1	1
2022					1							1	2
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program	- TSA PreC	Check			1								1
Property - Special Handling												1	1
Property - Special Handling - Missing Iten	ns - Checke	d										1	1
2023		1											1
Civil Rights		1											1
Civil Rights - Race		1											1

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

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

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

					ΓCC) Data ⅂								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CHA	12	10	18	9	14	4	16	7	12	11	11	11	135
2021												4	4
Expedited Passenger Screening Program												3	3
Expedited Passenger Screening Program	- TSA PreC	heck										3	3
Screening												1	1
Screening - Procedures/Process												1	1
2022	6	5	9	5	4	3	10	5	6	7	6	7	73
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service	1	1	2					1	1		1	1	8
Customer Service - TSO	1	1	2					1	1		1	1	8
Expedited Passenger Screening Program	2	4	6	3	4	2	7	4	4	6	5	6	53
Expedited Passenger Screening Program	- DoD				1								1
Expedited Passenger Screening Program		cation Prod	ıram					1			1		2
Expedited Passenger Screening Program		4		3	3	2	7	3	4	6	4	6	50
Mishandling of Passenger Property	_								1				
Mishandling of Passenger Property - Dam	naged/Missin	a ItemsC	hecked Ba	agage					1				
Patdown		3		333-		1			•				
Patdown - Flyer						1							
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Mobility I													
Property - Special Handling	<u>'</u>			2						1			3
Property - Special Handling - Damaged It	ome Corne	On		1						'			
Property - Special Handling - Damaged It				- 1						1			
				1						- 1			
Property - Special Handling - Missing Iter		11	1				2						5
Screening	2		- 1				1						
Screening - Inconsistency							- 1						- 2
Screening - Procedures/Process	1		1										2
Screening - Shoe Screening							1				_		
2023	6	5	9	4	10	1	6	2	6		5		58
Civil Rights										1			
Civil Rights - Headwear										1			
Customer Service		1	1		2		1						5
Customer Service - TSO		1	1		2		1						
DHS TRIP										1			1
DHS TRIP - General										1			1
Expedited Passenger Screening Program	6	3			6	1	5		6				43
Expedited Passenger Screening Program	6	3	5	3	6	1	5	1	6	2	5		43
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	1										1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)				1	1								2
Persons w/ Disabilities (PWD) - Medical I	Devices - Att	ached to th	e Body		1								1
Persons w/ Disabilities (PWD) - Medically	/ Necessary	Medication	and Medic	1									1
Property - Special Handling		1											1
Property - Special Handling - Damaged It	ems - Carry	1											1
Screening			1		1			1					3
Screening - Crew Member or Airline Emp	loyee		1										1
Screening - Procedures/Process					1			1					2
<u>~</u>													

						CC) Data 1								
tegories	10-Oct	11-Nov			01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
СНО	10	1	В	7	12	14	12	18	15	9	14	8		131
2021													2	2
Expedited Passenger Screening Program													1	1
Expedited Passenger Screening Program	- TSA PreC	heck											1	
Identification (ID) Requirements													1	1
Identification (ID) Requirements - Domesti	С												1	1
2022	6	;	3	2	5	6	9	8	7	4	7	4	. 2	63
Additional Information Required/Insufficient Inf											1			1
Additional Information Required/Insufficier	nt Informatio	n - EMAIL	ONL	Y							1			1
Civil Rights			1				2							
Civil Rights - Age			1											
Civil Rights - Hair Patdowns							1							
Civil Rights - Race							1							
Customer Service			1		1		1	1	1		1			
Customer Service - Others								1						
Customer Service - TSO			1		1		1		1		1			
Expedited Passenger Screening Program	4		1	1	3	6	4	7	6	3	3	4	. 2	4
Expedited Passenger Screening Program	- DoD										1			
Expedited Passenger Screening Program	1													
Expedited Passenger Screening Program	3		1	1	3	6	4	7	6	3	2	4	. 2	4
Locks							1							
Locks - Missing or Damaged Lock							1							
Mishandling of Passenger Property							'				1			
Mishandling of Passenger Property - Disa	rrayed Items	Carry	n or C	hackad							1			
Patdown	1 ayeu itemis	sCarry-0	11 01 0	1										
Patdown - Flyer	1			1										
Persons w/ Disabilities (PWD)	ı			- 1			1							
	Massassi	N A = =11 = = 41 =		Madiaal	Committee		1							
Persons w/ Disabilities (PWD) - Medically	Necessary	Medicalio	n and	iviedicai	Supplies		1			-				
Property - Special Handling		0								1				
Property - Special Handling - Damaged Ite		On								1				
Screening	1				1						1			
Screening - Inconsistency					1						1			
Screening - Procedures/Process	1													
2023	4		5	5	7	8	3	10	8	5	7	4		6
Civil Rights						1		4						
Civil Rights - Constitutional Rights						1								
Civil Rights - National Origin								1						
Civil Rights - Profiling								1						
Civil Rights - Race								1						
Civil Rights - Sex/Gender/Gender Identity-	Not Transg	ender						1						
Customer Service						1				1		1		
Customer Service - TSO						1				1		1		
Expedited Passenger Screening Program	4	4	4	4	7	5	3	6	6	3	5	3		5
Expedited Passenger Screening Program	4	4	4	4	7	5	3	6	6	3	5	3		5
Mishandling of Passenger Property										1				
Mishandling of Passenger Property - Dam	aged/Missin	g Items	Check	ed Bagga	age					1				
Patdown	-		1	33	-	1								
Patdown - Flyer			1			1								
Persons w/ Disabilities (PWD)									1					
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Cast	S						1					
Screening		0000		1					1		2			
Screening - Procedures/Process				1					1		2			
5010611111g - 1 1006041163/1 100633									- '					

gories							•		6-Jun	07-Jul	08-Aug	09-Sep	Total
18	80	77	60	67	52	82	91	99	99	64	88	65	924
2021												25	2
Airline												1	
Airline - Policy/Regulations/Service												1	
Customer Service												1	
Customer Service - TSO												1	
Expedited Passenger Screening Program												17	1
Expedited Passenger Screening Program	- TSA PreChe	eck										17	1
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Dam	aged/Missing	ItemsChe	cked Bagga	ige								1	
Prohibited & Permitted Items												1	
Prohibited & Permitted Items - Lighters/Ma	atches											1	
Property - Special Handling												2	
Property - Special Handling - Damaged Ite												1	
Property - Special Handling - Damaged Ite	ems - Checked	b										1	
Screening												2	
Screening - Inconsistency												1	
Screening - Procedures/Process												1	
2022	28	23	18	23	22	42	46	45	56	32	57	40	43
Civil Rights						2			1	1		1	
Civil Rights - National Origin										1			
Civil Rights - Race						2				- '			
ŭ .	Not Transaci	ador										1	
Civil Rights - Sex/Gender/Gender Identity-		idei							4				
Civil Rights - Sexual Orientation - Not Tra									1				
Customer Service	3	3	1	1	1		3	5	6	2	1	1	2
Customer Service - TSO	3	3	1	1	1		3	5	6	2	1	1	2
Expedited Passenger Screening Program	21	17	13	15	20	28	35	35	44	27	49	29	33
Expedited Passenger Screening Program	- Active Du	1											
Expedited Passenger Screening Program				1		1		1					
Expedited Passenger Screening Program		2	2		1		1	1	1		4	2	1
Expedited Passenger Screening Program	20	14	11	14	19	27	34	33	43	27	45	27	31
Locks	20	177	1	17	10	1	U-4	00	-+-0	۷1		2	31
Locks - Missing or Damaged Lock			1			1						2	
			1									2	
Lost and Found						1	1						
Lost and Found - Airport/TSA						1	1						
Mishandling of Passenger Property		2				2	1	2			1	2	1
Mishandling of Passenger Property - Dam	aged/Missiı	1				1	1	1			1	1	
Mishandling of Passenger Property - Dam	aged/Missii	1				1							
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on or	Checked					1				1	
No Jurisdiction	,	- ,							1				
No Jurisdiction - Refer to Other									1				
Patdown						1	1		1		1	1	
							1				1	1	
Patdown - Flyer	4				4	1			1				
Persons w/ Disabilities (PWD)	1	1			1	3	1						
Persons w/ Disabilities (PWD) - Breast Ca					1								
Persons w/ Disabilities (PWD) - Diabetes						1							
Persons w/ Disabilities (PWD) - Hearing In	mpairment						1						
Persons w/ Disabilities (PWD) - Medically	1												
Persons w/ Disabilities (PWD) - Mobility D		1											
Persons w/ Disabilities (PWD) - Prosthesis		nd Casts				1							
Persons w/ Disabilities (PWD) - Wheelcha						1							
Prohibited & Permitted Items	1	cgway	1										
Prohibited & Permitted Items - Firearm/An			1										
Prohibited & Permitted Items - General	1												
Property - Special Handling	1		1	5		2	2	3	1	1	1	1	1
Property - Special Handling - Damaged Ite				3		2	1	1		1	1	1	1
Property - Special Handling - Damaged Ite	ems - Checked	d	1	2				1					
Property - Special Handling - Missing Item							1	1					
Property - Special Handling - Missing Item									1				
Screening	1		1	2		2	2		2	1	4	3	1
Screening - Inconsistency	1		1	1			1		1	1	2	3	
				1			1		- 1				
Screening - Lengthy Lines						_	1						
Screening - Procedures/Process	1		1	1		2				1	1	3	1
Screening - Retrieving Abandoned/Confise									1		1		
2023	52	54	42	44	30	40	45	54	43	32	31		46
Additional Information Required/Insufficient Inf	ormation										1		
Additional Information Required/Insufficier	nt Information	- EMAIL ON	ILY								1		
Airline	1												
Airline - Policy/Regulations/Service	1												
	I I	3			1	1	1	1			1		
Civil Rights				1	l I	- 1	1	- 1					
Civil Rights - Race		2		1							1		
Civil Rights - Sex/Gender/Gender Identity-					1	1	1	1					
	nsgender	1											
Civil Rights - Sexual Orientation - Not Tra		6	1		3	3		5	2	4	4		3
Civil Rights - Sexual Orientation - Not Tran Customer Service	2		1		3	3		5	2	4	4		3
		6	1			00	20	39	34	20	20		35
Customer Service	2	6 40	38	37	20	30	38	39					
Customer Service Customer Service - TSO Expedited Passenger Screening Program	2 2 38			37	20	30	30		04				
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	2 2 38 - DoD	40	38		20	30	30	1					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	2 2 38 - DoD	40	38	2				1	1	3			1
Customer Service Customer Service - TSO Expedited Passenger Screening Program	2 2 38 - DoD 1 37	3 37	38 2 36		20	30	38	37			20		1 34
Customer Service Customer Service - TSO Expedited Passenger Screening Program	2 2 38 - DoD 1 37	3 37	38 2 36	2				1	1	3			1: 34:
Customer Service Customer Service - TSO Expedited Passenger Screening Program	2 2 38 - DoD 1 37	3 37	38 2 36	2				37	1	3			1 34
Customer Service Customer Service - TSO Expedited Passenger Screening Program	2 2 38 - DoD 1 37	3 37 mployees -	38 2 36	2				37	1	3			1: 34
Customer Service Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA	2 2 38 - DoD 1 37	3 37 mployees - 1 1	38 2 36	2 35	20			1 37 1	1 33	3 17			1 34
Customer Service Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	2 2 38 - DoD 1 37 - TSA/DHS E	40 3 37 mployees -	38 2 36 Opt In	2 35	20		38	37	1 33	3 17			1: 34
Customer Service Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	2 2 38 - DoD 1 37 - TSA/DHS E	3 37 mployees - 1 1	38 2 36 Opt In	2 35	20		38	1 37 1	1 33	3 17 3 1			1: 34
Customer Service Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	2 2 38 - DoD 1 37 - TSA/DHS E	3 37 mployees - 1 1	38 2 36 Opt In	2 35	20		38	1 37 1	1 33	3 17			12 34(

			ISA Contac	ct Center (icc) Data	1001 - FUIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Children					2								2
Patdown - Flyer	2				1					2			5
Patdown - General			1										1
Persons w/ Disabilities (PWD)								1	1	1	2		5
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medical	Devices - At	tached to th	ne Body							1			1
Persons w/ Disabilities (PWD) - Mobility I	Disability (N	ot Wheelch	air or Scoot	er)							1		1
Persons w/ Disabilities (PWD) - Service A	Animals							1					1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway							1				1
Property - Special Handling	1	3		1		2	2	2	2		1		14
Property - Special Handling - Damaged It	tems - Carry	3		1			1		2		1		8
Property - Special Handling - Damaged It	tems - Checl	ked				2		1					3
Property - Special Handling - Missing Iter	ns - Carry-O	n					1	1					2
Property - Special Handling - Missing Iter	1												1
Screening	7		1	4	2	4	3	5	3	2	2		33
Screening - Crew Member or Airline Emp	loyee		1										1
Screening - Inconsistency										1			1
Screening - Lengthy Lines	1							1	1				3
Screening - Procedures/Process	6			4	2	3	3	4	2	1	2		27
Screening - Retrieving Abandoned/Confis	cated Items					1							1

				ct Center (1		ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CID	6	25	12	18	14	30	21	15	22	15	21	18	21
2021												5	
Expedited Passenger Screening Program												4	
Expedited Passenger Screening Program	- TSA PreC	heck										4	
Property - Special Handling												1	
Property - Special Handling - Damaged It	ems - Carry	-On										1	
2022	3	8	5	4	4	19	11	7	6	8	6	13	9
Customer Service						1							
Customer Service - TSO						1							
Expedited Passenger Screening Program	3	7	5	4	4	16	10	5	4	7	6	12	8
Expedited Passenger Screening Program	- TSA Appl	1	1	1		1					1		
Expedited Passenger Screening Program	3	6	4	3	4	15	10	5	4	7	5	12	7
Patdown												1	
Patdown - Non-Flyer												1	
Property - Special Handling									1	1			
Property - Special Handling - Damaged It	ems - Checl	ked							1				
Property - Special Handling - Missing Iten	ns - Checke	d								1			
Screening		1				2	1	2	1				
Screening - Inconsistency								1					
Screening - Procedures/Process		1				1	1	1	1				
Screening - Retrieving Abandoned/Confis	cated Items					1							
2023	3	17	7	14	10	11	10	8	16	7	15		11
Civil Rights									1				
Civil Rights - Headwear									1				
Expedited Passenger Screening Program	3	15	7	14	9	11	10	7	13	6	13		10
Expedited Passenger Screening Program	- TSA Appl	ication Prog	ıram						1				
Expedited Passenger Screening Program	3	15	7	13	9	11	10	7	12	6	13		10
Expedited Passenger Screening Program	- TSA/DHS	Employees	- Opt In	1									
Mishandling of Passenger Property					1				1	1			
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	arry-on Lug	ggage	1								
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	hecked Ba	ggage					1	1			
Screening		2						1	1		2		
Screening - Crew Member or Airline Empl	oyee	1											
Screening - Inconsistency		1											
Screening - Lengthy Lines								1					
Screening - Procedures/Process									1		2		;

			IOA COIILA	ct Ochiter (i oo, bata	1001 - 1 015	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CIU	1				1			1		1		2	6
2021												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Iten	ns - Checke	d										1	1
2022					1			1				1	3
Expedited Passenger Screening Program								1				1	2
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram					1					1
Expedited Passenger Screening Program	- TSA PreC	Check										1	1
Property - Special Handling					1								1
Property - Special Handling - Damaged Ite	ems - Checl	ked			1								1
2023	1									1			2
Expedited Passenger Screening Program	1									1			2
Expedited Passenger Screening Program	1									1			2
	1												

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

Categories	10 Oct			Center (TC	-		04 Ann	OF Mov	OG lum	07 1	00 4	00 Con	Total
						03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CLE	132	145	143	166	177	197	202	173	184	138	146	119	1,922
2021												38	38
Civil Rights Region Profiling or Discrimin	l otion											1 1	1
Civil Rights - Racial Profiling or Discrimina Customer Service	auon											2	2
Customer Service - TSO												2	2
Expedited Passenger Screening Program												33	33
Expedited Passenger Screening Program	- TSA PreCh	eck										32	32
Expedited Passenger Screening Program			Ont In									1	1
Patdown	- TOAIDHO L	inployees -	Оргіп									1	1
Patdown - Flyer												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	50	47	63	56	85	106	102	78	86	74	70	81	898
Airline	30	41	1	1	00	100	102	70	1	1	70	01	4
Airline - Policy/Regulations/Service			1	1					1	1			4
Civil Rights		1	2			1			'	1		3	8
Civil Rights - National Origin		'	1			'						0	1
Civil Rights - Race			1							1		1	2
Civil Rights - Racial Profiling or Discrimina	l	1	1										2
Civil Rights - Sex/Gender/Gender Identity			1			1						1	2
Civil Rights - Sexual Orientation - Not Tra		nuei				'						1	1
Claims	lisgerider			1								- 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
	34	36	51	47	77	93	88	67	76	65	62	66	762
Expedited Passenger Screening Program Expedited Passenger Screening Program		30	51	4/	11	93	88	07	1	00	02	00	
		Manahan							1				1
Expedited Passenger Screening Program			•			1							1
Expedited Passenger Screening Program		7	3	4	2	2	2	3	1	3	4	1	33
Expedited Passenger Screening Program		29	47	43	75	90	86	64	74	62	58	65	726
Expedited Passenger Screening Program		mployees	1										1
Identification (ID) Requirements	1					1							2
Identification (ID) Requirements - Domest						1							1
Identification (ID) Requirements - ID Matc													1
Locks	1												1
Locks - General	1												1
Mishandling of Passenger Property			1	1				2			2		6
Mishandling of Passenger Property - Dam			ry-on Lugga	age							1		1
Mishandling of Passenger Property - Dam			1					2			1		4
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on o	r 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/0			(S						1				1
Persons w/ Disabilities (PWD) - Internal N		es		1									1
Persons w/ Disabilities (PWD) - Medically									1				2
Persons w/ Disabilities (PWD) - Metal Imp				1									1
Persons w/ Disabilities (PWD) - Mobility [, ,	Wheelchair	or Scooter)				1		2			3
Persons w/ Disabilities (PWD) - Ostomy/0												1	1
Persons w/ Disabilities (PWD) - Prosthesi		ind Casts				1							1
Persons w/ Disabilities (PWD) - Wheelcha			1										2
Property - Special Handling	2	3	1		2	3	1	3	1	1			17
Property - Special Handling - Damaged It		1				1							3
Property - Special Handling - Missing Iten								2	1	1			5
Property - Special Handling - Missing Iten	ns - Checke	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/Confis	1		1	1	1					1			5
2023	82	98	80	110	92	91	100	95	98	64	76		986
Additional Information Required/Insufficient Information	formation				2								2
Additional Information Required/Insufficient	nt Information	- EMAIL OI	NLY		2								2
Airline		1							1				2
Airline - Policy/Regulations/Service		1							1				2
Civil Rights		1	2	1		2	1	1			2		10
Civil Rights - Headwear						1							1
Civil Rights - National Origin											1		1
Civil Rights - Not Specified											1		1
Civil Rights - Race		1	1	1				1					4
Civil Rights - Sex/Gender/Gender Identity	Not Transge					1							1
Civil Rights - Sexual Orientation - Not Tra			1										1
Civil Rights - Transgender Screening	,						1						1
Customer Service	8	6		5	3	5	5	3	6	5	8		54
Customer Service - Others									<u> </u>		1		1
Customer Service - TSO	8	6		5	3	5	5	3	6	5	7		53
Expedited Passenger Screening Program	62	75	73	96	76	76	76	80	76	47	52		789
Expedited Passenger Screening Program		, 0	, 0	2	, 0	1	70	00	7.0	71	02		3
Expedited Passenger Screening Program		2	2	4	2	1		1	1				15
Exposition 1 deconger defecting 1 logistin				7		- 1		- 1	- 1				10

Categories	10-Oct	11-Nov	12-Dec	01-Jan	CC) Data 1 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
												ua-sep	
Expedited Passenger Screening Program	60	73	71	90	74	74	76	79	75	47	52		77
Locks			1		2		1	1	1				
Locks - Missing or Damaged Lock			1		2		1	1	1				
Lost and Found									1				
Lost and Found - Airport/TSA									1				
Mishandling of Passenger Property	1	2	2	2	1		2	2	2	3	1		1
Mishandling of Passenger Property - Dama	ged/Missiı	1	1				2	2		2			
Mishandling of Passenger Property - Dam	1	1	1	2	1				1	1	1		
Mishandling of Passenger Property - Disarr	ayed Items	sCarry-on	or Checked	d					1				
No Jurisdiction									1				
No Jurisdiction - No Referral									1				
Patdown	4	1		1		2	2	1	1				1
Patdown - Flyer	4	1		1		2	2	1	1				1
Persons w/ Disabilities (PWD)	4	3					1	1	2	1	2		1
Persons w/ Disabilities (PWD) - Autism Spe	ectrum								1				
Persons w/ Disabilities (PWD) - Diabetes	1										1		
Persons w/ Disabilities (PWD) - Diapers/Ga	arments/D	1							1				
Persons w/ Disabilities (PWD) - General											1		
Persons w/ Disabilities (PWD) - Medical [1												
Persons w/ Disabilities (PWD) - Medically	1	1											
Persons w/ Disabilities (PWD) - Respirator	v and Inha	1					1						
Persons w/ Disabilities (PWD) - Visual Imp										1			
Persons w/ Disabilities (PWD) - Wheelcha	1							1					
Property - Special Handling	1			1	3	2	2		2	1	3		1
Property - Special Handling - Damaged Iter	ns - Carry-	-On				1	1		1		1		
Property - Special Handling - Damaged Iter					1	1				1			
Property - Special Handling - Missing Items					1						1		
Property - Special Handling - Missing Item	1			1	1		1		1		1		
Screening	2	9	2	4	5	4	10	6	5	7	8		6
Screening - Inconsistency		3	1	1	2	1	10	0	1	2			1
Screening - Inconsistency Screening - Lengthy Lines	1	2	'	1		'		2	1	1	2		1
Screening - Procedures/Process	1		1	2	3	2	5	4	2	3	4		3
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisca	I atad Itama	4	- '		3		5	4		3	4		
Screening - Retrieving Abandoned/Connisca	ateu items					1			I				

Categories 10-Oct 11-Nov 12-Dec 11-Jan 12-Dec 11-Jan 12-Dec 11-Jan 12-Dec 11-Jan 12-Dec 11-Jan 12-Dec 12-Dec								Tool - FOI							
2021 Civil Rights Civil Rights Racial Profiling or Discrimination 1 Expedited Passenger Screening Program 1 Expedited Passenger Screening Program 1 2 1 1 2 1 1 2 1 1	Categories	10-Oct	11-Nov	12-Dec	01	-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights	CLL	2	2		4	3	2	2	4	1	1	1	1 3	3	28
Civil Rights - Racial Profiling or Discrimination Expedited Passenger Screening Program - TSA PreCheck 1 2 1 1 2 1 1 2 1 1	2021													2	2
Expedited Passenger Screening Program	Civil Rights													1	1
Expedited Passenger Screening Program - TSA PreCheck 1	Civil Rights - Racial Profiling or Discrimin	ation												1	1
2022	Expedited Passenger Screening Program													1	1
Civil Rights - Constitutional Rights 1 Customer Service	Expedited Passenger Screening Program	- TSA PreChe	eck											1	1
Civil Rights - Constitutional Rights 1	2022	1	2			1					1	1	. 2	1	9
Customer Service	Civil Rights	1													1
Customer Service - TSO Expedited Passenger Screening Program 1 2 Expedited Passenger Screening Program - TSA PreC 1 2 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Internal Medical Devices 1 1 Prohibited & Permitted Items 1 1 Prohibited & Permitted Items 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Civil Rights - Constitutional Rights	1													1
Expedited Passenger Screening Program	Customer Service													1	1
Expedited Passenger Screening Program - TSA PreC 1	Customer Service - TSO													1	1
Persons w/ Disabilities (PWD) Internal Medical Devices 1	Expedited Passenger Screening Program		1										2		3
Persons w/ Disabilities (PWD) - Internal Medical Devices Prohibited & Permitted Items 1 Prohibited & Permitted Items	Expedited Passenger Screening Program	- TSA PreC	1										2		3
Prohibited & Permitted Items	Persons w/ Disabilities (PWD)										1				•
Prohibited & Permitted Items - Knives/Tools/Razors/\$ 1 1 1 1 1 1 2 2 2 4 1 1 1 1 1 1 2 2 2 4 1 1 1 2 2 2 4 1 1 1 2 2 2 4 1 1 1 2 2 2 4 1 1 1 1 1 2 2 2 4 1 1 1 2 2 2 4 1 1 1 1 1 2 2 4 1 1 1 2 2 4 1 1 1 2 2 1 2 2 2 2 1 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 1 2 2<	Persons w/ Disabilities (PWD) - Internal N	Medical Device	es								1				•
Screening	Prohibited & Permitted Items		1												•
Screening - Procedures/Process 1	Prohibited & Permitted Items - Knives/To	ols/Razors/S	1												1
Screening - Retrieving Abandoned/Confiscated Items	Screening					1						1			2
2023 1 4 2 2 2 4 1 1 Customer Service 1 2	Screening - Procedures/Process					1									
Customer Service 1 2 Customer Service - TSO 1 2 Expedited Passenger Screening Program 1 4 1 1 2 1 Expedited Passenger Screening Program - TSA Application Program 1 4 1 1 1 1 1 Expedited Passenger Screening Program 1 4 1 1 1 1 1 Mishandling of Passenger Property 1 1 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked 1 Property - Special Handling 1 1 1 Property - Special Handling - Damaged Items - Carry-On 1 1 Screening - Crew Member or Airline Employee 1 1	Screening - Retrieving Abandoned/Confis	cated Items										1			1
Customer Service - TSO 1 2 Expedited Passenger Screening Program 1 4 1 1 2 1 Expedited Passenger Screening Program - TSA Application Program 1 1 1 1 Expedited Passenger Screening Program I 4 1 1 1 1 Mishandling of Passenger Property Image:	2023	1			4	2	2	2	4	1			1		17
Expedited Passenger Screening Program	Customer Service					1	2								3
Expedited Passenger Screening Program - TSA Application Program 1	Customer Service - TSO					1	2								3
Expedited Passenger Screening Program 1 4 1 1 1 1 Mishandling of Passenger Property 1 <t< td=""><td>Expedited Passenger Screening Program</td><td>1</td><td></td><td></td><td>4</td><td>1</td><td></td><td>1</td><td>2</td><td>1</td><td></td><td></td><td></td><td></td><td>10</td></t<>	Expedited Passenger Screening Program	1			4	1		1	2	1					10
Mishandling of Passenger Property Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked Property - Special Handling Property - Special Handling - Damaged Items - Carry-On Screening Screening - Crew Member or Airline Employee	Expedited Passenger Screening Program	- TSA Applica	ation Prog	ıram					1						1
Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked Property - Special Handling 1 Property - Special Handling - Damaged Items - Carry-On 1 Screening 1 1 1 1 Screening - Crew Member or Airline Employee	Expedited Passenger Screening Program	1			4	1		1	1	1					9
Property - Special Handling 1 Property - Special Handling - Damaged Items - Carry-On 1 Screening 1 1 Screening - Crew Member or Airline Employee 1 1	Mishandling of Passenger Property								1						1
Property - Special Handling - Damaged Items - Carry-On 1 Screening 1 Screening - Crew Member or Airline Employee 1	Mishandling of Passenger Property - Disa	arrayed Items	Carry-on	or Check	ked				1						1
Screening 1 1 1 Screening - Crew Member or Airline Employee 1	Property - Special Handling							1							1
Screening - Crew Member or Airline Employee	Property - Special Handling - Damaged It	tems - Carry-O	n					1							1
	Screening								1				1		2
Screening - Procedures/Process 1	Screening - Crew Member or Airline Emp	loyee											1		1
	Screening - Procedures/Process								1						1

Categories	10-Oct	I1-Nov	SA Contact 12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CLT	249	237	269	185	191	257	286	294	321	315	262	199	3,065
2021	2-10	201	200	100	101	201	200	20-7	021	010		52	52
Customer Service												2	2
Customer Service - TSO												2	2
Expedited Passenger Screening Program												38	38
Expedited Passenger Screening Program	- Known Crew	/ Member										1	1
Expedited Passenger Screening Program	n - TSA Applica	tion Progr	am									2	2
Expedited Passenger Screening Program	- TSA PreChe	ck										35	35
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dar	naged/Missing	ItemsCh	ecked Bagg	age								1	1
No Jurisdiction												2	2
No Jurisdiction - Refer to CBP]											1	1
No Jurisdiction - Refer to Department of	State											1	1
Patdown												1	1
Patdown - Flyer Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Metal Im	plants (igint)											1	1
Prohibited & Permitted Items	T											1	1
Prohibited & Permitted Items - Alcohol ar	d Tobacco											1	1
Property - Special Handling	la robacco											3	3
Property - Special Handling - Damaged I	Tems - Carry-Ω	n										1	1
Property - Special Handling - Missing Itel												2	2
Screening	1											3	3
Screening - Inconsistency												2	2
Screening - Procedures/Process												1	1
2022	78	83	85	64	84	104	117	137	144	136	123	147	1,302
Airline					1				2	1	2		6
Airline - Lost Baggage										1	1		2
Airline - Policy/Regulations/Service					1				2		1		4
Civil Rights	2	1	2		1			1	1	1	2		11
Civil Rights - Race								1	1	1	2		5
Civil Rights - Racial Profiling or Discrimin		1	2										5
Civil Rights - Sex/Gender/Gender Identity	/- Not Transger	nder			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		40	4.4	4	0	0		40	40	40	1	40	1
Customer Service - TSO	9	12	14	4	3	8	9	10	10	10	14	12	115
Duplicate E-mail 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			40	1	00	04	00	107	110	101	02	1	342
Expedited Passenger Screening Program		wiiiitai y							1	1	1	'	3
Expedited Passenger Screening Program		10	2	4	5	1	4	5	3	4	4	4	48
Expedited Passenger Screening Program		47	46	44	63	83	76	102	106	95	77	106	887
Expedited Passenger Screening Program		1											1
Identification (ID) Requirements	2	1		1		2							6
Identification (ID) Requirements - Domes		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 - Dar							1	3	1	1	2	2	11
Mishandling of Passenger Property - Dar							1			1	1	1	5
Mishandling of Passenger Property - Disa			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	a								_	1	4	2
Patdown Patdown - Children	1	1			1	1	2	3	1	3	1	<u>4</u> 1	18
Patdown - Children Patdown - Flyer	1				1	1	2	2	4	2	1	3	1
Patdown - Flyer as Observer	1	1			1	I	2	3	1	3	1	3	16 1
Persons w/ Disabilities (PWD)	5	5	4	1	1		3		2	7	2	5	35
Persons w/ Disabilities (PWD) - Breast C		1		- '	'		<u> </u>			- 1		<u> </u>	1
Persons w/ Disabilities (PWD) - Cognitive			l Disability				1						1
Persons w/ Disabilities (PWD) - Diabetes	o / Do voiopinion	1	1	1						1	1	1	7
	1												1
Persons w/ Disabilities (PWD) - Diapers/		sings/Mas	sks									1	
Persons w/ Disabilities (PWD) - Diapers/ Persons w/ Disabilities (PWD) - Hearing	Garments/Dres	sings/Mas	sks							1		1 1	3
Persons w/ Disabilities (PWD) - Diapers/ Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal	Garments/Dres Impairment	1	sks 1							1			3
Persons w/ Disabilities (PWD) - Hearing	Garments/Dres Impairment Medical Device	1											
Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal	Garments/Dres Impairment Medical Device	1 s	1	Supplies	1		2		1				
Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical	Garments/Dres Impairment Medical Device 1 1 y Necessary M	1 s	1	Supplies	1		2		1		1		2 1
Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall	Garments/Dres Impairment Medical Device 1 1 y Necessary M	1 s edication	1	Supplies	1		2		1	1	1		2 1 4
Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Prosthet Persons w/ Disabilities (PWD) - Respirat	Garments/Dres Impairment Medical Device 1 1 y Necessary M 1 1 ii 1	1 s edication	1 and Medical	Supplies	1		2		1	1	1		2 1 4 5 1
Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirat Persons w/ Disabilities (PWD) - Service	Garments/Dres Impairment Medical Device 1 1 y Necessary M 1 1 ii 1 ory and Inhaler	1 s edication a 1	1 and Medical	Supplies	1		2		1	2	1		2 1 4 5
Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirat Persons w/ Disabilities (PWD) - Service Persons w/ Disabilities (PWD) - Touch A	Garments/Dres Impairment Medical Device 1 1 y Necessary M 1 1 ii 1 ory and Inhaler Animals version (pain/tr	1 s edication a 1	1 and Medical nt	Supplies	1		2			2	1	1	2 1 4 5 1 1 2
Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirat Persons w/ Disabilities (PWD) - Service a Persons w/ Disabilities (PWD) - Touch A Persons w/ Disabilities (PWD) - Wheelch	Garments/Dres Impairment Medical Device 1 y Necessary M 1 ii 1 ory and Inhaler Animals version (pain/tr	1 s edication a 1	1 and Medical	Supplies	1		2		1	2	1	1	2 1 4 5 1 1 2 1 5
Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Prespirat Persons w/ Disabilities (PWD) - Service Persons w/ Disabilities (PWD) - Touch A Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items	Garments/Dres Impairment Medical Device 1 y Necessary M 1 ii 1 ory and Inhaler Animals version (pain/tr	1 s edication a 1	1 and Medical nt	Supplies	1		2			2	1	1	2 1 4 5 1 1 2
Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Persons Persons w/ Disabilities (PWD) - Service. Persons w/ Disabilities (PWD) - Touch A Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items - Food/Bevi	Garments/Dres Impairment Medical Device d 1 y Necessary M 1 ii 1 ory and Inhaler Animals version (pain/tr	1 s edication a 1	1 and Medical nt	Supplies	1		2			2	1	1	2 1 4 5 1 1 2 1 5 2
Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirat Persons w/ Disabilities (PWD) - Service Persons w/ Disabilities (PWD) - Touch A Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items - Food/Bev- Prohibited & Permitted Items - Liquids/Gr	Garments/Dres Impairment Medical Device d 1 y Necessary M 1 ii 1 ory and Inhaler Animals version (pain/tr	1 s edication a 1	1 and Medical nt						1	1 2 1		1 1	2 1 4 5 1 1 2 1 5 2 1 1 5
Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirat Persons w/ Disabilities (PWD) - Service. Persons w/ Disabilities (PWD) - Touch A Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items - Food/Bevi	Garments/Dres Impairment Medical Device 1 1 y Necessary M 1 1 ii 1 ory and Inhaler Animals version (pain/tr 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 s edication a 1 1 Equipment 1 auma)	1 and Medical nt	Supplies 5	1 5 1	2	2	5 1		2	3	1	2 1 4 5 1 1 2 1 5 2

			SA Contac										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged It				1			2		4			3	1
Property - Special Handling - Missing Iten		1	1		3	1		1	1		1	2	1
Property - Special Handling - Missing Iten				3		1	1	3			2	1	1:
Screening	7	3	13	4	4	6	16	4	9	8	9	6	8
Screening - Crew Member or Airline Emp	loyee		1				_						
Screening - Inconsistency		1	4	1		1	5	2	1	1			1
Screening - International Screening					1								
Screening - Lengthy Lines	1		•			1	4		1	_		3	1
Screening - Procedures/Process	6	2	8	2	2	4	6	2	7	7	9	3	5
Screening - Retrieving Abandoned/Confis 2023		454	404	1	1	450	1	457	477	470	420		4 74
Airline	171	154	184	121	107	153	169	157	177	179 1			1,71
Airline - Lost Baggage		1	3						- 1	1	1		- '
Airline - Lost Baggage Airline - Policy/Regulations/Service	2	1	1							1	1		
Airline - Wheelchair Assistance									1				
Civil Rights	1	2	3	3	1	2	4	2	1	4	2		2
Civil Rights - Age	'		3	<u> </u>			1	1		1			
Civil Rights - Constitutional Rights			1			1	'			'			
Civil Rights - Not Specified			1			1							
Civil Rights - Race	1	2	1	2			1	1					
Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity			1		1		2	1		1	2		
Civil Rights - Sexual Orientation - Not Tra		J. 1401		1	1	1				1			
Civil Rights - Transgender Screening	ogonaoi			1		'			1	1			
Customer Service	17	10	17	8	11	13	12	11	15	16	13		14
Customer Service - Others		10	1	1		10	12		10	10	10		
Customer Service - TSO	17	10	16	7	11	13	12	11	15	16	13		14
DHS TRIP	11	10	10	1	1.1	10	12	1.1	10	10	10		14
DHS TRIP - General				1									
Expedited Passenger Screening Program	126	123	127	89	83	116	134	119	129	123	96		1,26
Expedited Passenger Screening Program		120	121	00	00	110	104	110	123	120	30		1,20
Expedited Passenger Screening Program		3	5	4	1	5		4	2	3	2		3
Expedited Passenger Screening Program		119	122	85	82	111	134	114	127	120			1,22
Expedited Passenger Screening Program		1	122		02		101	1	121	120	0-1		1,22
Freedom of Information Act (FOIA)											1		
Freedom of Information Act (FOIA) - Gene	ı eral										1		
Locks	2	1				1	2		2				
Locks - Missing or Damaged Lock	2	1				1	2		2				
Lost and Found						1							
Lost and Found - Airport/TSA						1							
Mishandling of Passenger Property	4	2	3	3		3	4	6	3	5	6		3
Mishandling of Passenger Property - Dam	naged/Missir	1	2	1		1	3	4	2	3			2
Mishandling of Passenger Property - Dam		1	1	2		2	1	2	1	2			1
No Jurisdiction	2	1				1	1		2	2			
No Jurisdiction - No Referral	1								1				
No Jurisdiction - Refer to CBP	1	1					1		1	1			
No Jurisdiction - Refer to Other						1				1			
Patdown	1		2			1	1	2	5	5	1		1
Patdown - Flyer	1		1			1	1	2	4	5	1		1
Patdown - Flyer as Observer			1										
Patdown - Non-Flyer									1				
Persons w/ Disabilities (PWD)	1		2	2	3	2		2	1	3	2		1
Persons w/ Disabilities (PWD) - Diabetes			1		1								
Persons w/ Disabilities (PWD) - General										1			
Persons w/ Disabilities (PWD) - Internal N	∕ledical Devid	es									1		
Persons w/ Disabilities (PWD) - Medical [1												
Persons w/ Disabilities (PWD) - Medically	Necessary I	Medication	and Medic	1	1	1				1			
Persons w/ Disabilities (PWD) - Mobility [Disability (No	t Wheelch	1							1			
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees	and Casts			1				1		1		
Persons w/ Disabilities (PWD) - Visual Im								1					
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway		1		1		1					
Property - Special Handling	2	4	6	3	4	2	2	4	6	3	3		3
Property - Special Handling - Damaged It			1		3	1	1		1		3		1
Property - Special Handling - Damaged It			1	1									
Property - Special Handling - Missing Iten		2		2	1		1	4	4	2			1
Property - Special Handling - Missing Iten	ns - Checke	2	4			1			1	1			
Request for Assistance									1				
Request for Assistance - Wounded Warrie									1				
Screening	13	10	20	12	5	11	9	11	11	17	14		13
Screening - Children	1												
Screening - Crew Member or Airline Emp			9	1		2	1			1	1		1
Screening - Inconsistency	2	2	6	3	1		1		1	1			1
Screening - Lengthy Lines	1	1		2		1			2	1			
Screening - Procedures/Process	8	6	5	5	4	7	7	11	8	13			8
Screening - Retrieving Abandoned/Confis	1	1		1		1				1			

					C) Data Too								
Categories								05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
СМН	103	95	99	96	104	121	130	104	105	130	114	64	1,265
2021												14	14
Customer Service												3	3
Customer Service - TSO												3	3
Expedited Passenger Screening Program												7	7
Expedited Passenger Screening Program	- TSA Applicati	on Progran	n									3	3
Expedited Passenger Screening Program												4	4
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dan	naged/Missing It	emsChec	ked Bagga	ge								1	1
Patdown		01110	onea Bagga;	90								1	<u>.</u>
Patdown - Flyer												1	1
Property - Special Handling												1	1
	Charles											<u> </u>	
Property - Special Handling - Missing Iter	ns - Checked											1	1
Screening												1	1
Screening - Inconsistency												1	1
2022	28	38	39	35	27	61	62	50	46	60	54	50	550
Civil Rights		1		1					1			2	5
Civil Rights - Race												1	1
Civil Rights - Racial Profiling or Discrimin	ation			1									1
Civil Rights - Sex/Gender/Gender Identity		der							1			1	2
Civil Rights - Transgender Screening	i i i i i i i i i i i i i i i i i i i	1											1
	6		7	4	E	0	_	2	2	4	E	4	
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	2	2	7	1	1			16
Expedited Passenger Screening Program		18	21	23	16	43	41	37	33	40	37	34	358
Expedited Passenger Screening Program				20	10	70	1	01	00	40	31	04	1
	- 104/DH9 EM	hiolees - (opt III			4	I						
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property		1				2	4		1	2	1	5	16
Mishandling of Passenger Property - Dan	naged/Missii	1				1	2			1	1	3	9
Mishandling of Passenger Property - Dan		emsChec	ked Bagga	ge			2		1	1		2	6
Mishandling of Passenger Property - Disa				90		1							1
Patdown		4		3	1	- '	2	1	2		7	1	20
		<u> </u>	2										
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 N				1									1
Persons w/ Disabilities (PWD) - Medically	1					1					1		3
Persons w/ Disabilities (PWD) - Mobility I	Disability (Not W	/heelch	1										1
Persons w/ Disabilities (PWD) - Ostomy/	Ostomates				1								1
Prohibited & Permitted Items			2										2
Prohibited & Permitted Items - Beauty & 0	Grooming Items		1										1
Prohibited & Permitted Items - General	1		1										1
Property - Special Handling	2	4		1	2	3	3		2	6			23
		2			1	1	3		1	4			
Property - Special Handling - Damaged It					1				1				9
Property - Special Handling - Damaged It				1		1				2			6
Property - Special Handling - Missing Iter		1				1							2
Property - Special Handling - Missing Iter	ns - 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 Emp	lovee								1				1
Screening - Grew Member of Affiliae Emp	1	1					4		1	2			
	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/Confis	cated Items		1										1
2023	75	57	60	61	77	60	68	54	59	70	60		701
Additional Information Required/Insufficient In						-	1	-					1
Additional Information Required/Insufficie		FMAIL ON	ΙΥ				1						1
Airline		LIVII (IL OIT				1	'						1
						1							
Airline - Policy/Regulations/Service													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 Transgend	ler		1		•							1
Customer Service	4	3	6	9	9	2	7	2	9	10	4		65
Customer Service - TSO	4	3	6	9	9	2	7	2	9	10	4		65
Expedited Passenger Screening Program	59	46	43	37	54	43	47	34	42	34	43		482
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program	2		2	1	4								9
Expedited Passenger Screening Program	57	45	41	36	50	43	47	34	42	34	43		472
Locks									1				1
Locks - Missing or Damaged Lock									1				1
	4	4	1	0	0	0				2			
Mishandling of Passenger Property	1	1		2	2	2		1	1	3			14
Mishandling of Passenger Property - Dan			1	1		2			1	1			6
Mishandling of Passenger Property - Dan	1	1		1	2			1		2			8
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown	1	2	3	3	5	2	2	5	1	3	2		29
Patdown - Children	1		*	*						1			1
Patdown - Flyer	1	2	3	3	5	2	2	5	1	2	2		28
i ataomi Tiyot	'	_	J	J	J			J					20

			TSA Contac	t Center (TCC) Data	ΓοοΙ - FΟΙΑ	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)	4		1		1	1	1	3	2	2	4		19
Persons w/ Disabilities (PWD) - Autism S	1					1							2
Persons w/ Disabilities (PWD) - Breast Ca	ancer							1					1
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes							1		1				2
Persons w/ Disabilities (PWD) - Hearing I	mpairment							1					1
Persons w/ Disabilities (PWD) - Medical I	Devices - At	tached to th	1										1
Persons w/ Disabilities (PWD) - Medically	/ Necessary	Medication	and Medic	al Supplies					1		2		3
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)									1			1
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	ot Wheelch	air or Scoot	er)							2		2
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees	and Casts			1								1
Persons w/ Disabilities (PWD) - Visual Im	pairment							1					1
Persons w/ Disabilities (PWD) - Wheelcha	2									1			3
Property - Special Handling	1	2			2		1		1	2	2		11
Property - Special Handling - Damaged Ite	ems - Carry	1											1
Property - Special Handling - Damaged Ite	ems - Check	ked			1				1				2
Property - Special Handling - Missing Item	ns - Carry-O	n									1		1
Property - Special Handling - Missing Item	1	1			1		1			2	1		7
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	4	2	6	7	2	8	7	8	2	11	5		62
Screening - Crew Member or Airline Empl	loyee			1									1
Screening - Inconsistency		1	2	2	1	2	1			1	1		11
Screening - Lengthy Lines	1			1			1	1			1		5
Screening - Procedures/Process	2	1	4	3	1	6	5	7	2	10	3		44
Screening - Shoe Screening	1												1

			SA Contac	a center (rcc) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CMI	1	2	2			2	4	3	3	2	2	1	22
2022		1	1			1	2	2	1	1		1	10
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program		1					1	2		1		1	6
Expedited Passenger Screening Program	- TSA PreC	1					1	2		1		1	6
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medica	al Supplies	5	1							1
2023	1	1	1			1	2	1	2	1	2		12
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service								1	1				2
Customer Service - TSO								1	1				2
Expedited Passenger Screening Program	1		1			1	2		1	1	1		8
Expedited Passenger Screening Program	1		1			1	2		1	1	1		8
Screening											1		1
Screening - Procedures/Process											1		1

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

			ISA Conta	ct Center (rcc) Data	1001 - FUIA	٠.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CNY		3					1	2	2	1			
2022		1					1	2	1	1			
Expedited Passenger Screening Program								2	1				
Expedited Passenger Screening Progran	n - TSA Pre0	Check						2	1				
Locks		1											
Locks - Missing or Damaged Lock		1											
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	hecked Ba	ggage			1						
Patdown										1			
Patdown - Flyer										1			
2023		2							1				
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dar	naged/Missi	1											
Patdown									1				
Patdown - Flyer									1				
Property - Special Handling		1											
Property - Special Handling - Missing Itel	ms - Checke	1											

			ISA Conta	ct Center (ICC) Data	1001 - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
COD	2	1				3	1	2	2	1	2		14
2022						2	1	2	2	1	2		10
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program						1		2	1	1			5
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram						1				1
Expedited Passenger Screening Program	- TSA PreC	Check				1		2		1			4
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	hecked Ba	ggage							1		1
Property - Special Handling							1						1
Property - Special Handling - Missing Item	ns - Checke	d					1						1
Screening						1							1
Screening - Procedures/Process						1							1
2023	2	1				1							4
Expedited Passenger Screening Program	2					1							3
Expedited Passenger Screening Program	2					1							3
Patdown		1											1
Patdown - Flyer		1											1

Categories	10-Oct 1	I1-Nov	12-Dec	Center (TC			04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
COS	27	33	33	24	21	3-iviai 37	29	45	31	39	36	39 39	394
2021	21	33	33	24	21	31	23	40	31	33	30	12	12
Expedited Passenger Screening Program												3	3
Expedited Passenger Screening Program	- TSA PreChe	ck										3	3
Mishandling of Passenger Property												3	3
Mishandling of Passenger Property - Dam				gage								2	2
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked									1	1
Patdown Flyor												3	3
Patdown - Flyer Patdown - Flyer as Observer												1	2
Property - Special Handling												1	1
Property - Special Handling - Missing Item	ı ıs - Checked											1	1
Screening												2	2
Screening - Lengthy Lines												1	1
Screening - Procedures/Process												1	1
2022	7	18	14	12	14	21	19	24	11	17	17	27	201
Airline Airline - Policy/Regulations/Service			1										1
Business, Suggestions, and Ideas		1	- 1										1
Business, Suggestions, and Ideas - Gener	l ral	1											1
Civil Rights											2		2
Civil Rights - Race											1		1
Civil Rights - Sex/Gender/Gender Identity-	- Not Transger	nder									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		1			1	2			1		1		6
Expedited Passenger Screening Program		2	_		_			3	1	2			8
Expedited Passenger Screening Program		8	7	9	7	18	17	14	6	10	11	18	129
Expedited Passenger Screening Program Identification (ID) Requirements	- 15A/DHS EI		1	1									1
Identification (ID) Requirements - Domesti	ic	1		<u>1</u>									2
Lost and Found		· ·		ı						1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property		1		1						1			3
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCa	arry-on Lug	1									1
Mishandling of Passenger Property - Dam		1											1
Mishandling of Passenger Property - Disa	rrayed 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			4	1	4
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes					<u> </u>						1		1
Persons w/ Disabilities (PWD) - Medically		edication	and Medical	l Supplies	ļ.						1		1
Property - Special Handling	1	o ano a mon	1	. очьршо	2					1			5
Property - Special Handling - Damaged Ite	ı ems - Checked	1	1		1								2
Property - Special Handling - Missing Item					1								1
Property - Special Handling - Missing Iten	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 TWIC - Status									1				1
2023	20	15	19	12	7	16	10	21	20	22	19		181
Civil Rights	20	13	1	12		10	1	21	20	1	13		3
Civil Rights - Age										1			1
Civil Rights - Transgender Screening			1				1						2
Customer Service	1		1			1	1	1		4	1		10
Customer Service - TSO	1		1			1	1	1		4	1		10
Expedited Passenger Screening Program	16	15	13	9	5	14	5	19	14	11	15		136
Expedited Passenger Screening Program		2											2
Expedited Passenger Screening Program		13	13	9	5	14	5	19	14	11	14		133
											1		1
Expedited Passenger Screening Program													
Expedited Passenger Screening Program HAZMAT Endorsement			1										1
Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status									1				1
Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks			1						1				1
Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock			1					1	1	2			1 1 1
Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	- TSA/DHS Er	mployees	1	jage				1 1		2 2			1
Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock	- TSA/DHS Er	mployees	1	gage									1 1 1 3
Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- TSA/DHS Er	mployees	1	gage						2			1 1 1 3 3
Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown	- TSA/DHS Er	mployees	1	gage 1			1			2	1		1 1 1 3 3 1 1 1 8
Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children	- TSA/DHS Er	mployees	1 1 necked Bagg	1			1		3	2	1 1		1 1 1 3 3 1 1 1 8
Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer	- TSA/DHS Er	mployees	1 1 necked Bagg				1		3	2			1 1 1 3 3 1 1 1 8 1 5
Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer	- TSA/DHS Er	mployees	1 1 necked Bagg	1					3	2			1 1 1 3 3 1 1 1 8 1 5
Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General	- TSA/DHS Er	mployees	1 1 necked Bagg	1			1		3	2 1 1			1 1 1 3 3 1 1 1 8 1 5 1
Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD)	- TSA/DHS Er	nployees	1 1 necked Bagg	1			1		3	1			1 1 1 3 3 1 1 1 8 1 5 1
Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically	- TSA/DHS Er	nployees	1 1 necked Bagg	1 1 I Supplies			1		3	2 1 1 1			1 1 1 3 3 1 1 1 8 1 5 1 1 2 2
Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Property - Special Handling	- TSA/DHS Er	ItemsCh	1 1 necked Bagg	1			1		3	1 1 1			1 1 1 3 3 1 1 1 8 1 5 1 1 2 2 3
Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling Property - Special Handling - Damaged Ite	aged/Missing 1 Necessary Memory Checker	ItemsCh	1 1 necked Bagg	1 1 Supplies 2			1		3	2 1 1 1			1 1 3 3 3 1 1 1 8 1 5 1 1 2 2 3
Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling	aged/Missing 1 Necessary Memory Checker	ItemsCh	1 1 necked Bagg	1 1 I Supplies	2	1	1		3	1 1 1			1 1 1 3 3 1 1 1 8 1 5 1 1 2 2 3

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

					rcc) Data								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
COU	5	3	6	11	1	7	5	5	3	3	2	2	5
2021												1	
Screening												1	
Screening - Inconsistency												1	
2022		3	3	7		5	3	2	2		1	1	2
Civil Rights			1										
Civil Rights - Racial Profiling or Discrimina	ation		1										
Customer Service				1									
Customer Service - TSO				1									
Expedited Passenger Screening Program		2	1	6		5	2	2	2		1	1	2
Expedited Passenger Screening Program	- TSA Appl	1				1					1		
Expedited Passenger Screening Program	- TSA PreC	1	1	6		4	2	2	2			1	1
Patdown		1											
Patdown - Flyer		1											
Property - Special Handling			1										
Property - Special Handling - Damaged Ite	ems - Carry	-On	1										
Screening							1						
Screening - Procedures/Process							1						
2023	5		3	4	1	2	2	3	1	3	1		2
Customer Service				1									
Customer Service - TSO				1									
Expedited Passenger Screening Program	5		3	1		2	2	1		1			1
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	4		3	1		2	2	1		1			1-
No Jurisdiction										1			
No Jurisdiction - No Referral										1			
Ombudsman					1								
Ombudsman - General					1								
Patdown								1		1	1		
Patdown - Flyer								1		1	1		
Property - Special Handling				1					1				
Property - Special Handling - Damaged Ite	ems - Chec	ked		1					1				
Screening				1				1					
Screening - Lengthy Lines				1									
Screening - Procedures/Process								1					

			ISA Conta	ct Center (ICC) Data	1001 - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CPR	1	3	1	3	3	3	1	3	2	2			22
2022		1			1	2	1	1	1	1			8
Expedited Passenger Screening Program		1				2		1		1			5
Expedited Passenger Screening Program	- TSA PreC	1				2		1		1			5
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Internal N	Nedical Devi	ces					1						1
Screening									1				1
Screening - Procedures/Process									1				1
2023	1	2	1	3	2	1		2	1	1			14
Expedited Passenger Screening Program		2	1	2	2	1		2		1			11
Expedited Passenger Screening Program	- TSA Appli	cation Prog	gram			1							1
Expedited Passenger Screening Program	ı - TSA PreC	2	1	2	2			2		1			10
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disa	arrayed Items	sCarry-on	or Checke	1									1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	y 1												1
Screening									1				1
Screening - Procedures/Process									1				1

Nata wasta a	10.0 (ct Center (1						^-			
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CRP	6	8	-		8	11	9		8	12		7	105
2022	2	1			4	9	7	2	5	6		7	56
Civil Rights			1								1		2
Civil Rights - Race	l										1		1
Civil Rights - Sexual Orientation - Not Tra	nsgender I		1										1
Customer Service		1					2						5
Customer Service - TSO		1					2						5
Expedited Passenger Screening Program	1		1			5	4		5	3	3	6	33
Expedited Passenger Screening Program		cation Prog		1	1	1	1						
Expedited Passenger Screening Program	1		1	3		4	3		5	3	3	6	29
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domest	IC				1								
Locks												1	1
Locks - Missing or Damaged Lock												1	
Mishandling of Passenger Property					1	1				1			
Mishandling of Passenger Property - Dam										1			
Mishandling of Passenger Property - Dam	iaged/iviissin I	g itemsC	пескед ва	ggage	1	1					4		- 2
Patdown					1	2					1		4
Patdown - Flyer					1	2					1		4
Persons w/ Disabilities (PWD)	(D		. I. D I. 100			1							
Persons w/ Disabilities (PWD) - Cognitive	: /Developme	entai /ivient	ai Disabilit	/		1				0			
Property - Special Handling	1	O								2			;
Property - Special Handling - Damaged It		On								1			
Property - Special Handling - Damaged It										4			
Property - Special Handling - Missing Iten	ns - Carry-Or I	1					4			1			
Screening				2			1						
Screening - Inconsistency							1						
Screening - Lengthy Lines				1									
Screening - Procedures/Process	_			1	_								
2023	4	7			4	2	2	8	3	6	4		49
Civil Rights			1										
Civil Rights - Race			1										
Customer Service		3						1	2				
Customer Service - TSO		3						1	2				
Expedited Passenger Screening Program	3	4	3		2		2		1	6			3
Expedited Passenger Screening Program	3	4	3	4			2	7	1	6	3		3
Mishandling of Passenger Property	1				1								
Mishandling of Passenger Property - Dam	1				1								
Patdown					1								
Patdown - Flyer					1								
Persons w/ Disabilities (PWD)	N I. 1116 . 781	4.1A/II 1. 1.	. !	t \		1							
Persons w/ Disabilities (PWD) - Mobility [וsability (No ו	t Wheelch	air or Scoo			1							
Screening				1		1					1		
Screening - Inconsistency				1									
Screening - Procedures/Process											1		1
Screening - Retrieving Abandoned/Confis	cated Items					1							

			TSA Contac	t Center (TCC) Data 1	ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CRW	2	3	7		6	5	2	7	5	5	6	2	50
2021												1	1
Screening												1	4
Screening - Procedures/Process												1	
2022	1		2		4	1		2	4	2	2	1	19
Expedited Passenger Screening Program	1		1		4	1		2	3	2	2	1	17
Expedited Passenger Screening Program	1		1		4	1		2	3	2	2	1	17
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Dam	iaged/Missir	ng ItemsC	hecked Bag	gage					1				1
Screening			1										
Screening - Retrieving Abandoned/Confise	cated Items		1										
2023	1	3	5		2	4	2	5	1	3	4		30
Customer Service			2			1		1					4
Customer Service - TSO			2			1		1					4
Expedited Passenger Screening Program	1	2	3		2	1	2	1	1	1			1
Expedited Passenger Screening Program	1	2	3		2	1	2	1	1	1			14
Mishandling of Passenger Property								2		1			;
Mishandling of Passenger Property - Dam	iaged/Missir	ng ItemsC	hecked Bag	gage				1					
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checked	ł				1		1			
Property - Special Handling								1			1		
Property - Special Handling - Damaged Ite	ems - Carry-	-On						1			1		
Screening		1				2				1	3		
Screening - Crew Member or Airline Empl	oyee					1							
Screening - Inconsistency		1											
Screening - Lengthy Lines											1		
Screening - Procedures/Process						1				1	2		4

			ISA COMICA	a center (1	CC) Data	001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CSG	5	3	3	5	5	5	3	3	4	4	5	5	50
2021												3	3
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program	- TSA PreC	heck										2	2
2022	3	1		1	2	2	2	1	1	3		2	18
Expedited Passenger Screening Program	3	1		1	2	2	2	1	1	3		1	17
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	2	1		1	2	2	2	1	1	3		1	16
Screening												1	1
Screening - Procedures/Process												1	1
2023	2	2	3	4	3	3	1	2	3	1	5		29
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Expedited Passenger Screening Program	2	2	3	2	3	3		2	2	1	4		24
Expedited Passenger Screening Program	- DoD							1					1
Expedited Passenger Screening Program	- TSA Appli	cation Prog	Jram	1									1
Expedited Passenger Screening Program	2	2	3	1	3	3		1	2	1	4		22
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	aged/Missir	g ItemsCl	hecked Bag	gage							1		1
Screening				2					1				3
Screening - Inconsistency				1									1
Screening - Procedures/Process				1					1				2

Categories	10-Oct 1		12-Dec (03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CVG	118	92	118	106	96	131	97	150	131	142	108	88	1,377
2021		~-					-					20	20
Civil Rights												2	2
Civil Rights - Hair Patdowns												1	1
Civil Rights - Racial Profiling or Discrimin	ation											1	1
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program	TCA Applicati	on Droam	om									14	14
Expedited Passenger Screening Program Expedited Passenger Screening Program			alli									3 11	11
Mishandling of Passenger Property	- TOAT TECHE	, K										1	1
Mishandling of Passenger Property - Dam	T naged/Missing It	temsUns	specified Luc	ngage								1	1
Persons w/ Disabilities (PWD)				3-3-								2	2
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - General												1	1
2022	45	33	47	43	34	56	50	73	70	75	62	68	656
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Fly	er			1									1
Airline				1			1		1				3
Airline - Lost Baggage									1				1
Airline - Policy/Regulations/Service				1		4	1		4				2
Civil Rights Rose				1		1			1				1
Civil Rights - Race	otion			1		1							1
Civil Rights - Racial Profiling or Discrimin Civil Rights - Transgender Screening	auon			1					1				1
Customer Service	7	1	2	2	1	3	1	5	1	3	4	2	32
Customer Service - Others	3					0				3	7	2	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		1	-										1
Expedited Passenger Screening Program			1									1	2
Expedited Passenger Screening Program		3	5	1	1	1		5	8	2	4	4	36
Expedited Passenger Screening Program		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	100			1			1	2	1		1	1	7
Mishandling of Passenger Property - Dam				_			1	1				4	2
Mishandling of Passenger Property - Dam No Jurisdiction	iaged/Missing II I	emsCne	ескео вас	1				1 2	1		1	1	5
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 (g	general) Not Bre	east Cano	er					1					1
Persons w/ Disabilities (PWD) - Diabetes			1		1								2
Persons w/ Disabilities (PWD) - Internal M	⁄ledical Devices			1									1
Persons w/ Disabilities (PWD) - Medical I								1					1
Persons w/ Disabilities (PWD) - Medically		dication a	and Medical	Supplies						1			1
Persons w/ Disabilities (PWD) - Metal Imp										1			1
Persons w/ Disabilities (PWD) - Service A	Animals						1						1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Liquids/Ge			1		0	0			0	0	4	0	1
Property - Special Handling	3				2	3			2	2	1	1	15
Property - Special Handling - Damaged It Property - Special Handling - Damaged It					1				1	1		1	3
Property - Special Handling - Damaged to					I	2			1	1		I	5
Property - Special Handling - Missing Item Property - Special Handling - Missing Item					1	1				1	1		3
Screening	2	1		1	2	5	1	6	4	3	2	2	29
Screening - Inconsistency						1			7			2	3
Screening - Lengthy Lines				1		1		3	1		1		7
Screening - Procedures/Process	2	1		•		3	1	3	3	3	1		17
Screening - Retrieving Abandoned/Confis	cated Items				2								2
2023	73	59	71	63	62	75	47	77	61	67	46		701
Additional Information Required/Insufficient In	1												1
Additional Information Required/Insufficie	1												1
Airline					1					1	1		3
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service					1						1		2
Business, Suggestions, and Ideas	rol							1					1
Business, Suggestions, and Ideas - Gene	ial						1	1					1
Civil Rights - Race							1						1
Civil Rights - Race Claims			1				I						1
Claims - General			1										1
Customer Service	2	6	1	5	2	1	1	4	2	6	3		32
Customer Service - Others		2		1		- 1		4		U	3		32
Customer Service - TCC				1	1								1
Customer Service - TSO	2	4		4	1	1	1	4	2	6	3		28
Expedited Passenger Screening Program	64	46	60	53	50	66	40	64	49	49	35		576
Expedited Passenger Screening Program								· ·	1				1
Expedited Passenger Screening Program	1	,	1								2		4
Expedited Passenger Screening Program	1	5	1	1	3			1	1		1		14
Expedited Passenger Screening Program		41	56	51	47	66	40	63	47	49	32		554

Categories	10-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	2	1									3
Locks				1	2	1	1						5
Locks - Missing or Damaged Lock				1	2	1	1						Ę
Mishandling of Passenger Property	1	1	2	1		1	1	1	1				ί
Mishandling of Passenger Property - Dam	1	1	2				1						
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsCl	hecked Bag	1		1		1	1				
No Jurisdiction				1						1			2
No Jurisdiction - No Referral				1									
No Jurisdiction - Refer to Other										1			
Patdown		1						1		3			
Patdown - Flyer		1						1		3			
Persons w/ Disabilities (PWD)	2							1	5	2	1		1
Persons w/ Disabilities (PWD) - Diabetes									1		1		
Persons w/ Disabilities (PWD) - General									1				
Persons w/ Disabilities (PWD) - Medical E	Devices - Att	ached to th	e Body							1			
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies				1		1			
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)								1				
Persons w/ Disabilities (PWD) - Mobility D	2								1				
Persons w/ Disabilities (PWD) - Visual Im	pairment								1				
Property - Special Handling		1				1		1	1				
Property - Special Handling - Damaged Ite	ems - Carry-	-On				1							
Property - Special Handling - Missing Item	ns - Carry-O	n						1	1				
Property - Special Handling - Missing Item	ns - Checke	1											
Screening	3	4	8	2	7	5	3	4	3	5	6		5
Screening - Crew Member or Airline Empl	oyee			1				1					
Screening - Inconsistency		1	1		1	1	1	1		1			
Screening - Lengthy Lines	1		1			1		1	2				
Screening - Procedures/Process	2	3	6	1	6	3	2	1	1	4	5		34
Screening - Retrieving Abandoned/Confis	cated Items										1		

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CVN	1	1				1				1			4
2022						1				1			2
Customer Service						1							1
Customer Service - TSO						1							1
Property - Special Handling										1			1
Property - Special Handling - Damaged Ite	ems - Carry	-On								1			1
2023	1	1											2
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

			TSA Contac	t Center (1	CC) Data 1	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CWA	3	6	2	2	5	3	1	3	4	1		2	32
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreC	heck										1	1
2022	2	3	1	2	2	1	1	2	3	1		1	19
Customer Service								2					2
Customer Service - TSO								2					2
Expedited Passenger Screening Program	2	1	1	2	2	1	1		2	1			13
Expedited Passenger Screening Program	- TSA Appli	cation Prog	gram						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 It	ems - Check	red							1				1
Screening		2										1	3
Screening - Inconsistency												1	1
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1											1
2023	1	3	1		3	2		1	1				12
Expedited Passenger Screening Program		2			3	1		1	1				8
Expedited Passenger Screening Program	- TSA PreC	2			3	1		1	1				8
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Screening	1	1	1										3
Screening - Inconsistency			1										1
Screening - Procedures/Process	1	1											2

			OA COIIIa	ocintei (ICC) Data	1001 - 1 014							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CYS	3	1	1		1			2		1		1	10
2022								2		1		1	4
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program								1		1		1	3
Expedited Passenger Screening Program	- TSA PreC	heck						1		1		1	3
2023	3	1	1		1								6
Expedited Passenger Screening Program	1		1		1								3
Expedited Passenger Screening Program	1		1		1								3
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	2												2
Screening		1											1
Screening - Procedures/Process		1											1

					CC) Data								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DAB	8	11	5	9	10	9	10	16	18	11	8	10	125
2021												5	5
Civil Rights												1	1
Civil Rights - Hair Patdowns												1	1
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program	- TSA PreCl	heck										2	2
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dam	naged/Missin	a ItemsCh	ecked Bad	gage								1	1
Property - Special Handling				3 3								1	1
Property - Special Handling - Damaged It	ı ems - Check	ed										1	1
2022	4	8	3	2	6	3	3	6	7	3	5	5	55
Civil Rights	-		•		1	•	•	•		•	•	1	2
Civil Rights - Race					'							1	1
Civil Rights - Racial Profiling or Discrimin	ation				1							- '	1
Customer Service					- 1					1			1
Customer Service - TSO													
	_			4	_			4		1		4	1
Expedited Passenger Screening Program	2	6	3	1	5	3	3	4		2	3		42
Expedited Passenger Screening Program									1		1		2
Expedited Passenger Screening Program		2			1								3
Expedited Passenger Screening Program	2	4	3	1	4	3	3	4	5	2			37
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsCh	ecked Bag	gage							1		1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)		1							1				2
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	1											1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/	trauma)							1				1
Property - Special Handling	1	1		1							1		4
Property - Special Handling - Damaged It	ems - Check	ed		1							1		2
Property - Special Handling - Missing Iter													1
Property - Special Handling - Missing Iter		1											1
Screening								2					2
Screening - Procedures/Process								2					2
2023	4	3	2	7	4	6	7			8	3		65
Civil Rights	-				-	1	1	10			,		3
Civil Rights - Headwear						1	- 1	- 1					1
						1							
Civil Rights - Race							1						2
Customer Service	1							1	1				3
Customer Service - TSO	1							1					3
Expedited Passenger Screening Program	2	2	2	6	1	3	6	7	8	7	2		46
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program		2	2	6	1	3	6	7	8	7	2		44
Expedited Passenger Screening Program	1												1
Patdown						1				1	1		3
Patdown - Flyer						1				1			2
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)					1				1				2
Persons w/ Disabilities (PWD) - Mobility I	Disability (No	t Wheelchai	r or Scoote	er)	1								1
Persons w/ Disabilities (PWD) - Wheelch									1				1
Property - Special Handling	1	0 ,											1
Property - Special Handling - Damaged It													1
Screening	· '	1		1	2	1		1	1				7
Screening - Inconsistency				- 1		1			- '				1
Screening - Inconsistency Screening - Lengthy Lines				1		- 1							1
Screening - Procedures/Process		4			2			1	1				5
Screening - Procedures/Process		1			2			1	1				5

gorios	40.0-4 44				C) Data Too		14 4	0.5 Mar.	00 1	07 1	00 4	00 000	Tatal
gories L	10-Oct 11 91	-Nov 12 121	2-Dec 0 95	1-Jan 0: 72	2-Feb 0 90	3-Mar 0 93	04-Apr 112	05-May 141	06-Jun 116	07-Jul 120	08-Aug 115	09-Sep 97	Total
2021	91	121	30	12	30	33	112	141	110	120	110	32	
Customer Service												3	
Customer Service - TSO												3	
Expedited Passenger Screening Program												18	
Expedited Passenger Screening Program	- TSA Applicati	on Program	1									1	
Expedited Passenger Screening Program												17	
Mishandling of Passenger Property												2	
Mishandling of Passenger Property - Dama	aged/Missing It	emsCheck	ked Baggag	ge								2	
Patdown												1	
Patdown - Flyer												1	
Persons w/ Disabilities (PWD)												2	
Persons w/ Disabilities (PWD) - Internal M	edical Devices											1	
Persons w/ Disabilities (PWD) - Medically	Necessary Med	dication and	Medical S	upplies								1	
Screening												6	
Screening - Inconsistency												2	
Screening - Procedures/Process												4	
2022	25	53	36	28	34	37	58	60	46	49	58	65	5
Advanced Imaging Technology (AIT)							1						
Advanced Imaging Technology (AIT) - Flye	er						1						
Airline		3		1		1							
Airline - Lost Baggage		1											
Airline - Policy/Regulations/Service		2		1		1							
Civil Rights							1	2	3			1	
Civil Rights - Age									1				
Civil Rights - National Origin									1				
Civil Rights - Race							1	1				1	
Civil Rights - Sex/Gender/Gender Identity-	Not Transgend	ler						1					
Civil Rights - Transgender Screening	-3-110								1				
Claims												1	
Claims - Status												1	
Customer Service	3	10	3	2	3	3	6	3	3	5	3	7	
Customer Service - TSO	3	10	3	2	3	3	6	3	3	5	3	7	
Expedited Passenger Screening Program													
	17 DoD	33	28	19	27	28	40	43	28	36	45	46	
Expedited Passenger Screening Program			1			1						1	
Expedited Passenger Screening Program	1	00	1	1	3	3	1	1	3	2	1	2	
Expedited Passenger Screening Program	15	33	26	18	24	24	39	42	25	34	44	43	
Expedited Passenger Screening Program	1												
Hazardous Materials Safety											1		
Hazardous Materials Safety - General											1		
Locks	1					1			1				
Locks - Missing or Damaged Lock	1					1			1				
Lost and Found					1			2	1			1	
Lost and Found - Airport/TSA					1			2	1			1	
Mishandling of Passenger Property		2						2	1	2		4	
Mishandling of Passenger Property - Dama	aged/Missii	1						1	1	2		2	
Mishandling of Passenger Property - Dama		1						1				2	
No Jurisdiction		1											
No Jurisdiction - Refer to Other		1											
Notice of Violation/Civil Penalties									1				
Notice of Violation/Civil Penalties - Genera	al								1				
Patdown		1	1	1					2	1	1	1	
Patdown - Flyer		1	1						2	1	1	1	
Patdown - Flyer as Observer		1	1	1						- 1	- 1		
Persons w/ Disabilities (PWD)	1		2	- 1		1	4	1	1	1		1	
Persons w/ Disabilities (PWD) - Medical D		ad to the De				1	1	1	ı	ı			
		eu to the bt	Juy				- 1	4					
Persons w/ Disabilities (PWD) - Medically		0 t . t t						1					
Persons w/ Disabilities (PWD) - Mobility D		neeicnair o	r Scooter)				2			1			
Persons w/ Disabilities (PWD) - Ostomy/O			1										
Persons w/ Disabilities (PWD) - Prosthesis		ı Casts	1			1							
Persons w/ Disabilities (PWD) - Service Ar							1						
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/ Seg								1			1	
Prohibited & Permitted Items		1											
Prohibited & Permitted Items - Alcohol and		1											
Property - Special Handling	3	1	2	1	1	1		4	2	1	3	3	
Property - Special Handling - Damaged Ite	1	1	2		1	1		1	1	1	2		
Property - Special Handling - Damaged Ite	ms - Checked								1				
Property - Special Handling - Missing Item	1			1				1			1		
Property - Special Handling - Missing Item	1							2				3	
Screening		1		4	2	2	6	3	3	3	5		
Screening - Inconsistency							3		1		1		
Screening - Lengthy Lines				1									
Screening - Procedures/Process		1		3	2	2	3	3	2	3	2		
Screening - Retrieving Abandoned/Confisc	ated Items	•									2		
2023	66	68	59	44	56	56	54	81	70	71	57		
Additional Information Required/Insufficient Info					1		~~	31	1	,,	J1		
Additional Information Required/Insufficien		EMAII ONI	Υ		1				1				
Additional information Required/insufficient	canomiadon - I	LWINIE OINE	. r 1		1				1				
Airline - Policy/Regulations/Service		4	11										
		1	1	1		1	1	1	1	4	1		
Civil Rights		1		1		1		1	1	2			
Civil Rights - Race													
Civil Rights - Race Civil Rights - Screening of Religious Cultur											1		
Civil Rights - Race			1				1			2	1		
Civil Rights - Race Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity- Claims			1				1			2	1		
Civil Rights - Race Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity-			1				1			2	1		

tegories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO	4	10	4	2		4	4	1	4	2	1		30
Expedited Passenger Screening Program	46	49	43	33	42	42	40	58	44	48	36		48
Expedited Passenger Screening Program	- DoD							1		1			
Expedited Passenger Screening Program	2	2		1	4			2	3	2			10
Expedited Passenger Screening Program	44	47	43	32	38	42	40	55	41	44	36		462
Expedited Passenger Screening Program	- TSA/DHS	Employees	- Opt In							1			
Locks	1												
Locks - Missing or Damaged Lock	1												
Lost and Found									1				
Lost and Found - Airport/TSA									1				
Mishandling of Passenger Property		2	4	2	3	1	3	6	3	2	3		29
Mishandling of Passenger Property - Dam	aged/Missii	1	1	2	2	1		3		2	2		14
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	3		1		3	2	3				12
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsU	nspecified I	Luggage							1		
Mishandling of Passenger Property - Disa	rrayed Item	1						1					
No Jurisdiction						1	1			1			;
No Jurisdiction - No Referral										1			
No Jurisdiction - Refer to CBP							1						
No Jurisdiction - Refer to Other						1							
Notice of Violation/Civil Penalties			1										
Notice of Violation/Civil Penalties - General	al		1										
Patdown	4	2	1	1		1	3	6	6	1	1		20
Patdown - Children	1												
Patdown - Flyer	3	2	1	1			3	6	6	1	1		24
Patdown - Flyer as Observer						1							
Persons w/ Disabilities (PWD)	2	1	1	2	3	2	1		2	1	4		19
Persons w/ Disabilities (PWD) - Autism Sp	pectrum			1									
Persons w/ Disabilities (PWD) - General	1									1			
Persons w/ Disabilities (PWD) - Hearing In	mpairment				1								
Persons w/ Disabilities (PWD) - Medically	Necessary	1		1	2				1		2		-
Persons w/ Disabilities (PWD) - Metal Imp						1					1		;
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway	1			1	1		1		1		
Property - Special Handling	2	1		1	2	1		5	3		1		10
Property - Special Handling - Damaged Ite								2			1		
Property - Special Handling - Damaged Ite		ked			1			1	1				
Property - Special Handling - Missing Item				1	1			1					
Property - Special Handling - Missing Item		1				1		1	1				
Screening	6	2	3	2	5	3	1	4	5	12	10		5
Screening - Inconsistency			2					1	1	3			1
Screening - Lengthy Lines	1									1	2		
Screening - Procedures/Process	5	2	1		3	3	1	3	4	7	7		30
Screening - Retrieving Abandoned/Confisc	Ü			1						1			

10-Oct 21 9 nployee) 5	11-Nov 12 8 2 2	12-Dec 13 4 1	01-Jan 17 6	02-Feb 16 7	03-Mar 13 7	04-Apr 13 9	05-May 19	06-Jun 16	07-Jul 15	08-Aug 18	09-Sep 7	Total 180
9 nployee)	2 2	4							15	18	7	180
nployee)	2 2		6	7	7	•						
5	2	1				9	10	9	5	14	7	95
5	2	1										1
	2											1
				1		2		1				6
				1		2		1				6
DoD	4	2	5	5	6	5	9	8	5	11	5	70
	1											
TSA Applic	ation Progi	am	1	2								;
5	3	2	4	3	6	5	9	8	5	11	5	6
		1			1							
		1			1							
											1	
ged/Missing	ltemsCh	ecked Bag	gage								1	
1						1				1		
1						1				1		
	1											
pairment	1											
3	1									1		
1	1									1		
1												
1												
			1	1		1	1			1	1	
							1					
			1	1		1				1	1	
12	4	9	11	9	6	4	9	7	10	4		8
1									1			
1												
Not Transge	ender								1			
1			1	1					2			
1			1	1								
9	2	9	10	7	5	4	8	7		2		6
-									1			
	2		10	7	5	4	8	7	3	2		6
	1				1				1			
ged/Missir	1											
	ı ItemsCh	ecked Bag	gage		1							
									1			
, 54	24, 311	D		1					1			
ns - Checke	ed			1					1			
1				'			1		1	2		
									1			
1	1						1		- 1	2		
	ged/Missing 1 1 pairment 3 1 1 1 1 1 1 1 1 Not Transge 1 1 9 DoD 9 ged/Missing ayed Items are Checket	ged/Missing ItemsCh 1 1 1 pairment 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 Not Transgender 1 1 9 2 DoD 9 2 1 ged/Missin 1 ged/Missing ItemsCh ayed ItemsCarry-on ones - Checked 1 1 1 1	1 1 1 1 1 1 1 1 1 1	ged/Missing ItemsChecked Baggage 1 1 1 pairment 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1	1	1	1	1	1	1

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

Catogorios	40.0-4				C) Data To		04 4	0E M	06 1	07 101	00 4:	00.0	Tota!
Categories DCA	10-Oct 282	11-Nov 298	12-Dec 298	01-Jan 203	02-Feb (03-Mar 362	04-Apr 398	05-May 344	06-Jun 349	07-Jul 352	08-Aug 340	09-Sep 237	Total 3,717
2021	202	230	230	203	234	302	330	744	343	332	340	71	71
Civil Rights												2	2
Civil Rights - Racial Profiling or Discrim	nination											1	1
Civil Rights - Transgender Screening												1	1
Customer Service - TSO												4	4
Expedited Passenger Screening Program												51	51
Expedited Passenger Screening Program	am - DoD											1	1
Expedited Passenger Screening Progra		ation Progra	am									4	4
Expedited Passenger Screening Progra												45	45
Expedited Passenger Screening Progra	am - TSA/DHS E	mployees -	Opt In									1	1
Persons w/ Disabilities (PWD)	0											4	4
Persons w/ Disabilities (PWD) - Breast		Andination a	nd Modical	Cupplies								1	1
Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Wheel			nu weulcai	Supplies								2	2
Prohibited & Permitted Items		ocgway										1	1
Prohibited & Permitted Items - Knives/1	ı 「ools/Razors/Sh	arp Objects										1	1
Property - Special Handling												5	5
Property - Special Handling - Damaged	I Items - Carry-C)n										2	2
Property - Special Handling - Missing It	ems - Checked											3	3
Screening												4	4
Screening - Procedures/Process 2022	02	422	109	cc	444	450	202	170	400	402	200	4	4 704
Additional Information Required/Insufficient	93 Information	123 1	109	66	111	158	203	1/0	189	193	200	166	1,781
Additional Information Required/Insufficent		1											1
Airline	none innormatic			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 (TS/								1					1
Civil Rights - National Origin	1												1
Civil Rights - Race Civil Rights - Racial Profiling or Discrim	nin: 4	2		1	1			1		1		1	3 8
Civil Rights - Radar Froming of Dischin				1	ı					1			2
Claims	ity Not Trange	iladi		'			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 Expedited Passenger Screening Progra	59	83 Military	82	45	82	124	162	134	150	149	162	141	1,373
Expedited Passenger Screening Progra		6	6	1		6	2	1	6	1	3	2	37
Expedited Passenger Screening Progra		6	5	2	1	2	6	4	6	10	6	3	55
Expedited Passenger Screening Progra		69	67	40	79	111	149	127	136	134	151	136	1,249
Expedited Passenger Screening Progra		2	4	2	2	5	5	2	1	4	1		30
Identification (ID) Requirements		1	1										2
Identification (ID) Requirements - Dome			1										1
Identification (ID) Requirements - ID Ma	atching Ticket	1				4				4			1
Locks 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 - Da	amaged/Missii	3					1	1			4		9
Mishandling of Passenger Property - Da	amaged/Missing	ItemsC	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		2	20
Patdown - Flyer Patdown - Flyer as Observer		3	2		1	1	1	1	1	2	4	2	18
Persons w/ Disabilities (PWD)	3	3			2	4	6	4		3	6		31
Persons w/ Disabilities (PWD) - Autism							1				1		2
Persons w/ Disabilities (PWD) - Cogniti		ntal /Mental	Disability		1								1
Persons w/ Disabilities (PWD) - Diabet					1	1	1						3
Persons w/ Disabilities (PWD) - Diaper	s/Garments/Dre	ssings/Mask	ks					1					1
Persons w/ Disabilities (PWD) - Genera		1											1
Persons w/ Disabilities (PWD) - Hearin	•						1						1
Persons w/ Disabilities (PWD) - Medica											1		2
Persons w/ Disabilities (PWD) - Medica	- 1						1				1		3
Persons w/ Disabilities (PWD) - Metal I	,	1				1	1	1		1	1		1 5
Persons w/ Disabilities (PWD) - Mobilit Persons w/ Disabilities (PWD) - Service		1				1	1	1		1			1
Persons w/ Disabilities (PWD) - Visual								2		1			3
Persons w/ Disabilities (PWD) - Wheele		1				1	1			1	2		7
Prohibited & Permitted Items	1	1											2
Prohibited & Permitted Items - Firearm/													1
Prohibited & Permitted Items - Food/Be		1											1
Property - Special Handling	6	5	2	7	4	2	4	3	5	5			49
Property - Special Handling - Damaged		3		3	1	1		1	2	4	1	2	21
Property - Special Handling - Damaged		2	2	2	2	4	2		1				11
Property - Special Handling - Missing It Property - Special Handling - Missing It				2	1	1	1	2	1	1	2	1	12 5
Request for Assistance	OII I		1		1		I		1				2
Request for Assistance - Other			1		1								2
,	-												

		TS	SA Contac	t Center (T	CC) Data 1	Tool - FOIA							
Categories	10-Oct		12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening	5	7	7	4	5	7	10	10	10	12	8	5	90
Screening - Crew Member or Airline Empl	oyee									1	1		
Screening - Inconsistency		1		1	1		4	1		4	1	1	14
Screening - Lengthy Lines		1		1	1			1	1	1			(
Screening - Military							1	1					2
Screening - Procedures/Process	5	5	7	2	3	7	5	7	9	6	5	4	6
Screening - Retrieving Abandoned/Confisc	cated Items										1		
TSA Contact Information							1						
TSA Contact Information - General							1						
2023	189	175	189	137	143	204	195	174	160	159	140		1,86
Additional Information Required/Insufficient Inf		E14411	1										
Additional Information Required/Insufficier	it Informatioi	n - EMAIL	1										
Airline	1												
Airline - Policy/Regulations/Service	1												
Civil Rights	3	1	1	1		3	4	5	1	5	1		2
Civil Rights - Age						1	1	1		1			4
Civil Rights - Constitutional Rights										1			
Civil Rights - National Origin								1					
Civil Rights - Profiling								1					
Civil Rights - Race	3	1					2	1	1	3	1		12
Civil Rights - Screening of Religious or Cu			1										
Civil Rights - Sex/Gender/Gender Identity-		ender		1		1		1					
Civil Rights - Sexual Orientation - Not Trai	nsgender						1						
Civil Rights - Transgender Screening						1							
Customer Service	7	10	12	7	8	8	13	16	13	19	11		124
Customer Service - Others							1	2					
Customer Service - TSO	7	10	12	7	8	8	12	14	13	19	11		121
Expedited Passenger Screening Program	161	147	160	117	119	162	153	132	133	116	97		1,497
Expedited Passenger Screening Program	- Active Du	1	1	2									4
Expedited Passenger Screening Program	1	5	1		1	2	3	3	1	4			2
Expedited Passenger Screening Program	3	1	9	1	2	3	5		2				26
Expedited Passenger Screening Program	157	137	149	114	115	156	145	129	130	112	97		1,44
Expedited Passenger Screening Program	- TSA/DHS	3			1	1							
Hazardous Materials Safety			1						1				2
Hazardous Materials Safety - General			1						1				2
Human Capital								1					
Human Capital - Prospective Employment	with TSA							1					
Locks	1						1	1			1		
Locks - Missing or Damaged Lock	1						1	1			1		
Lost and Found		2											2
Lost and Found - Airport/TSA		2											2
Mishandling of Passenger Property	4	3	1			2	2	3	1	4	6		26
Mishandling of Passenger Property - Dam	1		1			1	2	2		3	4		14
Mishandling of Passenger Property - Dam	1	1				1		1	1	1	2		
Mishandling of Passenger Property - Disa		2						•	•	•			
No Jurisdiction	1						2						
No Jurisdiction - No Referral	1												
No Jurisdiction - Refer to CBP							1						
No Jurisdiction - Refer to Other							1						
Patdown	2	3	2	3	1	7	4	1	2	2	3		30
Patdown - Flyer	2	3	2	3	1	7	3	1	2	2	3		29
Patdown - Flyer as Observer		3		0	- 1	- '	1	- '			- 3		
Persons w/ Disabilities (PWD)	1	1	4		2	2	5	2	2	1	2		22
Persons w/ Disabilities (PWD) - Autism St		ı	4							1			
· , ,		Breact Co.	1				1						
Persons w/ Disabilities (PWD) - Cancer (g	eneral) NOL	Diedol Cal	1										
Persons w/ Disabilities (PWD) - Diabetes	Cormont-/D	occipac/M4=	ko					1	1				
Persons w/ Disabilities (PWD) - Diapers/G	annents/Dre	essings/ivias	VQ			4		1					
Persons w/ Disabilities (PWD) - General	Jonte (Inter)				1	1							
Persons w/ Disabilities (PWD) - Metal Imp	0 /						1						
Persons w/ Disabilities (PWD) - Mobility D		1	1				1						
Persons w/ Disabilities (PWD) - Touch Av		trauma)	_							1			
Persons w/ Disabilities (PWD) - Wheelcha	1		2		1	1	2		1		2		10
Prohibited & Permitted Items	/D	/h. 4	Lead	14		1							
Prohibited & Permitted Items - Medication	Prescription	ν/Medically N				1							
Property - Special Handling	1		3	2	4	6	3			4	1		24
Property - Special Handling - Damaged Ite			1	1		1	1			2			(
Property - Special Handling - Damaged Ite		ed				1	2						
Property - Special Handling - Missing Item			2		2	1				1	1		3
Property - Special Handling - Missing Item	is - Checked	I		1	2	3				1			
Request for Assistance					1						1		2
Request for Assistance - Other					1						1		2
Screening	7	8	4	7	8	13	8	13	7	8	17		100
Screening - Children	1												
Screening - Crew Member or Airline Empl	oyee	1		1		1							;
Screening - Inconsistency			1		2	1	1	3	2	1	3		14
				1		2	2	1			3		10
Screening - Lengthy Lines	1			1		_	_				0		
Screening - Lengthy Lines Screening - Procedures/Process	5	6	3	5	5	9	4	9	5	7			69

			i on oonia	oc	. cc, bata								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DDC		1				1	1						3
2022		1				1	1						3
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimin	ation	1											1
Expedited Passenger Screening Program						1	1						2
Expedited Passenger Screening Program	- TSA PreC	Check				1	1						2

		OA COIIIa	ocintoi (oo, bata	1001 - 1 017							
10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	1	1	1		1		1			2		7
		1	1				1			1		4
		1					1			1		3
- TSA PreC	heck	1					1			1		3
			1									1
ems - Check	red		1									1
	1				1					1		3
	1											1
	1											1
					1							1
- TSA PreC	heck				1							1
										1		1
ems - Check	red									1		1
	- TSA PreC		10-Oct 11-Nov 12-Dec	10-Oct	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 1 1 1 1 1 - TSA PreCheck 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 09-Sep 1 1 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1

o21	10-Oct 1			4 1	0 F - b - 6	00 14	0.4. 4	0 E M			00 4		
004							04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	689	663	624	519	623	875	840	884	812	900	817	705 262	8,95
Additional Information Required/Insufficient Info	rmation											1	26
Additional Information Required/Insufficient		EMAIL ON	II V									<u>1</u>	
Civil Rights	t illioilliation -	EIVIAIL ON	(L)									6	
Civil Rights - Racial Profiling or Discriminal	tion											4	
		dor										1	
Civil Rights - Sex/Gender/Gender Identity-	Not Transgen	uei											
Civil Rights - Transgender Screening												1	
Customer Service												29	2
Customer Service - Others												1	
Customer Service - TSO												28	2
Expedited Passenger Screening Program												144	14
Expedited Passenger Screening Program -			m									8	
Expedited Passenger Screening Program -												134	13
Expedited Passenger Screening Program -	TSA/DHS Em	nployees -	Opt In									2	
Identification (ID) Requirements												1	
Identification (ID) Requirements - Internation	nal Travel											1	
Locks												2	
Locks - General												1	
Locks - Missing or Damaged Lock												1	
Mishandling of Passenger Property												4	
	and/Minning H	tomo Cho	akad Bagga	a.o.								1	
Mishandling of Passenger Property - Dama				ge									
Mishandling of Passenger Property - Disarr	rayed ItemsC	Carry-on or	Checked									3	
No Jurisdiction												2	
No Jurisdiction - Refer to Other												2	
Patdown												7	
Patdown - Flyer												7	
Persons w/ Disabilities (PWD)												5	
Persons w/ Disabilities (PWD) - Medically I	Necessary Ma	dication or	nd Medical 9	Sunnline								1	
Persons w/ Disabilities (PWD) - Metal Impl		GIOGUOTI di	ia ivicultal c	applies									
. , ,	0 /		O									2	
Persons w/ Disabilities (PWD) - Mobility Di												1	
Persons w/ Disabilities (PWD) - Respirator	y and Inhaler I	Equipment										1	
Prohibited & Permitted Items												2	
Prohibited & Permitted Items - Breast Milk/	Baby Formula	/Breast Pu	mp									1	
Prohibited & Permitted Items - Sporting Go	ods											1	
Property - Special Handling												8	
Property - Special Handling - Damaged Iter	ms - Carry-On											3	
Property - Special Handling - Missing Items												3	
Property - Special Handling - Missing Items	s - Checked											2	
Screening												51	
Screening - Crew Member or Airline Emplo	yee											1	
Screening - Inconsistency												6	
Screening - Lengthy Lines												14	
												14 30	
Screening - Procedures/Process	234	247	230	149	242	434	440	405	381	394	406	30	4.0
Screening - Procedures/Process	234	247	230	149	242	434	440	405	381	394	406	30 443	4,0
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Screening - Procedures/Process 722 Additional Information Required/Insufficient Info Additional Information Required/Insufficient Info Additional Information Required/Insufficient Advanced Imaging Technology (AIT) - Flye Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Haadwear Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trancivil Rights - Status Claims Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Flight Deck Officer (FFDO) Program Federal Flight Deck Officer (FFDO) Program	ormation t Information - or 1 1 4 4 3 tural Garmente 1 sgender 41 1 1 1 39 122 Active Duty M 1 10 111 TSA/DHS	3 1 1 1 3 3 26 26 160 401 401 11 23 135 1	1 1 5 1 1 3 1 1 2 6 1 1 2 5 1 6 3 1 1 3 1 5 1 4 2 1	1 1 1 2 2 2 3 3 1 1 1 1 1 1 16 93	1 1 3 1 2 22 22 183 3 13 166	1 1 1 1 1 1 1 2 3 1 1 19 361 1 4 13	1 1 1 1 1 1 1 23 23 364	1 1 1 5 1 4 21 21 312 1 4 11 291	1 1 4 1 1 1 1 1 34 289	29 3 5 21 23 291 2 7 281 1	30 30 30 314 2 14 297	30 443 1 1 1 3 3 3 3 3 4 354 12 341 1	3,0
Screening - Procedures/Process 22 Additional Information Required/Insufficient Info Additional Information Required/Insufficient Info Additional Information Required/Insufficient Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Racel Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity/ Civil Rights - Sex/Gender/Gender Identity/ Civil Rights - Sexual Orientation - Not Tran- Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	ormation t Information - or 1 1 4 4 3 tural Garmente 1 sgender 41 1 1 1 39 122 Active Duty M 1 10 111 TSA/DHS	3 1 1 1 3 3 26 26 160 4ilitary 1 23 135 1 1	1 1 5 1 1 3 1 1 2 6 1 1 2 5 1 6 3 1 1 3 1 5 1 4 2 1	1 1 1 2 2 2 3 3 1 1 1 1 1 1 16 93	1 1 3 1 2 22 22 183 3 13 166	1 1 1 1 1 1 1 2 3 1 1 19 361 1 4 13	1 1 1 1 1 1 1 23 23 364	1 1 1 5 1 4 21 21 312 1 4 11 291	1 1 4 1 1 1 1 1 34 289	29 3 5 21 23 23 291 2 7 281	30 30 30 314 2 14 297	30 443 1 1 1 3 3 3 25 1 24 354	3 3,0 1 2,8
Screening - Procedures/Process 722 Additional Information Required/Insufficient Info Additional Information Required/Insufficient Info Additional Information Required/Insufficient Advanced Imaging Technology (AIT) - Flye Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Haadwear Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trancivil Rights - Status Claims Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Flight Deck Officer (FFDO) Program Federal Flight Deck Officer (FFDO) Program	ormation t Information - or 1 1 4 4 3 tural Garmente 1 sgender 41 1 1 1 39 122 Active Duty M 1 10 111 TSA/DHS	1 1 3 3 3 26 26 160 4ilitary 1 23 135 1 1 1 1	1 1 5 1 1 3 1 1 2 6 1 1 2 5 1 6 3 1 1 3 1 5 1 4 2 1	1 1 1 2 2 2 3 3 1 1 1 1 1 1 16 93	1 1 3 1 2 22 22 183 3 13 166	1 1 1 1 1 1 1 2 3 1 1 19 361 1 4 13	1 1 1 1 1 1 1 1 23 364 3 10 351	1 1 1 5 1 4 21 21 312 1 4 11 291	1 1 4 1 1 1 1 1 34 289 1 7 281	29 3 5 21 23 291 2 7 281 1	30 30 30 314 2 14 297 1	30 443 1 1 1 3 3 3 3 3 4 354 12 341 1	3 3,0 1 2,8
Screening - Procedures/Process 22 Additional Information Required/Insufficient Info Additional Information Required/Insufficient Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Screening of Religious or Cull Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trans Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service - CSM Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Exped	ormation t Information - or 1 1 4 4 3 tural Garmente 1 sgender 41 1 1 1 39 122 Active Duty M 1 10 111 TSA/DHS	3 1 1 1 5 26 26 160 135 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 1 1 3 1 1 2 6 1 1 2 5 1 6 3 1 1 3 1 5 1 4 2 1	1 1 1 2 2 2 3 3 1 1 1 1 1 1 16 93	1 1 3 1 2 22 22 183 3 13 166	1 1 1 1 1 1 1 2 3 1 1 19 361 1 4 13	1 1 1 1 1 1 1 23 23 364 3 10 351	1 1 1 5 1 4 21 21 312 1 4 11 291	1 1 1 1 1 1 1 1 34 289 1 7 281	29 3 5 21 23 23 291 2 7 281 1	30 30 30 314 2 14 297 1	30 443 1 1 1 3 3 3 3 3 4 1 24 354 1 1 2	3,0
Screening - Procedures/Process 22 Additional Information Required/Insufficient Info Additional Information Required/Insufficient Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Race Civil Rights - Racel Profiling or Discriming Civil Rights - Screening of Religious or Cultowil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Transcivil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service - CSM Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	ormation t Information - or 1 1 4 4 3 tural Garmente 1 sgender 41 1 1 1 39 122 Active Duty M 1 10 111 TSA/DHS	3 1 1 1 5 26 26 160 01ilitary 1 23 135 1 1 1 1	1 1 5 1 1 3 1 1 2 6 1 1 2 5 1 6 3 1 1 3 1 5 1 4 2 1	1 1 2 2 2 3 3 1 1 1 1 1 1 16 93	1 1 3 1 2 22 22 183 3 13 166	1 1 1 1 1 1 1 2 3 1 1 19 361 1 4 13	1 1 1 1 1 1 1 23 23 364 3 10 351	1 1 1 5 1 4 21 312 1 4 11 291 5	1 1 1 1 1 1 1 1 1 1 1 7 281	29 3 5 21 23 291 2 7 281 1	30 30 30 314 2 14 297 1	30 443 1 1 1 3 3 3 3 3 4 4 354 12 341 1 1	3 3,0 1 2,8
Screening - Procedures/Process 22 Additional Information Required/Insufficient Info Additional Information Required/Insufficient Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Screening of Religious or Cull Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trans Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service - CSM Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Exped	ormation t Information - or 1 1 4 4 3 tural Garmente 1 sgender 41 1 1 1 39 122 Active Duty M 1 10 111 TSA/DHS	3 1 1 1 5 26 26 160 135 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 1 1 3 1 1 2 6 1 1 2 5 1 6 3 1 1 3 1 5 1 4 2 1	1 1 1 2 2 2 3 3 1 1 1 1 1 1 16 93	1 1 3 1 2 22 22 183 3 13 166	1 1 1 1 1 1 1 2 3 1 1 19 361 1 4 13	1 1 1 1 1 1 1 23 23 364 3 10 351	1 1 1 5 1 4 21 21 312 1 4 11 291	1 1 1 1 1 1 1 1 34 289 1 7 281	29 3 5 21 23 23 291 2 7 281 1	30 30 30 314 2 14 297 1	30 443 1 1 1 3 3 3 3 3 4 1 24 354 1 1 2	3 3,0 1 2,8

			TSA	A Contact	Center (TO	CC) Data To	ol - FOIA							
Categories		10-Oct	11-Nov 1	2-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Mishandling of Passenger Property - Dam	1		2	1			1	3	2	3	4	4	21
	Mishandling of Passenger Property - Dam	naged/Missir	1	1	1	3		6	2	4	3	5	2	28
	Mishandling of Passenger Property - Disa		1		2	1				3	1		1	9
No	Jurisdiction	2	1		1	1		1	3		1			10
110	No Jurisdiction - No Referral		'		'	'			2					2
	No Jurisdiction - Refer to CBP	1									1			2
			4		4	4		4	4		- 1			
NI.	No Jurisdiction - Refer to Other	1	1		1	1		1	1					6
No	Subject		1											1
	No Subject - General		1											1
Pat	tdown	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
Per	rsons w/ Disabilities (PWD)	5	8	4	4	7	4	6	7	10	3	1	6	65
	Persons w/ Disabilities (PWD) - Autism Sp		2	1										3
	Persons w/ Disabilities (PWD) - Cognitive		1				1							2
	Persons w/ Disabilities (PWD) - Diabetes		'			1							1	3
	Persons w/ Disabilities (PWD) - Diapers/G		occipac/Mack	0		1							'	1
	` ' '	Jannents/Dre		3				- 1		0				
	Persons w/ Disabilities (PWD) - General		1			1		1		2				5
	Persons w/ Disabilities (PWD) - Hearing II								1					1
	Persons w/ Disabilities (PWD) - Internal M												1	1
	Persons w/ Disabilities (PWD) - Medical D		ached to the E	Body						2	1			3
	Persons w/ Disabilities (PWD) - Medically	3		2		1		1	5	3	1	1		17
	Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)	1							1				2
	Persons w/ Disabilities (PWD) - Mobility D	Disability (N	2		1		1	2					1	7
	Persons w/ Disabilities (PWD) - Prosthesi		and Casts			2	2		1	1	1			7
	Persons w/ Disabilities (PWD) - Respirato												1	1
	Persons w/ Disabilities (PWD) - Service A		1											1
	Persons w/ Disabilities (PWD) - Touch Av		trauma)		1	1				1				3
	Persons w/ Disabilities (PWD) - Touch Av		li aui iia)	4		ı		0		- 1			0	
	,			1	2			2					2	8
Pro	phibited & Permitted Items	2		1										3
	Prohibited & Permitted Items - Alcohol and			1										1
	Prohibited & Permitted Items - General	1												1
	Prohibited & Permitted Items - Knives/Too	1												1
Pro	pperty - Special Handling	19	8	8	7	5	13	5	9	6	6	11	6	103
	Property - Special Handling - Damaged Ite	8	3	4	2	3	3	1	4	4	4	6	2	44
	Property - Special Handling - Damaged Ite		1	2	1	1	4	1	1		1	1		16
	Property - Special Handling - Missing Item				3		5	1	1	2		1	2	18
	Property - Special Handling - Missing Item		4	2	1	1	1	2	3		1		2	25
Scr	reening	34	29	17	14	11	22	22	35	21	27		30	284
301	Screening - Children	34	29	17	14	- 11	22	1	1	1	21	1	30	
	<u> </u>							1	1	1		1		4
	Screening - Crew Member or Airline Empl	-	1											1
	Screening - Inconsistency	5	2	2	1	1	3	2	5	2	5	1	7	36
	Screening - International Screening						1							1
	Screening - Lengthy Lines	8	2	1	1	3	5	6	10	6	4	3	8	57
	Screening - Military			1										1
	Screening - Procedures/Process	20	24	13	12	7	12	11	17	12	16	14	13	171
	Screening - Retrieving Abandoned/Confis	1					1	2	2		2	3	2	13
SIE	DA (Security Identification Display Area)									1				1
	SIDA (Security Identification Display Area) - General								1				1
TS	A Contact Information				1									1
	TSA Contact Information - General				1									1
2023	16/1 Contact Information Conoral	455	416	394	370	381	441	400	479	431	506	411		4,684
	ditional Information Required/Insufficient Inf		1	334	2	3	441	400	4/3	1	300	411		7
Aut														
A : -1	Additional Information Required/Insufficier		1	_	2	3				1				7
Airl		1		2			1		2		1			7
	Airline - Lost Baggage			1			1							2
	Airline - Policy/Regulations/Service	1		1					2		1			5
Civ	ril Rights	2	2	2	4	6	6	9	7	4	8	2		52
	Civil Rights - Age	1					1			2	1			5
	Civil Rights - Civil Rights Violation (TSA E	Employee)									1			1
	Civil Rights - Headwear						1							1
	Civil Rights - National Origin				1	1		1			1	1		5
	Civil Rights - Not Specified					1		1			1			3
	Civil Rights - Profiling							2	1					3
	Civil Rights - Race		1	1	1	3	2	4	3		3	1		19
	Civil Rights - Screening of Religious or Cu	l Iltural Garme				1		-						1
	Civil Rights - Sex/Gender/Gender Identity		1			'	1		2	2				7
			ı	4			l l	1			1			3
	Civil Rights - Sexual Orientation - Not Tra	nsgender		1	0		4	ı	4		- 1			
	Civil Rights - Transgender Screening				2		1		1					4
Cla	aims	1		1					2					4
	Claims - Status	1		1					2					4
Cus	stomer Service	38	22	25	20	19	27	30	41	32	43	35		332
	Customer Service - CSM							1						1
	Customer Service - Others						1	2			1	2		6
	Customer Service - TCC										1			1
	Customer Service - TSO	38	22	25	20	19	26	27	41	32	41	33		324
DH	IS TRIP								2					2
511	DHS TRIP - General								2					2
Eve	pedited Passenger Screening Program	329	340	312	283	277	324	287	332	295	312	271		3,362
⊏xt					∠83	211	324			290	312	2/1		
	Expedited Passenger Screening Program			2	_			1	1		-			4
	Expedited Passenger Screening Program		2		2		1	1	4	3	3			17
	Expedited Passenger Screening Program		12	13	9	10	11	6	5	3	6			91
	Expedited Passenger Screening Program		325	297	272	267	311	279	322	289	303	267		3,248
	Expedited Passenger Screening Program	- TSA/DHS	1				1							2
Haz	zardous Materials Safety			1			1							2

		<u> </u>	TSA Contac	t Center (TCC) Data	ΓοοΙ - FOΙA	\						
egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Hazardous Materials Safety - General			1			1							2
Intranet/Internet Inquiries						1							
Intranet/Internet Inquiries - General						1							
Locks		1		1	2	1	2		1	3	1		1:
Locks - Missing or Damaged Lock		1		1	2	1			1	3	1		1
Lost and Found	1			1				1			1		
Lost and Found - Airport/TSA	1			1				1			1		
Mishandling of Passenger Property	7	2	3	2	11	4	10		13	8	19		8
Mishandling of Passenger Property - Dam	4	_	2	_	5		6		8	6			4
Mishandling of Passenger Property - Dam	2	1	1	2		4	4			2			3
Mishandling of Passenger Property - Disa		1		_	1					_	1		
No Jurisdiction	1	1	1	4		3	1	2	2	1			
No Jurisdiction - No Referral	1		1	1		1							
No Jurisdiction - Refer to CBP				1				1	1				
No Jurisdiction - Refer to Other		1		2		2	1		1	1			
Ombudsman							'	'	'	1			
Ombudsman - General										1			
Patdown	11	7	3	9	5	1	4	7	3	13			7
Patdown - Children	1	1	1	9	0	- 1	2		3	13			,
Patdown - Flyer	9	5		8	4	1	2		2	9			5
Patdown - Flyer as Observer	1	1		0	1	- 1		1	1	3			
Patdown - Non-Flyer	1	1		1	ļ			1		3	ļ		
Persons w/ Disabilities (PWD)	1	2	4	6	8	5	6	10	17	12	10		8
Persons w/ Disabilities (PWD) - Assistive			4	0	0	5	0	10	17	12	10		
Persons w/ Disabilities (PWD) - Assistive			1							- 1			
		1	- 1				1			1			
Persons w/ Disabilities (PWD) - Breast Ca			at Disability				1	1					
Persons w/ Disabilities (PWD) - Cognitive		entai /ivient	al Disability					1					
Persons w/ Disabilities (PWD) - Diabetes		//			1	1			1		3		
Persons w/ Disabilities (PWD) - Diapers/0	Jarments/Dr T						1		-	-			
Persons w/ Disabilities (PWD) - General		1	1	1					1	1			
Persons w/ Disabilities (PWD) - Hearing I					1				1				
Persons w/ Disabilities (PWD) - Internal N			D 1						2				
Persons w/ Disabilities (PWD) - Medical [ached to th	ie Body		1	1		1			1		
Persons w/ Disabilities (PWD) - Medically				1	1			1	2	4			1
Persons w/ Disabilities (PWD) - Metal Imp	,					2			3	1			
Persons w/ Disabilities (PWD) - Mobility [1	2	2		1			
Persons w/ Disabilities (PWD) - Prosthes		and Casts		1					1	1	1		
Persons w/ Disabilities (PWD) - Service A				1				1	1				
Persons w/ Disabilities (PWD) - Touch Av		/trauma)			1				1	1	1		
Persons w/ Disabilities (PWD) - Visual Im		_		1									
Persons w/ Disabilities (PWD) - Wheelch				1			1		3	2			1
Property - Special Handling	11	7	8	8	12	11	8	6	3	7			9
Property - Special Handling - Damaged It		4	1	2		2	3		1	4			2
Property - Special Handling - Damaged It					1	2	1	1			1		
Property - Special Handling - Missing Iten		2	6	5		4	3	3		2			3
Property - Special Handling - Missing Iten	1	1	1	1	5	3	1	2		1	2		1
Request for Assistance									1	1			
Request for Assistance - Other									1	1			
Screening	52	31	32	30	38	56	43	63	59	96	53		55
Screening - Crew Member or Airline Emp	1	1	4	1		2	1		1		1		1
Screening - Gate Pass								1					
Screening - Inconsistency	12	10	4	6	1	2	3	10	13	12	7		8
Screening - Lengthy Lines	12	5	3	3	12	11	12	20	20	24	7		12
Screening - Procedures/Process	27	15	20	17	24	38	26	30	22	58	38		31
Screening - Rail										1			
Screening - Retrieving Abandoned/Confis	cated Items		1	3	1	3	1	1	3	1			14
Screening - Security Breach								1					1

aprios.	40.0-4			Center (TC			04 4	OF Mass	00 1	07 1	00 4	00.0	Tatal
ories V	10-Oct 420	11-Nov 1 459	12-Dec 439	01-Jan (393)2-Feb (415	03-Mar 598	04-Apr 546	05-May 593	06-Jun 579	07-Jul 493	08-Aug 508	09-Sep 414	Total 5,857
2021	420	459	439	აშა	415	290	546	593	5/9	493	500	134	134
Civil Rights												3	3
Civil Rights - Racial Profiling or Discrimina	l ation											2	2
Civil Rights - Transgender Screening												1	1
Customer Service												19	19
Customer Service - TSO												19	19
Expedited Passenger Screening Program												89	89
Expedited Passenger Screening Program	- TSA Applica	ition Progra	m									5	5
Expedited Passenger Screening Program												83	83
Expedited Passenger Screening Program	- TSA/DHS E	mployees -	Opt In									1	
Hazardous Materials Safety												1	
Hazardous Materials Safety - General												1	1
Locks												1	1
Locks - General												1	1
Patdown Patdown - Flyer												2	
Patdown - General												1	- 2
Persons w/ Disabilities (PWD)												3	
Persons w/ Disabilities (PWD) - Cognitive	/Develonmen	tal /Mental I	Disability									1	
Persons w/ Disabilities (PWD) - Medical D												1	
Persons w/ Disabilities (PWD) - Metal Imp		niou to tho t	Dody									1	
Property - Special Handling	Jane Jone,											9	
Property - Special Handling - Damaged Ite	ı ems - Carrv-O	n										2	
Property - Special Handling - Damaged Ite												1	
Property - Special Handling - Missing Item												2	
Property - Special Handling - Missing Item												4	
Screening												6	
Screening - Lengthy Lines												1	
Screening - Procedures/Process												5	Ę
2022	131	194	187	134	166	241	228	276	261	230	233	280	2,561
Additional Information Required/Insufficient Inf						1							1
Additional Information Required/Insufficier	nt Information	- EMAIL ON	ILY			1							1
Airline	1	1	1			3	1		1	2	2	1	13
Airline - Lost Baggage							1				1		
Airline - Policy/Regulations/Service	1	1	1			3			1	2	1	1	1
Civil Rights	7	8	5	3	4	2	3	5		3	3	2	4
Civil Rights - Constitutional Rights				1									
Civil Rights - Headwear			1										
Civil Rights - Not Specified						1	4						
Civil Rights - Profiling Civil Rights - Race					2		1 1	5		2	2	2	
Civil Rights - Racel	7	7	2	2	1		'	5					
Civil Rights - Screening of Religious Cultu		1			ı						1		19
Civil Rights - Sex/Gender/Gender Identity-			2		1	1	1			1			- 6
Claims	- Not Transger	idei	1		2								3
Claims - Status			1		2								3
Customer Service	27	35	29	16	24	32	29	35	34	44	27	29	361
Customer Service - CSM		1											1
Customer Service - Others										2		1	3
Customer Service - TSO	27	34	29	16	24	32	29	35	34	42	27	28	357
DHS TRIP			1										1
DHS TRIP - General			1										1
Expedited Passenger Screening Program	63	116	108	93	113	163	160	192	187	144	165	214	1,718
Expedited Passenger Screening Program	- Active Duty	Military							1				1
Expedited Passenger Screening Program	- DoD	1				2		1	1			1	6
Expedited Passenger Screening Program	4	10	4	6	5	5	4	10	8	4	10	5	75
Expedited Passenger Screening Program	59	104	102	87	108	156	156	180	177	138	155	208	1,630
Expedited Passenger Screening Program	- TSA/DHS	1	2					1		2			6
Hazardous Materials Safety		1											
Hazardous Materials Safety - General		1											
HAZMAT Endorsement												1	
HAZMAT Endorsement - General												1	
Identification (ID) Requirements			1			1							
Identification (ID) Requirements - Domest			1			1							
Locks	1	2	2		2		2		2			1	12
Locks - Missing or Damaged Lock	1	2	2		2		2		2			1	1:
Lost and Found	1		2					2	1				
Lost and Found - Airport/TSA	1	0	2				-	2	1	4			(
Mishandling of Passenger Property		2 1	3		3		5	6	1	4	4		3:
Mishandling of Passenger Property - Dam	-		2		2			5	1	2	2		1
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa		1	1		1		3	5	ı	2		1	- 1
No Jurisdiction	2	2	2	1	- 1	2	1	1	1		1		1
No Jurisdiction - No Referral	1			1			1	1	- 1				16
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP	1	1				1	1	1	1				(
No Jurisdiction - Refer to Other	'	1	2	1		1		1	ı		1		(
Patdown	1	1		'		3	2	6	4	1	4	6	28
	'	1				J		U	1	1		- 0	- 20
Patgown - Children						3	2	6	3	1	4	6	26
Patdown - Children Patdown - Flver	1					J		U	3	1		- 0	20
Patdown - Flyer	1	1											
Patdown - Flyer Patdown - Flyer as Observer		1 4	7	3	Λ	5	1	Δ	5	5	2	2	15
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	6	1	7	3	4	5	1	4	5	5	2	2	
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S	6 pectrum		7	3 2	4	5	1	4	5		2		2
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	6 pectrum		7		4	5	1	1	5	5	2	2	2

					C) Data Too								
es	10-Oct 1	1-Nov	12-Dec 0	01-Jan 0	2-Feb 0	03-Mar	04-Apr (05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - General	1	1				1					1		
Persons w/ Disabilities (PWD) - Internal M	ledical Devices	S							1	1			
Persons w/ Disabilities (PWD) - Medical D	Devices - Attac	hed to the	Body		1	1				1			
Persons w/ Disabilities (PWD) - Medically		2	1			1		1	2	1	1		
Persons w/ Disabilities (PWD) - Metal Imp			1		1								
Persons w/ Disabilities (PWD) - Mobility [1	1	1		1	1					
Persons w/ Disabilities (PWD) - Prosthesi		1	1		1				1				
					1					1			
Persons w/ Disabilities (PWD) - Respirato			1										
Persons w/ Disabilities (PWD) - Touch Av						1							
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	egway	1			1		1	1				
Prohibited & Permitted Items	1	2	1										
Prohibited & Permitted Items - Alcohol and	1		1										
Prohibited & Permitted Items - Firearm/An		1											
Prohibited & Permitted Items - Knives/Too		1											
			0		_	40		40	40	40	4.5		
Property - Special Handling	9	8	8	8	5	10	8	12	10	18			11
Property - Special Handling - Damaged Ite	2	5	5	3	2	2	5	4	4	9		2	4
Property - Special Handling - Damaged Ite		2		1	2	4		5	2	4	2	2	2
Property - Special Handling - Missing Item	4		1	2	1	1	3	3	3	3	8	1	3
Property - Special Handling - Missing Item	ıs - Checke	1	2	2		3			1	2	3	1	1
Screening	11	11	16	10	9	19	16	13	14	9	10	15	15
Screening - Crew Member or Airline Empl	1									1			
Ů													
Screening - Inconsistency	3	1	2	2	2	3	3	4	1	2		3	2
Screening - Lengthy Lines	1	1	2		1	1	4	3	1	1	2	1	1
Screening - Procedures/Process	6	9	11	8	5	15	8	6	10	5	6	11	10
Screening - Retrieving Abandoned/Confisc	cated Items		1		1		1		2				
Screening - Shoe Screening											1		
TWIC		1											
TWIC - General		1											
	000		050	050	0.40		0.4.0						
3	289	265	252	259	249	357	318	317	318	263			3,16
Additional Information Required/Insufficient Inf	3			1	3					1	3		1
Additional Information Required/Insufficier	3			1	3					1	3		1
Airline	2	1		1		1	1		1	2	1		1
Airline - Lost Baggage	1			1									
Airline - Policy/Regulations/Service	1					1			1	1	1		
	'	4											
Airline - Wheelchair Assistance		1					1			1			
Civil Rights	4	3	3	3	4	4	6	2	4	4			40
Civil Rights - Age						1					1		
Civil Rights - Constitutional Rights	1												
Civil Rights - National Origin		1							1				
Civil Rights - Perceived Religion			1		1								
Civil Rights - Profiling	1		'		1								
Civil Rights - Race	1		2	3	2	1	4	2	3	3			2
Civil Rights - Sex/Gender/Gender Identity	1	1					2			1	2		
Civil Rights - Transgender Screening		1				2							
Claims		1				1				1			
Claims - General		1											
Claims - Status						1				1			
-	40	22	07	20	20			40					
Customer Service	40	33	27	38	36	57	38	46	41	34	28		41
Customer Service - Others		2	1	1									
Customer Service - TCC	1		1	1				1		1			
Customer Service - TSO	39	31	25	36	36	57	38	45	41	33	28		409
DHS TRIP			1										
			1										
DHS TRIP - General					400	007							
DHS TRIP - General	204	400	405	404						400	477		0.40
Expedited Passenger Screening Program	201	188	185	164	163	237	213	199	209	168			
Expedited Passenger Screening Program Expedited Passenger Screening Program	- Active Duty N	Military	185	164	163		213 1	199	209	168	177 1		
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- Active Duty N - DoD	Military 1	185	164		1				168	1		
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- Active Duty N - DoD 12	Military	185	164				199	209	168			5
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- Active Duty N - DoD 12	Military 1		164		1 8	1		6		1		5
Expedited Passenger Screening Program	- Active Duty N - DoD 12 189	Military 1 5 182	11 174		161	1	1	3 195	6 202	1	1		5 2,04
Expedited Passenger Screening Program	- Active Duty M - DoD 12 189 - TSA/DHS En	Military 1 5 182	11 174		1	1 8	1	3	6 202 1	1	1		5 2,04
Expedited Passenger Screening Program Hazardous Materials Safety	- Active Duty M - DoD 12 189 - TSA/DHS En	Military 1 5 182	11 174		161	1 8	1	3 195	6 202 1 1	1	1		5 2,04
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General	- Active Duty M - DoD 12 189 - TSA/DHS En	Military 1 5 182	11 174		161	1 8	1	3 195	6 202 1	1	6 170		5 2,04
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries	- Active Duty M - DoD 12 189 - TSA/DHS En	Military 1 5 182	11 174		161	1 8	1	3 195	6 202 1 1	1	1 6 170		5 2,04
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries Intranet/Internet Inquiries - General	- Active Duty M - DoD 12 189 - TSA/DHS En	Military 1 5 182	11 174 - Opt In	164	161	1 8	1	3 195 1	6 202 1 1 1	1	6 170		5 2,04
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries	- Active Duty M - DoD 12 189 - TSA/DHS En	Military 1 5 182	11 174		161	1 8	1	3 195	6 202 1 1	1	1 6 170		5 2,04
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries Intranet/Internet Inquiries - General	- Active Duty M - DoD 12 189 - TSA/DHS En 1	Military 1 5 182	11 174 - Opt In	164	161	1 8	1	3 195 1	6 202 1 1 1	1	1 6 170		5,04
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General	- Active Duty M - DoD 12 189 - TSA/DHS En 1	Military 1 5 182	11 174 • Opt In	164	1 161 1	1 8	1	3 195 1	6 202 1 1 1	1	1 6 170 1 1 1		5 2,04
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock	- Active Duty M - DoD 12 189 - TSA/DHS En 1	Military 1 5 182 mployees	11 174 - Opt In	164	161	1 8	1 1 211	3 195 1	6 202 1 1 1 1	1 167	1 6 170 1 1 1		5 2,04
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found	- Active Duty M - DoD 12 189 - TSA/DHS En 1	Military 1 5 182 nployees	11 174 • Opt In	164	1 161 1	1 8	1 1 211	3 195 1	6 202 1 1 1 1 2	1 167	1 6 170 1 1 1 1		5 2,04
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	- Active Duty M - DoD 12 189 - TSA/DHS En 1 1	Military 1 5 182 mployees	11 174 - Opt In	164 4 1 3	1 161 1	1 8 228	1 1 211 211	3 195 1	6 202 1 1 1 1 2 2	1 167 1 1	1 6 170 1 1 1		5 2,04
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	- Active Duty M - DoD 12 189 - TSA/DHS En 1 1 1	1 5 182 mployees -	11 174 - Opt In	164 4 1 3	1 161 1 1 1 1 2	1 8	1 1 211	3 195 1	6 202 1 1 1 1 2	1 167	1 6 170 1 1 1		5 2,04
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	- Active Duty M - DoD 12 189 - TSA/DHS En 1 1 1	1 5 182 mployees -	11 174 - Opt In	164 4 1 3	1 161 1 1 1 1 2	1 8 228	1 1 211 211	3 195 1	6 202 1 1 1 1 2 2	1 167 1 1	1 6 170 1 1 1		5 2,04
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	- Active Duty M - DoD 12 189 - TSA/DHS En 1 1 1 1 5 aged/Missing I	1 5 182 mployees -	11 174 - Opt In	164 4 1 3	1 161 1 1 1 1 2	1 8 228	1 1 211 211	3 195 1	6 202 1 1 1 1 2 2	1 167 1 1	1 6 170 1 1 1 1		1
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	- Active Duty M - DoD 12 189 - TSA/DHS En 1 1 1 1 5 aged/Missing I	Military 1 5 182 nployees	11 174 Opt In	164 4 1 3	1 161 1 1 1 1 2 r	1 8 228	1 1 211 2 2 2 2 8	3 195 1 1 1 1	6 202 1 1 1 1 2 2 2 1 1 1 8 8	1 167 1 1 1 7	1 6 170 1 1 1 1 8		5 2,04 1 7
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- Active Duty M - DoD 12 189 - TSA/DHS En 1 1 1 1 5 aged/Missing I 4	Military 1 5 182 nployees 1 1 1 5 Items Priv. 3 1	11 174 - Opt In 1 1 4 ate Screening 1 2	164 4 1 3 10 g Contractor 4 5	1 161 1 1 1 1 2 r 1	1 8 228 8 8	1 1 211 2 2 2 2 8	3 195 1 1 1 1 1 1 1 1 3 6	6 202 1 1 1 1 2 2 2 1 1 8 8 5 5	1 167 1 1 1 7	1 6 170 1 1 1 1 8		5 2,04 1 7 3 3
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam	- Active Duty M - DoD 12 189 - TSA/DHS En 1 1 1 1 5 aged/Missing I 4	Military 1 5 182 nployees 1 1 1 5 Items Privi	11 174 - Opt In 1 1 4 ate Screenin	164 4 1 3 10 g Contractor 4	1 161 1 1 1 1 2 r 1 1 1	1 8 228 8 8 3 4 1	1 1 211 2 2 2 2 8	195 1 1 1 1 1 1 1 1 3 6	202 1 1 1 1 2 2 2 1 1 8	1 167 1 1 1 7 3 4	1 6 170 1 1 1 1 8 5 3		5 2,04
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction	- Active Duty M - DoD 12 189 - TSA/DHS En 1 1 1 1 5 aged/Missing I 4	Military 1 5 182 nployees 1 1 1 5 Items Priv. 3 1	11 174 - Opt In 1 1 4 ate Screening 1 2	164 4 1 3 10 g Contractor 4 5	1 161 1 1 1 1 1 2 r 1 1 1 1 3	1 8 228 8 8	1 1 211 2 2 2 2 8	3 195 1 1 1 1 1 1 1 1 3 6	202 1 1 1 1 2 2 2 1 1 1 8	1 167 1 1 1 7	1 6 170 1 1 1 1 8 5 3		5 2,04 1 7 3 3
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral	- Active Duty M - DoD 12 189 - TSA/DHS En 1 1 1 1 5 aged/Missing I 4	Military 1 5 182 nployees 1 1 1 5 Items Priv. 3 1	11 174 - Opt In 1 1 4 ate Screening 1 2	164 4 1 3 10 g Contractor 4 5	1 161 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 8 228 8 8 3 4 1	1 1 211 2 2 2 2 8	3 195 1 1 1 1 1 1 1 1 3 6 1 3	202 1 1 1 1 2 2 2 1 1 1 8 8 5 5 3 4 4 1 1	1 167 1 1 1 7 3 4	1 6 170 1 1 1 1 1 8 5 3		5 2,04
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP	- Active Duty M - DoD 12 189 - TSA/DHS En 1 1 1 1 5 aged/Missing I 4	Military 1 5 182 nployees 1 1 1 5 Items Priv. 3 1	11 174 - Opt In 1 1 4 ate Screening 1 2	164 4 1 3 10 g Contractor 4 5	1 161 1 1 1 1 1 2 r 1 1 1 1 3	1 8 228 8 8 3 4 1	1 1 211 2 2 2 2 8	1 1 1 1 1 1 1 1 1 3 6 1 3	202 1 1 1 1 2 2 2 1 1 1 8	1 167 1 1 1 7 3 4	1 6 170 1 1 1 1 8 5 3		5 2,04
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral	- Active Duty M - DoD 12 189 - TSA/DHS En 1 1 1 1 5 aged/Missing I 4	Military 1 5 182 nployees 1 1 1 5 Items Priv. 3 1	11 174 - Opt In 1 1 4 ate Screening 1 2	164 4 1 3 10 g Contractor 4 5	1 161 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 8 228 8 8 3 4 1	1 1 211 2 2 2 2 8	3 195 1 1 1 1 1 1 1 1 3 6 1 3	202 1 1 1 1 2 2 2 1 1 1 8 8 5 5 3 4 4 1 1	1 167 1 1 1 7 3 4	1 6 170 1 1 1 1 8 5 3		5 2,04
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other	- Active Duty M - DoD 12 189 - TSA/DHS En 1 1 1 1 5 aged/Missing I	Military 1 5 182 nployees 1 1 1 5 ltems Priv. 3 1 1	11 174 - Opt In 1 1 4 ate Screening 1 2	164 4 1 3 10 g Contractor 4 5 1	1 161 1 1 1 1 2 r 1 1 1 1 1 1 1 1 1 1 1 1 1	1 8 228 8 8 3 4 1 1	1 1 211 2 2 2 8 5 3	3 195 1 1 1 1 1 1 1 3 6 1 3	6 202 1 1 1 1 2 2 2 1 1 8 8 5 3 3 4 4 1 1 2 2 1 1	1 1 1 1 7 3 4 3 3 1 2	1 6 170 1 1 1 1 8 5 3		5 2,04
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other	- Active Duty M - DoD 12 189 - TSA/DHS En 1 1 1 1 5 aged/Missing I 4	Military 1 5 182 nployees 1 1 1 5 Items Priv. 3 1	11 174 - Opt In 1 1 4 ate Screening 1 2	164 4 1 3 10 g Contractor 4 5	1 161 1 1 1 1 2 r 1 1 1 1 1 1 1 1 1 1 1 1 1	1 8 228 8 3 4 1 1	1 1 211 2 2 2 2 8	1 1 1 1 1 1 1 1 1 3 6 1 3	2 2 2 2 1 1 1 8 5 3	1 167 1 1 1 7 3 4	1 6 170 1 1 1 1 8 5 3 2		5 2,04
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children	- Active Duty M - DoD 12 189 - TSA/DHS En 1 1 1 1 1 1 rrayed Item	Military 1 5 182 nployees 1 1 1 5 Items Priv. 3 1 1	11 174 Opt In	164 4 1 3 10 g Contractor 4 5 1	1 161 1 1 1 1 1 1 1 1 1 1 1 4	1 8 228 8 3 4 1 1 7	1 1 211 2 2 2 2 8 5 3	1 1 1 1 1 1 1 1 3 6 1 1 3 1 2 9	6 202 1 1 1 1 2 2 2 1 1 8 5 3 3	1 167 1 1 1 7 3 4 3 1 2 7	1 6 170 1 1 1 1 8 5 3 2 2 2 7		5 2,04
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer	- Active Duty M - DoD 12 189 - TSA/DHS En 1 1 1 1 5 aged/Missing I	Military 1 5 182 nployees 1 1 1 5 ltems Priv. 3 1 1	11 174 - Opt In 1 1 4 ate Screening 1 2	164 4 1 3 10 g Contractor 4 5 1	1 161 1 1 1 1 2 r 1 1 1 1 1 1 1 1 1 1 1 1 1	8 3 4 1 1 7	1 1 211 2 2 2 2 8 5 3	3 195 1 1 1 1 1 1 1 3 6 1 3	6 202 1 1 1 1 2 2 2 1 1 8 8 5 3 3 4 4 1 1 2 2 1 1	1 1 1 1 7 3 4 3 3 1 2	1 6 170 1 1 1 1 8 5 3 2 2 2 7		5 2,04 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children	- Active Duty M - DoD 12 189 - TSA/DHS En 1 1 1 1 1 1 rrayed Item	Military 1 5 182 nployees 1 1 1 5 Items Priv. 3 1 1	11 174 Opt In	164 4 1 3 10 g Contractor 4 5 1	1 161 1 1 1 1 1 1 1 1 1 1 1 4	1 8 228 8 3 4 1 1 7	1 1 211 2 2 2 2 8 5 3	1 1 1 1 1 1 1 1 3 6 1 1 3 1 2 9	6 202 1 1 1 1 2 2 2 1 1 8 5 3 3	1 167 1 1 1 7 3 4 3 1 2 7	1 6 170 1 1 1 1 8 5 3 2 2 2 7		55. 2,044
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer	- Active Duty M - DoD 12 189 - TSA/DHS En 1 1 1 1 1 1 rrayed Item	Military 1 5 182 nployees 1 1 1 5 Items Priv. 3 1 1	11 174 Opt In	164 4 1 3 10 g Contractor 4 5 1	1 161 1 1 1 1 1 1 1 1 1 1 1 4	8 3 4 1 1 7	1 1 211 2 2 2 2 8 5 3	1 1 1 1 1 1 1 1 3 6 1 1 3 1 2 9	6 202 1 1 1 1 2 2 2 1 1 8 5 3 3	1 167 1 1 1 7 3 4 3 1 2 7	1 6 170 1 1 1 1 1 8 5 3 2 2 7 1 6		2,104 5,50 2,044 11 12 13 14 16 16 17 18 18 18 18 18 18 18 18 18 18
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Non-Flyer	- Active Duty M - DoD 12 189 - TSA/DHS En 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Military 1 5 182 nployees 1 1 5 Stems Privi	11 174 - Opt In	164 4 1 3 10 g Contractor 4 5 1	1 161 1 1 1 1 1 1 1 1 1 4 4 4 4	1 8 228 8 3 4 1 1 7	1 1 211 2 2 2 2 8 5 3	3 195 1 1 1 1 1 1 1 1 3 6 1 3 1 2 9	6 202 1 1 1 1 2 2 2 1 1 8 5 3 4 1 2 1 3	1 167 1 1 1 7 3 4 3 1 2 7	1 6 170 1 1 1 1 1 8 5 3 2 2 7 1 6		55 2,044 11 2 3 3 3 3 3 3 4 4 4 4
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD)	- Active Duty M - DoD 12 189 - TSA/DHS En 1 1 1 1 5 aged/Missing I 4 1 rrrayed Item	Military 1 5 182 nployees 1 1 1 5 Items Priv. 3 1 1	11 174 Opt In	164 4 1 3 10 g Contractor 4 5 1	1 161 1 1 1 1 1 1 1 1 1 1 1 4	1 8 228 8 3 4 1 1 7 6 1	1 1 211 2 2 2 2 8 5 3	3 195 1 1 1 1 1 1 1 1 3 6 1 3 3 1 2 9	6 202 1 1 1 1 2 2 2 1 1 8 5 3 3	1 167 1 1 1 7 3 4 3 1 2 7	1 6 170 1 1 1 1 1 8 5 3 2 2 7 1 6		55 2,044 11 12 13 14 16 16 17 18 18 19 19 19 19 19 19 19 19 19 19
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Non-Flyer	- Active Duty M - DoD 12 189 - TSA/DHS En 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Military 1 5 182 nployees 1 1 5 Stems Privi	11 174 - Opt In	164 4 1 3 10 g Contractor 4 5 1	1 161 1 1 1 1 1 1 1 1 1 4 4 4 4	1 8 228 8 3 4 1 1 7	1 1 211 2 2 2 2 8 5 3	3 195 1 1 1 1 1 1 1 1 3 6 1 3 1 2 9	6 202 1 1 1 1 2 2 2 1 1 8 5 3 4 1 2 1 3	1 167 1 1 1 7 3 4 3 1 2 7	1 6 170 1 1 1 1 1 8 5 3 2 2 7 1 6		55. 2,044 3 3 11 3 3 3 3 3 3 4 4 9 9 9

		-	TSA Contac	ct Center (1	FCC) Data	ΓοοΙ - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diabetes	1		1					1					
Persons w/ Disabilities (PWD) - General								1			1		
Persons w/ Disabilities (PWD) - Medical D	2										2		
Persons w/ Disabilities (PWD) - Medically	Necessary	1		1		2		1	1	1	1		
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)	1			1			1			2		
Persons w/ Disabilities (PWD) - Mobility D	1			1			1	1		2			
Persons w/ Disabilities (PWD) - Prosthesi	2	1			1		1	1					
Persons w/ Disabilities (PWD) - Respirato	ry and Inhal	ler Equipme	ent								1		
Persons w/ Disabilities (PWD) - Service A	nimals										1		
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	1											
Persons w/ Disabilities (PWD) - Visual Im	1							1					
Persons w/ Disabilities (PWD) - Wheelcha	1		1	2	1	1		1	2				
Property - Special Handling	4	5	3	8	4	5	11	9	4	6	3		6
Property - Special Handling - Damaged Ite	1	3		3	2	3	3	1	1	2	1		2
Property - Special Handling - Damaged Ite	1	1			2		2	3					
Property - Special Handling - Missing Item	1		3	2			3	3	1	1	2		1
Property - Special Handling - Missing Item	1	1		3		2	3	2	2	3			1
Request for Assistance									1				
Request for Assistance - Other									1				
Screening	19	22	21	21	25	32	34	27	35	26	27		28
Screening - Crew Member or Airline Empl	1	4	8	2	1	2		1	1	1	4		2
Screening - Inconsistency	3	2	4	8	4	2	5	3	3	4	2		4
Screening - International Screening								1					
Screening - Lengthy Lines	3	8	3	4	7	5	4	7	9	4	2		5
Screening - Procedures/Process	10	7	6	7	11	22	24	13	19	16	18		15
Screening - Retrieving Abandoned/Confis	2	1			2	1	1	2	3	1			1
Screening - Shoe Screening											1		

				ct Center (1									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DHN	1	5	2	2	1	3	1	3	5	1	1	2	2
2021												1	
Screening												1	
Screening - Procedures/Process												1	
2022		1	1		1	2	1	2	4			1	1
Customer Service									1				
Customer Service - TSO									1				
Expedited Passenger Screening Program		1			1	1		2	3			1	
Expedited Passenger Screening Program	- TSA PreC	1			1	1		2	3			1	
Property - Special Handling			1				1						
Property - Special Handling - Missing Item	ns - Checked	d	1				1						
Screening						1							
Screening - Inconsistency						1							
2023	1	4	1	2		1		1	1	1	1		1
Customer Service									1				
Customer Service - TSO									1				
Expedited Passenger Screening Program		3				1				1	1		
Expedited Passenger Screening Program	- TSA PreC	3				1				1	1		
Locks		1		1									
Locks - General		1											
Locks - Missing or Damaged Lock				1									
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	1										
Property - Special Handling	1			1									
Property - Special Handling - Missing Item	1			1									
Screening								1					
Screening - Procedures/Process								1					

			ISA Contac	it Center (icc) Data i	001 - FUIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DIK			3		1	1		1	2	1	3	2	14
2021												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Item	s - Checked											1	1
2022											1	1	2
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dama	aged/Missin	g ItemsC	hecked Bag	gage							1		1
Patdown												1	1
Patdown - Children												1	1
2023			3		1	1		1	2	1	2		11
Customer Service						1					1		2
Customer Service - TSO						1					1		2
Expedited Passenger Screening Program			3		1			1	2	1			8
Expedited Passenger Screening Program	- TSA PreCl	neck	3		1			1	2	1			8
Screening											1		1
Screening - Inconsistency											1		1

			I SA COIILA	ci centei (ICC) Data	1001-1012	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DLG							1			2		4	7
2021												3	3
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA Pre	Check										1	1
Patdown												1	1
Patdown - Flyer												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022							1			1		1	3
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA App	ication Pro	gram									1	1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Internal I	Medical Dev	ices								1			1
2023										1			1
Property - Special Handling										1			1
Property - Special Handling - Damaged If	tems - Chec	ked								1			1

		7	TSA Contac	ct Center (1	「CC) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DLH	1	7	5	5	4	3	5	1	3	1	6	3	4
2021												2	
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	- TSA PreC	heck										1	
Locks												1	
Locks - Missing or Damaged Lock												1	
2022		2	1	1	1	1	3			1	1	1	1
Civil Rights							1						
Civil Rights - Not Specified							1						
Expedited Passenger Screening Program		1	1	1	1	1	2			1	1	1	1
Expedited Passenger Screening Program	- TSA Appl	1											
Expedited Passenger Screening Program	- TSA PreC	heck	1	1	1	1	2			1	1	1	
Screening		1											
Screening - Procedures/Process		1											
2023	1	5	4	4	3	2	2	1	3		5		3
Customer Service			1										
Customer Service - TSO			1										
Expedited Passenger Screening Program	1	3	2	1	3	2	2	1	3		5		2
Expedited Passenger Screening Program	1	3	2	1	3	2	2	1	3		5		2
Patdown		1	1										
Patdown - Flyer		1	1										
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	1									
Screening		1		2									
Screening - Inconsistency				1									
Screening - Procedures/Process				1									
Screening - Retrieving Abandoned/Confise	cated Items	1											

		1	SA Conta	ct Center (TCC) Data 1	ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DRO	5	11	5	5 5	9	5	5	7	7	8	3	2	72
2021												1	1
Patdown												1	1
Patdown - Flyer												1	1
2022	1	5	2	2	5	2	2	3	3	2	1	1	27
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program	1	4	2	2	4	2	1	2	3	1	1	1	22
Expedited Passenger Screening Program	- TSA Appli	ication Prog	ram		2								2
Expedited Passenger Screening Program	1	4	2	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 Iten	ns - Checke	d			1		1						2
Screening		1											1
Screening - Inconsistency		1											1
2023	4	6	3	5	4	3	3	4	4	6	2		44
Civil Rights								2					2
Civil Rights - Age								1					1
Civil Rights - Race								1					1
Customer Service	1			1	1								3
Customer Service - TSO	1			1	1								3
Expedited Passenger Screening Program	3	5	2	2 4	3	3	3	2	3	4	1		33
Expedited Passenger Screening Program	- TSA Appli	ication Prog	ram		1								1
Expedited Passenger Screening Program	3	5	2	2 4	2	3	3	2	3	4	1		32
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dam	ı aged/Missir	ng ItemsC	arry-on Lu	ggage						1			1
Persons w/ Disabilities (PWD)		1									1		2
Persons w/ Disabilities (PWD) - Breast Ca	ancer	1											1
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	Breast Car	ncer								1		1
Property - Special Handling			1							1			2
Property - Special Handling - Damaged It	ems - Check	red								1			1
Property - Special Handling - Missing Iten			1										1
Screening									1				1
Screening - Procedures/Process									1				1

			on conta	0. 000. (i oo, bata i								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DRT		2	1	1	1	4			1		2	3	15
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- DoD											1	1
2022					1				1		2	2	6
Expedited Passenger Screening Program					1				1		1	2	5
Expedited Passenger Screening Program	- TSA PreC	heck			1				1		1	2	5
Screening											1		1
Screening - Inconsistency											1		1
2023		2	1	1		4							8
Customer Service		1				1							2
Customer Service - TSO		1				1							2
Expedited Passenger Screening Program		1				2							3
Expedited Passenger Screening Program	- TSA PreC	1				2							3
Mishandling of Passenger Property			1			1							2
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	1			1							2
Screening				1									1
Screening - Procedures/Process				1									1

tegories	10-Oct	11-Nov 1	12-Dec 0	1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DSM	30	50	29	26	36	54	49	47	33	35	44	24	4
2021	30	30	23	20	30	34	43	41	33	33	77	6	-
Expedited Passenger Screening Program												5	
Expedited Passenger Screening Program Expedited Passenger Screening Program	TSA DroCh	ook										5	
	- ISA FIECI	IECK										1	
Property - Special Handling	ma Chaale	a d											
Property - Special Handling - Damaged Ite												1	
2022	8	25	8	12	10	33	26	23	15	19	23	18	2
Civil Rights	1					2	3		1				
Civil Rights - Hair Patdowns							1						
Civil Rights - Profiling							1						
Civil Rights - Race						2	1		1				
Civil Rights - Racial Profiling or Discrimina	1												
Customer Service	1	1				1		2		1	2		
Customer Service - TSO	1	1				1		2		1	2		
Expedited Passenger Screening Program	5	17	8	12	10	28	19	21	10	18	15	17	
Expedited Passenger Screening Program	- DoD	1											
Expedited Passenger Screening Program	2	3	1				1	1			1		
Expedited Passenger Screening Program	3	13	7	11	10	28	18	20	9	18	14	17	
Expedited Passenger Screening Program		mplovees -		1					1				
Locks	, C. , DI 10 L	p.oy000 -	- 6			1			'				
Locks - Missing or Damaged Lock						1							
Lost and Found									1				
Lost and Found - Airport/TSA									1				
							4		ı				
Mishandling of Passenger Property	100						1						
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsCarr	y-on Lugga	ge			1						
Patdown									1		2		
Patdown - Flyer									1		2		
Persons w/ Disabilities (PWD)	1	2											
Persons w/ Disabilities (PWD) - Ostomy/0	1	2											
Property - Special Handling		2				1	2				1		
Property - Special Handling - Damaged Ite	ms - Carry-0	On					1						
Property - Special Handling - Damaged Ite	ms - Checl	1				1					1		
Property - Special Handling - Missing Item	s - Carry-C	1											
Property - Special Handling - Missing Item	s - Checked						1						
Screening		3					1		2		3	1	
Screening - Children											1		
Screening - Inconsistency									1			1	
Screening - Procedures/Process		3					1		1		2		
2023	22	25	21	14	26	21	23	24	18	16	21		
Civil Rights	22	25	1	14	20	41	23	24	10	10	41		
Civil Rights - Race			1										
Customer Service					1			1	1	1	1		
Customer Service - TSO					1			1	1	1	1		
Expedited Passenger Screening Program	19	21	20	13	22	19	22	18	16	14	17		
Expedited Passenger Screening Program	1			1	2	1			1	1			
Expedited Passenger Screening Program	18	21	20	12	20	18	22	18	15	13	17		
Locks	1							1					
Locks - Missing or Damaged Lock	1							1					
Mishandling of Passenger Property					1		1				1		
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCarr	y-on Lugga	ge	1		1				1		
Patdown	2		, 00 (1	1						1		
Patdown - Children				1									
Patdown - Flyer	1				1						1		
Patdown - Flyer as Observer	1				1								
Persons w/ Disabilities (PWD)	1					1		1			1		
	noor							1					
Persons w/ Disabilities (PWD) - Breast Ca		Analination	al Maritter of A	Domini Proces		1					1		
Persons w/ Disabilities (PWD) - Medically	Necessary N		na Medical S	supplies				1					
Property - Special Handling		1						1	1				
Property - Special Handling - Damaged Ite	ms - Carry	1						1	1				
Screening		3			1	1		2		1			
		2			1								
Screening - Lengthy Lines		_											

Categories	10-Oct	11-Nov	SA Contact 12-Dec			03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DTW	244	312	329	297	329	378	338	379	335	295	342	278	3,856
2021		V	020		020	0.0		0.0			V	84	84
Civil Rights												3	3
Civil Rights - National Origin												1	1
Civil Rights - Racial Profiling or Discrimina	ation											2	2
Customer Service												11	11
Customer Service - TSO												11	11
Expedited Passenger Screening Program												57	57
Expedited Passenger Screening Program			ram									6	6
Expedited Passenger Screening Program	- TSA PreCh	eck										51	51
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)												3	3
Persons w/ Disabilities (PWD) - Diabetes	Noncon N	ladiaatian	and Madical	Cumpling								1	1
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha			and Medical	Supplies								1	1
Property - Special Handling	III/ Scoolei/ S	egway										3	3
Property - Special Handling - Missing Item	Corny On											2	2
Property - Special Handling - Missing Item												1	1
Screening	is - Checked											5	5
Screening - Inconsistency												1	1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process												3	3
2022	81	137	121	130	137	173	158	171	163	137	187	194	1,789
Airline			2		1					1			4
Airline - Policy/Regulations/Service			2		1					1			4
Civil Rights	3	4	1	1	1	2	2	2	4	2		4	26
Civil Rights - Age									1				1
Civil Rights - Perceived Religion									1				1
Civil Rights - Profiling						1	1						2
Civil Rights - Race						1	1	1	1	2		3	9
Civil Rights - Racial Profiling or Discrimina	3	4	1		1								9
Civil Rights - Sex/Gender/Gender Identity-	- Not Transge	nder						1				1	2
Civil Rights - Sexual Orientation - Not Train	nsgender			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			- 4				4	0		1			1
Expedited Passenger Screening Program		2 v Mambar	1		1		1	2	1				6
Expedited Passenger Screening Program		v Member 14	11	6	6	6	0	6	12	4	5	7	88
Expedited Passenger Screening Program Expedited Passenger Screening Program		96	84	101	112	145	129	131	105	99	154	158	1,367
Expedited Passenger Screening Program Expedited Passenger Screening Program		1	04	101	112	140	129	131	103	1	134	100	1,307
Hazardous Materials Safety	1	'								'			1
Hazardous Materials Safety - General	1												1
Identification (ID) Requirements	1			1									2
Identification (ID) Requirements - Domest	1			1									2
Locks	1				1		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 - Dam	aged/Missing	ItemsCa	arry-on Lugga	age				2	1	3	1	1	8
Mishandling of Passenger Property - Dam		ItemsC	2			1			1	2	2	2	10
Mishandling of Passenger Property - Disa			1			1			1		1		5
No Jurisdiction	1		1			1			1				4
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to Other	1					1			1				3
Patdown	3	4	1	3	1		2	5	1	1	3	4	28
Patdown - Children				1									1
Patdown - Flyer	3	2	1	2	1		2	5	1	1	3	4	25
Patdown - Flyer as Observer		1											1
B 11	2	1			_								1
Patdown - Non-Flyer		1	1	1	3		1	7	4	1	1	1	23
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive		ital /Menta	al Disability										2
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes		ital /Menta	al Disability		4				1			1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General	/Developmer	ital /Menta	al Disability	A	1				1			1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N	/Developmer	ital /Menta	al Disability	1	1		4	2	1			1	2
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically	/Developmer 1 1	ital /Menta	al Disability	1	1		1	2	1		A	1	2
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	/Developmer 1 1 olants (joint)		•		1		1	2		4	1	1	2 4 1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp	/Developmer 1 1 slants (joint) Disability (Not		•		1		1		1	1	1	1	2 4 1 2
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Service A	/Developmer 1 1 olants (joint) Disability (Not	Wheelcha	•				1	2	1	1	1	1	2 4 1 2 2
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av	/Developmer 1 1 olants (joint) Disability (Not unimals ersion (pain/ti	Wheelcha	•		1		1			1	1	1	2 4 1 2 2
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Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property 3 Mishandling of Passenger Property - Dam 2 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 2 Mishandling of Passenger Property - Damaged/Missin Mishandling of Passenger Property - Disarrayed Items- No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to Other Patdown 2 Patdown - Children Patdown - Flyer 2 Patdown - Flyer 2 Patdown - Flyer 3 Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical [1 Persons w/ Disabilities (PWD) - Medical [1 Persons w/ Disabilities (PWD) - Nedical [1 Persons w/ Disabilities (PWD) - Prosthesis/Amputees Persons w/ Disabilities (PWD) - Visual Impairment Persons w/ Disabilities (PWD) - Damaged Items - Carry Property - Special Handling - Damaged Items - Carry												
Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property 3 Mishandling of Passenger Property - Dam 2 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 2 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Damaged/Missin Mishandling of Passenger Property - Disarrayed Items- No Jurisdiction	141	177	130	155	167	145	134	119	93	110		1,504
Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam 2 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 2 Mishandling of Passenger Property - Damaged/Missin Mishandling of Passenger Property - Disarrayed Items- No Jurisdiction										1		
Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam 2 Mishandling of Passenger Property - Damaged/Missin Mishandling of Passenger Property - Disarrayed Items- No Jurisdiction No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer 2 Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Prosthesis/Amputees Persons w/ Disabilities (PWD) - Visual Impairment Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Property - Special Handling Property - Special Handling - Damaged Items - Carry Property - Special Handling - Damaged Items - Checke										1		
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam 2 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Damaged/Missin Mishandling of Passenger Property - Disarrayed Items- No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to Other Patdown 2 Patdown - Children Patdown - Flyer 2 Patdown - Flyer 2 Patdown - Flyer 3 Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Prosthesis/Amputees Persons w/ Disabilities (PWD) - Visual Impairment Persons w/ Disabilities (PWD) - Visual Impairment Persons w/ Disabilities (PWD) - Welchair/ Scooter/ Property - Special Handling - Damaged Items - Carry Property - Special Handling - Damaged Items - Checke	1			3			1	1				3
Lost and Found - Airport/TSA Mishandling of Passenger Property 3 Mishandling of Passenger Property - Dam 2 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 2 Mishandling of Passenger Property - Dam 2 Mishandling of Passenger Property - Damaged/Missii Mishandling of Passenger Property - Disarrayed Items- No Jurisdiction	1	2		3			1	1				8
Mishandling of Passenger Property 3 Mishandling of Passenger Property - Dam 2 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Damaged/Missin Mishandling of Passenger Property - Damaged/Missin Mishandling of Passenger Property - Disarrayed Items- No Jurisdiction - No Referral No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to Other Patdown - Children Patdown - Children Patdown - Flyer 2 Patdown - Flyer 2 Patdown - Flyer 3 Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Necessary Persons w/ Disabilities (PWD) - Medically Necessary Persons w/ Disabilities (PWD) - Visual Impairment Persons w/ Disabilities (PWD) - Visual Impairment Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Property - Special Handling - Damaged Items - Carry Property - Special Handling - Damaged Items - Checke							2					2
Mishandling of Passenger Property - Dam 2 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Damaged/Missin Mishandling of Passenger Property - Disarrayed Items- No Jurisdiction							2					2
Mishandling of Passenger Property - Dam 2 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Damaged/Missin Mishandling of Passenger Property - Disarrayed Items- No Jurisdiction	2	4	3	4	3	7	4	3	5	2		40
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Damaged/Missii Mishandling of Passenger Property - Disarrayed Items- No Jurisdiction	1		2	2	2	4	3	2	3			25
Mishandling of Passenger Property - Damaged/Missin Mishandling of Passenger Property - Disarrayed Items- No Jurisdiction	- '	2		2		2	1		2			10
Mishandling of Passenger Property - Disarrayed Items- No Jurisdiction	1						- '					
No Jurisdiction												
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to Other Patdown 2 Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I 1 Persons w/ Disabilities (PWD) - Medical I 1 Persons w/ Disabilities (PWD) - Prosthesis/Amputees Persons w/ Disabilities (PWD) - Visual Impairment Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Property - Special Handling 1 Property - Special Handling - Damaged Items - Carry Property - Special Handling - Damaged Items - Checke	Carry-on o	or Checker	1		1	1		1				4
No Jurisdiction - Refer to CBP			3	2		1	2					9
No Jurisdiction - Refer to Other Patdown 2 Patdown - Children Patdown - Flyer 2 Patdown - Flyer 2 Patdown - Flyer 3 Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I 1 Persons w/ Disabilities (PWD) - Medically Necessary Persons w/ Disabilities (PWD) - Prosthesis/Amputees Persons w/ Disabilities (PWD) - Visual Impairment Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Property - Special Handling 1 Property - Special Handling - Damaged Items - Carry Property - Special Handling - Damaged Items - Checke						1	2					3
Patdown			1									2
Patdown - Children Patdown - Flyer 2 Patdown - Flyer 3 Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Prosthesis/Amputees Persons w/ Disabilities (PWD) - Visual Impairment Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Property - Special Handling 1 Property - Special Handling - Damaged Items - Carry Property - Special Handling - Damaged Items - Checke			2	2								
Patdown - Children Patdown - Flyer 2 Patdown - Flyer 3 Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Prosthesis/Amputees Persons w/ Disabilities (PWD) - Visual Impairment Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Property - Special Handling 1 Property - Special Handling - Damaged Items - Carry Property - Special Handling - Damaged Items - Checke		1	1	1	3	3	3	3	6	3		26
Patdown - Flyer 2 Patdown - Flyer as Observer Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical [1 Persons w/ Disabilities (PWD) - Medically Necessary Persons w/ Disabilities (PWD) - Prosthesis/Amputees Persons w/ Disabilities (PWD) - Visual Impairment Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Property - Special Handling 1 Property - Special Handling - Damaged Items - Carry Property - Special Handling - Damaged Items - Checke								1		1		2
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I 1 Persons w/ Disabilities (PWD) - Medically Necessary Persons w/ Disabilities (PWD) - Prosthesis/Amputees Persons w/ Disabilities (PWD) - Visual Impairment Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Property - Special Handling 1 Property - Special Handling - Damaged Items - Carry Property - Special Handling - Damaged Items - Checke		1	1	1	3	3	3	2	5	2		23
Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I 1 Persons w/ Disabilities (PWD) - Medically Necessary Persons w/ Disabilities (PWD) - Prosthesis/Amputees Persons w/ Disabilities (PWD) - Visual Impairment Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Property - Special Handling 1 Property - Special Handling - Damaged Items - Carry Property - Special Handling - Damaged Items - Checke			· ·						1			
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I 1 Persons w/ Disabilities (PWD) - Medically Necessary Persons w/ Disabilities (PWD) - Prosthesis/Amputees Persons w/ Disabilities (PWD) - Visual Impairment Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Property - Special Handling 1 Property - Special Handling - Damaged Items - Carry Property - Special Handling - Damaged Items - Checke	4	1			2	1	2	1	- 1	1		13
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I 1 Persons w/ Disabilities (PWD) - Medically Necessary Persons w/ Disabilities (PWD) - Prosthesis/Amputees Persons w/ Disabilities (PWD) - Visual Impairment Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Property - Special Handling 1 Property - Special Handling - Damaged Items - Carry Property - Special Handling - Damaged Items - Checke	4	- 1						- 1		- 1		16
Persons w/ Disabilities (PWD) - Medical t 1 Persons w/ Disabilities (PWD) - Medically Necessary Persons w/ Disabilities (PWD) - Prosthesis/Amputees Persons w/ Disabilities (PWD) - Visual Impairment Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Property - Special Handling 1 Property - Special Handling - Damaged Items - Carry Property - Special Handling - Damaged Items - Checke						1						1
Persons w/ Disabilities (PWD) - Medically Necessary Persons w/ Disabilities (PWD) - Prosthesis/Amputees Persons w/ Disabilities (PWD) - Visual Impairment Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Property - Special Handling 1 Property - Special Handling - Damaged Items - Carry Property - Special Handling - Damaged Items - Checke							1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees Persons w/ Disabilities (PWD) - Visual Impairment Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Property - Special Handling 1 Property - Special Handling - Damaged Items - Carry Property - Special Handling - Damaged Items - Checke					1							2
Persons w/ Disabilities (PWD) - Visual Impairment Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Property - Special Handling 1 Property - Special Handling - Damaged Items - Carry Property - Special Handling - Damaged Items - Checke	1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Property - Special Handling 1 Property - Special Handling - Damaged Items - Carry Property - Special Handling - Damaged Items - Checke	2											2
Property - Special Handling 1 Property - Special Handling - Damaged Items - Carry Property - Special Handling - Damaged Items - Checke					1							
Property - Special Handling 1 Property - Special Handling - Damaged Items - Carry Property - Special Handling - Damaged Items - Checke	1	1					1	1		1		Ę
Property - Special Handling - Damaged Items - Carry Property - Special Handling - Damaged Items - Checke	2		4	3	3	4	6	6	1	4		37
Property - Special Handling - Damaged Items - Checke	1		1	1	1		2	6	1	1		17
		3		1	- 1			U	- 1	1		
Property - Special Handling - Missing Item 1						1						
	1		3		1	1	2					9
Property - Special Handling - Missing Items - Checked				2	1	2	2			3		10
Screening 5	8	5	10	4	8	4	5	19	27	19		114
Screening - Crew Member or Airline Employee	1				1					2		
Screening - Inconsistency 2		1	2	1	1	2			1	2		12
Screening - Lengthy Lines		1	1				1	10	7	5		2
Screening - Lengthy Lines Screening - Military		1					1	10	- 1	3		
		^			-		^		40	40		1
Screening - Procedures/Process 3 Screening - Retrieving Abandoned/Confiscated Items	7	3	7	3	5 1	2	<u>3</u>	8	19	10		70

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

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

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

			ISA Contac	ct Center (ICC) Data	001 - FUIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EAT	2	2	1		3	1	2	1	2		2	1	17
2021												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disal	rrayed Items	sCarry-on	or Checked	d								1	1
2022			1		1	1	2	1	2		1		9
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program					1	1	2		1				5
Expedited Passenger Screening Program	- TSA PreC	heck			1	1	2		1				5
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies					1				1
Property - Special Handling			1					1					2
Property - Special Handling - Missing Item	is - Checked	d	1					1					2
2023	2	2			2						1		7
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program	2	1			1								4
Expedited Passenger Screening Program	2	1			1								4
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Dam	aged/Missin	ng ItemsC	arry-on Lug	gage	1								1
Screening		1											1
Screening - Retrieving Abandoned/Confisc	cated Items	1											1

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

ategories	10 Oot		SA Contact					OE Mass	06 1	07 11	00 A	00 000	Total
_	10-Oct	11-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ECP	18	14	7	12	12	17	13	25	20	15	16		184
2021												9	9
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Customer Service												2	2
Customer Service - TSO												2	2
Expedited Passenger Screening Program												3	3
	TCA DroCk	a a a l										3	
Expedited Passenger Screening Program -	TSA PIECI	IECK											3
Property - Special Handling		_										2	2
Property - Special Handling - Damaged Ite												1	1
Property - Special Handling - Damaged Ite	ms - Check	ed										1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	11	6	4	5	5	11	5	12	12	7	6	6	90
Airline		-	-	1						_			1
				1									
Airline - Policy/Regulations/Service				1									
Civil Rights	1												
Civil Rights - Racial Profiling or Discrimina	1												
Customer Service						2	1		1				4
Customer Service - Others							1						
Customer Service - TSO						2	- 1		1				;
		_	4	_	_		_	4.4		_	_		
Expedited Passenger Screening Program	4	3	4	2	5	6	3	11	11	7	5	6	6
Expedited Passenger Screening Program -		1											
Expedited Passenger Screening Program -	Known Cre	w Member										1	
Expedited Passenger Screening Program -	TSA Applic	ation Progr	am				1	1	1				
Expedited Passenger Screening Program	4	2	4	2	5	6	2	10	10	7	5	5	6:
Lost and Found						1		10	10	- '	0		
Lost and Found - Airport/TSA						1							
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dama	ged/Missin	g ItemsCa	rry-on Lugga	age			1						
Patdown	1										1		2
Patdown - Flyer											1		-
•	4										- 1		
Patdown - Flyer as Observer	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/Tool	s/Razors/S	1											
Prohibited & Permitted Items - Medication	1												
	ı												
Property - Special Handling				1									1
Property - Special Handling - Missing Item:	s - Carry-Or	1		1									
Screening	3	1		1		1		1					7
Screening - Inconsistency	1			1				1					
Screening - Procedures/Process	2	1											
ŭ .						4							
Screening - Retrieving Abandoned/Confisc	ated Items					1							
TWIC						1							
TWIC - General						1							1
2023	7	8	3	7	7	6	8	13	8	8	10		85
Civil Rights							1		1				2
Civil Rights - Race									1				
	Not Tropos	ondor					4						
Civil Rights - Sex/Gender/Gender Identity-	Not Transg	ender					1						
Customer Service				1	1								
Customer Service - Others				1									1
Customer Service - TSO					1								
Expedited Passenger Screening Program	7	7	3	5	4	6	6	12	7	8	7		72
Expedited Passenger Screening Program -		- 1	3	3	4	0	0	12		0	- 1		
1 0 0		- e							1				1
Expedited Passenger Screening Program -								1					1
Expedited Passenger Screening Program	7	7	3	5	4	6	6	11	6	8	7		70
Mishandling of Passenger Property		1					1						
Mishandling of Passenger Property - Dama	aged/Missin	a ItemsCa	rrv-on Luga:	age			1						
Mishandling of Passenger Property - Dama		1	,99	J-									
	igeu/iviissii	- 1											
											1		
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Metal Impl	ants (joint)												
	ants (joint)				1								
Persons w/ Disabilities (PWD) - Metal Impl Property - Special Handling					1 1								1
Persons w/ Disabilities (PWD) - Metal Impl Property - Special Handling Property - Special Handling - Missing Item				4	1			4			2		
Persons w/ Disabilities (PWD) - Metal Impl Property - Special Handling Property - Special Handling - Missing Item Screening	s - Checked			1	1			1			2		5
Persons w/ Disabilities (PWD) - Metal Impl Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Emplo	s - Checked			1	1			1					5 1
Persons w/ Disabilities (PWD) - Metal Impl Property - Special Handling Property - Special Handling - Missing Item Screening	s - Checked			1	1			1			2		1 5 1

			SA Contac										
Categories	10-Oct 1	1-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EGE	1	1	14	10	14	22	2	5	3	3	8	4	87
2021												3	;
Expedited Passenger Screening Program												2	
Expedited Passenger Screening Program	- TSA PreChed	ck										2	
Screening												1	
Screening - Inconsistency												1	•
2022			6	4	3	11		4	3	2	4	1	38
Civil Rights						1				1	1		
Civil Rights - Race						1				1			2
Civil Rights - Sex/Gender/Gender Identity	- Not Transgen	der									1		
Customer Service									1				
Customer Service - TSO									1				
Expedited Passenger Screening Program			4	3	2	9		3	2		3	1	2
Expedited Passenger Screening Program	- TSA Applicati	ion Prog	ram									1	
Expedited Passenger Screening Program	- TSA PreChed	ck	4	3	2	9		3	2		3		2
Patdown				1									
Patdown - Children				1									
Persons w/ Disabilities (PWD)			1					1					
Persons w/ Disabilities (PWD) - Hearing I	Impairment		1										
Persons w/ Disabilities (PWD) - Service A	Animals							1					
Screening			1		1	1				1			
Screening - Procedures/Process			1		1	1				1			
2023	1	1	8	6	11	11	2	1		1	4		40
Customer Service				1		3							4
Customer Service - TSO				1		3							4
Expedited Passenger Screening Program			7	4	9	7	2			1	3		3
Expedited Passenger Screening Program	- TSA PreChed	ck	7	4	9	7	2			1	3		3
Patdown	1				1								
Patdown - Flyer	1				1								
Persons w/ Disabilities (PWD)					1						1		
Persons w/ Disabilities (PWD) - Mobility [Disability (Not W	Vheelcha	air or Scoote	er)							1		
Persons w/ Disabilities (PWD) - Prosthesi					1								
Property - Special Handling	·		1										
Property - Special Handling - Damaged It	tems - Carry-On		1										
Screening		1		1		1		1					
Screening - Inconsistency						1		1					2
Screening - Lengthy Lines				1									
Screening - Retrieving Abandoned/Confis	1	1											

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EKO	1				1	1			1	1		1	6
2021												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Item	ns - Checke	d										1	1
2022						1							1
Screening						1							1
Screening - Inconsistency						1							1
2023	1				1				1	1			4
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program	1				1								2
Expedited Passenger Screening Program	1				1								2
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	arry-on Luc	igage					1				1

			ISA Contac	ct Center (icc) Data	OOI - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ELM	1	2	2	1	3	2	2			3	1	1	18
2022		1		1	1	1				3		1	8
Expedited Passenger Screening Program				1	1	1				2		1	6
Expedited Passenger Screening Program	- TSA PreC	heck		1	1	1				2		1	6
Property - Special Handling		1											1
Property - Special Handling - Missing Iten	ns - Checke	1											1
Screening										1			1
Screening - Inconsistency										1			1
2023	1	1	2		2	1	2				1		10
Expedited Passenger Screening Program	1		1		2		2				1		7
Expedited Passenger Screening Program	1		1		2		2				1		7
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam	aged/Missii	1											1
Patdown			1										1
Patdown - Flyer			1										1
Screening						1							1
Screening - Procedures/Process						1							1

Categories	10-Oct	11-Nov	12-Dec	ct Center (T 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ELP	26	21	12-Dec	32	18	50	04-Apr	43	30	38	00-Aug 37	•	394
2021	26	21	33	32	10	30	41	43	30	30	31	5	39.
Expedited Passenger Screening Program												3	
Expedited Passenger Screening Program	I - TSΔ PreCl	heck										3	3
Persons w/ Disabilities (PWD)		ICOK										1	
Persons w/ Disabilities (PWD) - Service	l ∆nimals											1	
Screening	I											1	1
Screening - Procedures/Process												1	1
2022	9	10	10	14	8	26	23	24	17	14	18		185
Airline	9	10	10	14		20	23	24	17	14	10	12	100
Airline - Policy/Regulations/Service			1										1
Civil Rights			- '	1					1				2
Civil Rights - Perceived Religion				ı					1				2
Civil Rights - Transgender Screening				1					- 1				1
Customer Service	1			ı	1	1	1	1			2	1	
Customer Service - Others	ı				- 1	- 1	ı	- 1					8
Customer Service - Others Customer Service - TSO	4				4	4	4	4			1		1
	1			4	1	1	1	1			1	1	7
DHS TRIP	1			1									2
DHS TRIP - Status	1	_		1			4.5		40	40	40		2
Expedited Passenger Screening Program	6	7	6	10	4	23	15	20	13	12	13		138
Expedited Passenger Screening Program		1	1			2					1		5
Expedited Passenger Screening Program								1	1			1	3
Expedited Passenger Screening Program		5	5	10	4	21	15	18	12	12	11		127
Expedited Passenger Screening Program	1 - TSA/DHS	1						1			1		3
Mishandling of Passenger Property		1						1		1			3
Mishandling of Passenger Property - Dan		_	arry-on Lug	gage						1			1
Mishandling of Passenger Property - Disa	arrayed 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		1											1
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	and Casts										1	1
Property - Special Handling	1	1		2	1			1		1		1	8
Property - Special Handling - Damaged It		On						1		1			2
Property - Special Handling - Damaged It	tems - Checl	1			1								2
Property - Special Handling - Missing Iter		ı		1								1	2
Property - Special Handling - Missing Iter	1			1									2
Screening			2		1	2	4	1	2		3		15
Screening - Inconsistency						1	2				3		6
Screening - Lengthy Lines			2										2
Screening - Procedures/Process					1	1	2	1	2				7
2023	17	11	25	18	10	24	24	19	13	24	19		204
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights	2					1					1		4
Civil Rights - Perceived Religion	1												1
Civil Rights - Race						1					1		2
Civil Rights - Sex/Gender/Gender Identity	/ 1												1
Customer Service	1		1	1	1	3			1		2		10
Customer Service - TSO	1		1	1	1	3			1		2		10
Expedited Passenger Screening Program	14	9	20	15	8	18	22	14	12	20	12		164
Expedited Passenger Screening Program	ı - DoD		1										1
Expedited Passenger Screening Program			1				1			1			5
Expedited Passenger Screening Program		9	17	15	8	18	21	14	12	19	12		157
Expedited Passenger Screening Program			1										1
Mishandling of Passenger Property			1		1			4			1		7
Mishandling of Passenger Property - Dan	า naged/Missin	a ItemsC		nage	1			1			1		3
Mishandling of Passenger Property - Dan			1	9490				3					4
Patdown		g itomo o	1					0		1			2
Patdown - Flyer			1							1			2
		1								1			2
Persons W/ Disabilities (PW/D)		1								- 1			2
Persons w/ Disabilities (PWD) - Medically	/ Necessary									1			1
Persons w/ Disabilities (PWD) - Medically	, ,	t Mheolob	ir or Soost	or)						1			
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility	, ,	t Wheelcha	air or Scoot	er)									
Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Property - Special Handling	Disability (No		air or Scoot	er)			1						1
Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility i Property - Special Handling Property - Special Handling - Missing Iter	Disability (No			,		_	1			_			1
Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Property - Special Handling Property - Special Handling - Missing Iter Screening	Disability (No		2	2		2	1 1 1	1		2	3		1 13
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Property - Special Handling Property - Special Handling - Missing Iter Screening Screening - Inconsistency	Disability (No			2		2		1		2			1 13 4
Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Property - Special Handling Property - Special Handling - Missing Iter Screening	Disability (No		2	2			1	1			3 1 2		1 13

			OA COIILA	ot Octition (i oo, bata	1001 - 1 015							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ERI	2	1	4	1	2	2	3	2	1	1	3	5	27
2022	2					2	1	1	1	1		5	13
Civil Rights	1									1			2
Civil Rights - Race										1			1
Civil Rights - Racial Profiling or Discrimina	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	ç
Expedited Passenger Screening Program	1					1	1	1				5	ç
2023		1	4	1	2		2	1			3		14
Expedited Passenger Screening Program			2	1	2		2				2		9
Expedited Passenger Screening Program	- TSA PreChe	eck	2	1	2		2				2		9
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam	naged/Missiı	1											1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medical I	Devices - Atta	ched to th	e Body					1					1
Screening			2										2
Screening - Procedures/Process			2										2

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

Catogorios	40.0-4 4				CC) Data			0E M	06 1	07 11	00 4	00.0	Total
Categories		1-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EUG	18	16	24	9	9	15	18	18	19	17	21		200
2021												5	
Expedited Passenger Screening Program												5	
Expedited Passenger Screening Program												5	
2022	5	1	9	2	3	4	10	9	12	8	9		83
Civil Rights												1	1
Civil Rights - Race												1	1
Customer Service											1		1
Customer Service - TSO											1		
Expedited Passenger Screening Program	4		7		2	4	8	7	10	6		10	65
Expedited Passenger Screening Program		tion Progra						1	1	1			
Expedited Passenger Screening Program	4		7		2	4	8	6	9	5	7	10	62
Locks	1												
Locks - Missing or Damaged Lock	1												
Lost and Found			1										
Lost and Found - Airport/TSA			1										
Mishandling of Passenger Property		1	1										2
Mishandling of Passenger Property - Dam	aged/Missiı	1											
Mishandling of Passenger Property - Disa	rrayed Items0	Carry-on	1										
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Visual Im	pairment									1			
Property - Special Handling				1	1		1	1	1		1		(
Property - Special Handling - Damaged Ite	ems - Carry-Or	1		1				1					
Property - Special Handling - Damaged Ite					1								
Property - Special Handling - Missing Item							1		1		1		
Screening				1			1	1	1	1			5
Screening - Procedures/Process				1			1	1	1	1			5
2023	13	15	15	7	6	11	8	9	7	9	12		112
Civil Rights		1				1			1				3
Civil Rights - Race						1							1
Civil Rights - Sex/Gender/Gender Identity	- Not Transc	1											
Civil Rights - Transgender Screening	, , , , , , , , , , , , , , , , , , , ,								1				
Customer Service											1		
Customer Service - TSO											1		
Expedited Passenger Screening Program	10	14	12	5	6	9	7	8	5	7	8		9
Expedited Passenger Screening Program		1	12	- 3	0	3	- 1	0	3	,	0		
Expedited Passenger Screening Program		1	1		2								
Expedited Passenger Screening Program		12	11	5	4	9	7	8	5	7	8		85
Lost and Found	9	12	2	3	4	9	- 1	0	3	- 1	1		3
			2								1		
Lost and Found - Airport/TSA				0			-						3
Mishandling of Passenger Property	2	h O		2			1			1	1		7
Mishandling of Passenger Property - Dam		itemsCa	rry-on Lug	1									
Mishandling of Passenger Property - Dam				1			1				1		
Mishandling of Passenger Property - Disa	1									1			2
Persons w/ Disabilities (PWD)	/D	-1.78.4	1										
Persons w/ Disabilities (PWD) - Cognitive	e /טevelopment I	ai /Ment	1										1
Property - Special Handling						1			1				
Property - Special Handling - Damaged Ite									1				
Property - Special Handling - Missing Item						1							
Screening	1							1		1	1		4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process	1							1			1		3

			ISA Conta	act Center (TCC) Data 1	001 - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EVV	4	3		1 1	8	5	6	3	1	3	8	3	46
2021												2	2
Civil Rights												1	1
Civil Rights - Transgender Screening												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreC	Check										1	1
2022		1			3	3	5	2			5	1	20
Expedited Passenger Screening Program		1			2	3	5	1			4	1	17
Expedited Passenger Screening Program	- TSA PreC	1			2	3	5	1			4	1	17
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medi	cal Supplies	1								1
Property - Special Handling								1			1		2
Property - Special Handling - Missing Iten	ns - Carry-C	n									1		1
Property - Special Handling - Missing Iten	ns - Checke	d						1					1
2023	4	2		1 1	5	2	1	1	1	3	3		24
Civil Rights						1				1			2
Civil Rights - Race						1				1			2
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Expedited Passenger Screening Program	2	2		1	4	1	1	1			3		15
Expedited Passenger Screening Program	- TSA Appl	ication Prog	gram		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 Medi	cal Supplies	3					2			2
Property - Special Handling					1								1
Property - Special Handling - Missing Iten	ns - Checke	d			1								1

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

The content	ep Total	09-Sep	08-Aug	07-Jul	06-Jun	05-May	04-Apr				SA Contac 12-Dec	11-Nov	10-Oct	ategories
Main Principle guidation Service	*	640												-
Ailtime - Policy/Regularisens/evrore Col Pi Rights - Florid Predicting or Bioinstances Cacterine Services - 100 Cacterine		168		•	•••	.,	.,	.,•				0.0		
Cold Rights	1 1													
Cucine Migra Reside Profit	1 1	1												Airline - Policy/Regulations/Service
Countered Reviews CC	1 1													<u> </u>
Custome Gevice - TOC Custome Evorice - TOC Custo	1 1												ation	
Customer Bervices - 1750 Peceder Preserve Content program The Application Program Expedited Preserve Content program The Application Program Expedited Preserve Content program - 1754 ProChask Expedited Preserve Content program - 1754 Preserve	22 22													
Expedited Pissonings Teaming Program - TSA Application Program is specialled Pissonings Teaming Program - TSA Application Program is specialled Pissonings Teaming Program - TSA Application Program is specialled Pissonings Teaming Program - TSA Application Program is specialled Pissonings Teaming Program - TSA Application Program Hazardoso Materials Safety - General Loca and Pissoning Display Program - TSA Application Program	1 21 21													
Expedited Pleasurger Screening Program - TSA Application Programs Septime Pleasurger Programs TSA CHICK Experies Opt In	98 98													
Expedition Peacetry Screening Pergram - TSA-PichTacks September Septembe	6 6										ram	tion Prog	- TSA Applica	
Heartonia Materials Safety - General Lock - Mainty or Damaged Look - Lock and Found - Appendix - Lock and Engage - Appendix - Append	91 91													
Hazzedoax Materians Safety - General	1 1	1									- Opt In	mployees	- TSA/DHS E	Expedited Passenger Screening Program
Locks - Missing or Damaged Lock Lots and Found Lock Service And Angent TSA Missing of Damage Property Missing of Passenger Property Missing of Passenger Property Missing of Passenger Property Missing of Passenger Property Passens Angent TSA No Jurisdiction No Jurisdiction No Jurisdiction No Jurisdiction Property as Characteristics (PMCP) Passens of Dissilities (PMCP) Passens of Dissilities (PMCP) Persons of Dissili	3 3													•
Locks - Missing or Demagned Lock Lock and Found August Table August August Table August August Table August August Table August August Table August August Table August August Table August August Table August August August Table August	3 3													
Lots and Found Lots and Found. Alignor/TSA Mithanding of Plassrage Property Mithanding of Plassrage Property Mithanding of Plassrage Property Pations Refer to CIBP Pation Pation Pation Pation Pation Possible (PVD) Persons of Desiblities (PVD) Persons of Desibliti	1 1													
Load and Founds - Alignant TSA	1 1													
Mahandring of Passenge Property Mahandring of Passenge Property Deserved No. Jurisdiction Pathon No. Juri	1 1													
Mahanding of Pasenger Property - Disarrayed Items—Carry on or Checked No. Jurisdiction - Refer to CBP Pations - Refer to CBP Pations - Privary Pations - Constraint (PMD) - Cognitive (Developmental Mantal Disability Persons or Disabilities (PMD) - Cognitive (Developmental Mantal Disability Persons or Disabilities (PMD) - Cognitive (Developmental Mantal Disability Persons or Disabilities (PMD) - Cognitive (Developmental Mantal Disability Persons or Disabilities (PMD) - Proteins and Casts Property - Special Handling Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Items - Carty-On Property - Special Handling - Malang Items - Cardodd Property - Special Handling - Malang Items - Cardodd Property - Special Handling - Malang Items - Cardodd Property - Special Handling - Malang Items - Cardodd Property - Special Handling - Malang Items - Cardodd Property - Special Handling - Malang Items - Cardodd Property - Special Handling - Malang Items - Cardodd Property - Special Handling - Malang Items - Cardodd Property - Special Handling - Malang Items - Cardodd Property - Special Handling - Malang Items - Cardodd Property - Special Handling - Malang Items - Cardodd Screening - Proteinstandificant Information - EMAIL ONLY 1 Additional Information Required Malangling Items - Cardodd - 1 1 2 1 2 1 2 2 1	1 1													· · · · · · · · · · · · · · · · · · ·
No Jurisdiction Peter to CBP Peter Pations Peter	1 1	1									or Checked	Carry-on	rrayed Items-	
Paticour - Fyer a Chieverer Paticour - Fyer a Chieverer Paticour - Central Paticour - Patic	1 1	1												No Jurisdiction
Patdown - Flyer as Observer Patdown - General Patdown - Gene	1 1													
Patdoon - Flyer as Observer Patdoon - General Persons w Disabilities (FWD) - Dougleton Persons w Disabilities (FWD) - Pers	3 3													
Petroson w Disabilities (PWD) - Cognitive / Developmental / Mental Disability	1 1													
Persons w Disabilities (PWD) - Cognitive (Developmental Mental Disability	1 1													
Persons w/Deabilities (PWD) - Diabetes	5 5													
Persons w/Disabilities (PWD) - Collabetes Persons w/Disabilities (PWD) - Fronthesis/Ampudees and Caels Persons w/Disabilities (PWD) - Fronthesis/Ampudees and Caels Persons w/Disabilities (PWD) - Property - Special Hamfiling - Damaged Rems - Carry-On Property - Special Hamfiling - Damaged Rems - Checked Persons w/Disabilities (PWD) - Property - Special Hamfiling - Missing hams - Carry-On Property - Special Hamfiling - Missing hams - Carry-On Property - Special Hamfiling - Missing hams - Carry-On Property - Special Hamfiling - Missing hams - Carry-On Property - Special Hamfiling - Missing hams - Carry-On Property - Special Hamfiling - Missing hams - Carry-On Property - Special Hamfiling - Missing hams - Carry-On Property - Special Hamfiling - Missing hams - Carry-On Property - Special Hamfiling - Missing hams - Carry-On Property - Special Hamfiling - Missing hams - Carry-On Property - Special Hamfiling - Missing hams - Property - Special Hamfiling - Missing hams - Property - Special Hamfiling - Missing hams - Carry-On Property - Special Hamfiling - Missing hams - Property -	1 1										l Disability	tal /Menta	I	. ,
Property - Special Handling - Damaged Items - Carry-On Property - Special Handling - Damaged Items - Checked Property - Special Handling - Damaged Items - Checked Property - Special Handling - Missing Items - Checked Property - Special Handling - Missing Items - Checked Property - Special Handling - Missing Items - Checked Property - Special Handling - Missing Items - Checked Property - Special Handling - Missing Items - Checked Property - Special Handling - Missing Items - Checked Property - Special Handling - Missing Items - Checked Property - Special Handling - Missing Items - Checked Property - Special Handling - Missing Items - Checked Property - Special Handling - Missing - Checked Property - Prope	1 1										, ,			
Property - Special Handling Damaged Items - Carry-On	1 1													,
Property - Special Handling - Damaged times - Carry-On	2 2	2										nd Casts	s/Amputees a	Persons w/ Disabilities (PWD) - Prosthes
Property - Special Handling - Missing Items - Checked Property - Special Handling - Missing Items - Checked Screening - Inconsistency	14 14													
Property - Special Handling - Missing Items - Carry-On Property - Special Handling - Missing Items - Checked Screening Screening - Inconsistency Screening - Inconsistency Screening - Inconsistency Screening - Inconsistency Screening - Proposition Screening - P	2 2													
Screening Inconsistency Inconsistency Screening Inconsistency Inconsistenc	4 4											d		
Screening - Inconsistency - In	5 5													
Screening - Inconsistency Screening - Opposite Gender Screening - Opposite Gender Gen	17 17												is - Checked	
Screening - Lengthy Lines Screening - Procedures Process Screening - Procedures Screening - Process Screening - Scree	3 3													
Screening - Procedures/Process 198 255 302 175 274 664 632 595 478 481 496 478 426 437 437 437 4	1 1													
2022	1 1	1												Screening - Opposite Gender
Additional Information Required/Insufficient Information	12 12	12												Screening - Procedures/Process
Additional Information Required/Insufficient Information - EMAIL ONLY Airline Airline - Lost Baggage Airline - Lost Baggage Airline - Clost Regulations/Service 1 1 1 2 2 1 2 Animals Animals Animals Cerry-On Civil Rights - Age Civil Rights - Age Civil Rights - Government of the standard of t		472	496	461	478	595	632	664	274		302	255		
Airline 1	1 2										NAME N/	ENAME O		
Airline - Lost Baggage Airline - PolicyRegulations/Service Animals Animals - Carry-On Civil Rights - Age Civil Rights - Civil Rights Violation (TSA Employee) Civil Rights - Civil Rights	1 2		2	1	2	1	1			1	UNLY			
Aritine - Policy/Regulations/Service	1 10					1	1						'	
Animals - Carry-On	1 7	1	2	'		1	1					1	1	
Civil Rights - Age											1		·	
Civil Rights - Age	1										1			Animals - Carry-On
Civil Rights - Civil Rights Violation (TSA Employee)	7 56	7	6	4	5	5	3	7	3	2	4	4	6	Civil Rights
Civil Rights - Hair Patdowns	1					1								
Civil Rights - Headwear											1		mployee)	
Civil Rights - National Origin Civil Rights - Perceived Religion 1				1										
Civil Rights - Perceived Religion 1	1 1							0						
Civil Rights - Profiling	2 2						1							
Civil Rights - Race							'	1						
Civil Rights - Racial Profiling or Discrimin 6	4 2	4	5	2	3	3	2							
Civil Rights - Screening of Religious Cultural and Cer	15	-							3	1	3	2	6	<u> </u>
Civil Rights - Sex/Gender/Gender Identity - Not Transs														
Civil Rights - Sexual Orientation - Not Transgender 1	1							1				its	ıltural Garmer	Civil Rights - Screening of Religious or C
Civil Rights - Transgender Screening 1					1	1		1				1		
Claims - Status 1 Customer Service 25 29 32 24 20 25 18 28 20 23 42 2 Customer Service - CSM 1	1			1									nsgender	
Claims - Status	3		1		1					1				
Customer Service 25 29 32 24 20 25 18 28 20 23 42 2 Customer Service - CSM 1 2 2 3 4 1 2 3 3 4 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1														
Customer Service - CSM	26 312	00	40	22	20	20	10	25	20	24	20		OE.	
Customer Service - Others 1 1 1 Customer Service - TCC 25 29 32 23 20 25 17 27 20 23 41 2 DHS TRIP - General Expedited Passenger Screening Program 125 177 198 122 217 582 567 495 404 386 382 38 Expedited Passenger Screening Program - Active Duty Military 1 1 1 1 1 1 Expedited Passenger Screening Program - Expedited Passenger Screening Program - TSA/DHS 1 2 1 3 4 1 1 2 Expedited Passenger Screening Program - TSA/DHS 1 2 2 4 13 12 16 19 13 13 10 1 2 <td>26 312</td> <td>26</td> <td>42</td> <td>23</td> <td>20</td> <td>28</td> <td>ıδ</td> <td>∠5</td> <td>∠0</td> <td></td> <td>32</td> <td>29</td> <td>25</td> <td></td>	26 312	26	42	23	20	28	ıδ	∠5	∠0		32	29	25	
Customer Service - TCC 1 Customer Service - TSO 25 29 32 23 20 25 17 27 20 23 41 2 DHS TRIP - General Expedited Passenger Screening Program 125 177 198 122 217 582 567 495 404 386 382 38 Expedited Passenger Screening Program - Active Duty Military 1 1 1 1 1 1 1 1 1 1 1 2 2 2 2 2 2 2 2 2 3 4 1 1 2 2 2 2 3 4 1 2 2 2 3 4 1 1 2 3 4 1 1 2 3 4 1 1 2 3 4 1 1 2 3 1 2 4 1 3	2		1				1			ı				
Customer Service - TSO 25 29 32 23 20 25 17 27 20 23 41 22 DHS TRIP - General Expedited Passenger Screening Program 125 177 198 122 217 582 567 495 404 386 382 38 Expedited Passenger Screening Program - Active Duty Military 1 1 1 1 1 1 1 2 2 4 1 3 4 1 2 2 4 1 3 4 1 2 2 4 1 3 4 1 1 2 2 4 1 3 4 1 1 2 2 4 1 3 4 1 1 2 2 4 1 3 4 1 1 2 4 1 1 1 1 1 1 1 1 1 1	2		,			1								
DHS TRIP	26 308	26	41	23	20		17	25	20	23	32	29	25	
Expedited Passenger Screening Program 125 177 198 122 217 582 567 495 404 386 382 38 Expedited Passenger Screening Program - Active Duty Military 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 1 1 3 4 1 1 2 2 2 4 1 3 4 1 1 2 2 4 1 3 4 1 1 2 2 4 1 3 4 1 1 2 2 4 1 3 4 1 1 2 2 4 1	1 1													
Expedited Passenger Screening Program - Active Duty Military 1 1 1 1 1 1 1 1 2 1 1	1 1													
Expedited Passenger Screening Program 1 2 1 3 4 1 2 Expedited Passenger Screening Program 1 2 4 13 12 16 19 13 13 10 Expedited Passenger Screening Program 113 149 178 118 203 568 548 469 391 371 369 37 Expedited Passenger Screening Program - TSA/DHS 1 1 2 1 1 Hazardous Materials Safety 3 1 1 1 1 1 1		387	382		404		567	582		122	198			
Expedited Passenger Screening Program 1 Expedited Passenger Screening Program 10 25 20 4 13 12 16 19 13 13 10 Expedited Passenger Screening Program 113 149 178 118 203 568 548 469 391 371 369 37 Expedited Passenger Screening Program - TSA/DHS 1 1 2 1 1 Hazardous Materials Safety 3 1 1 1 1 1 1	1 4							4	1					
Expedited Passenger Screening Program 10 25 20 4 13 12 16 19 13 13 10 Expedited Passenger Screening Program 113 149 178 118 203 568 548 469 391 371 369 37 Expedited Passenger Screening Program - TSA/DHS 1 1 2 1 1 Hazardous Materials Safety 3 1 1 1 1 1 1	1 15	1	2	1		4	3	1				2		
Expedited Passenger Screening Program 113 149 178 118 203 568 548 469 391 371 369 37 Expedited Passenger Screening Program - TSA/DHS 1 1 2 1 Hazardous Materials Safety 3 1 1 1 1 1	6 161		10	40	40	10	16	10	10	A	20	O.E.		
Expedited Passenger Screening Program - TSA/DHS 1 1 2 1 Hazardous Materials Safety 3 1 1 1 1 1	6 161 379 3,856	379												
Hazardous Materials Safety 3 1 1 1 1 1	379 3,856 5	3/9		3/1	391		548		203	118	1/8			
·	2 9				1		1	ı			1		10/10/10	
Hazardous Materials Safety - General 3 1 1 1 1 1	2 9													
Identification (ID) Requirements 2	2		,											
Identification (ID) Requirements - Domestic 2													ic	
Locks 2 1 1 1 1 2 1	2													

			TSA Conta	act Center	(TCC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks - Missing or Damaged Lock	2	1	1	1		1		2			1		8
Lost and Found	_	1	2			2 3	1	4		2		2	22
		1											
Lost and Found - Airport/TSA	_		2			2 3	1	4		2	2	2	22
Mishandling of Passenger Property	2	3			2 ′	1	3	7		7	11	4	53
Mishandling of Passenger Property - Dam	1	1	3	3				4	2	3	6	2	22
Mishandling of Passenger Property - Dam	1	2	1	1 :	2 .	1	2	2	7	4	4	1	27
Mishandling of Passenger Property - Disa	rraved Items	sCarry-or	or Checke	ed			1	1			1	1	4
No Jurisdiction	2	1			2	1 1	1	4	1	1	5	1	23
No Jurisdiction - No Referral		- '			_			2			- 0		2
					_								
No Jurisdiction - Refer to CBP		1			2	1	1	1		1	3	1	11
No Jurisdiction - Refer to Department of S	tate							1					1
No Jurisdiction - Refer to Other	2		3	3		1			1		2		9
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - Gener	1 al												1
								_					
Patdown	3	2	1	1	4	1 4	4	7		1	5	5	40
Patdown - Children									1				1
Patdown - Flyer	1	1	1	1	4	1 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	5	2 2	2 7	7	5	6	2	2	2	57
Persons w/ Disabilities (PWD) - Cancer (g	1												1
Persons w/ Disabilities (PWD) - Cognitive	1								1				2
Persons w/ Disabilities (PWD) - Diabetes						1	2					1	4
Persons w/ Disabilities (PWD) - Diapers/0	1					1	1					•	3
							1	-					
Persons w/ Disabilities (PWD) - General	1		1	l		1 1		1					5
Persons w/ Disabilities (PWD) - Hearing I							2						2
Persons w/ Disabilities (PWD) - Internal N	Medical Dev	1	1	1			1		1			1	5
Persons w/ Disabilities (PWD) - Medical [1	1						4
Persons w/ Disabilities (PWD) - Medically						1		2			2		6
						ı							
Persons w/ Disabilities (PWD) - Metal Imp									1				1
Persons w/ Disabilities (PWD) - Mobility [1	2	1	1		1		1	1				7
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates	1						1					2
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	2				1			1				4
Persons w/ Disabilities (PWD) - Touch Av				1 :	2				1				4
		ruauma)							ı				
Persons w/ Disabilities (PWD) - Visual Im													1
Persons w/ Disabilities (PWD) - Wheelcha	1		2	2		1				2			6
Prohibited & Permitted Items	4	3	5	5									12
Prohibited & Permitted Items - Alcohol and	2												2
Prohibited & Permitted Items - Beauty & C	1												1
Prohibited & Permitted Items - Food/Beve	1	1		2									4
Prohibited & Permitted Items - General			3	3									3
Prohibited & Permitted Items - Knives/Too	ls/Razors/S	1											1
Prohibited & Permitted Items - Sporting G		1											1
					` (15	40	7	40	47	0	40	
Property - Special Handling	4	10			6 9		10	7		17	9	13	128
Property - Special Handling - Damaged It		3			4 ′		5		2	4	2	2	38
Property - Special Handling - Damaged Ite	ems - Check	ed	5	5	1 2	2 2			2	1	2	1	16
Property - Special Handling - Missing Iten	1	5	2	2	1 2	2 7	5	7	4	7	3	7	51
Property - Special Handling - Missing Iten		2							2	5		3	23
	'			-		+ 2					1		
Request for Assistance													1
Request for Assistance - Other											1		1
Screening	14	11	26	3 1	1 13	3 20	16	30	16	17	27	20	221
Screening - Children								1				1	2
Screening - Crew Member or Airline Empl	ovee											1	1
	l	4										- '	
Screening - Gate Pass		1											1
Screening - Inconsistency	2	1	6	5	2	2 1	1	7	2	3	7	4	36
Screening - International Screening						1							1
Screening - Lengthy Lines	4	1	6	3	1 2	2 3	1	5		4	5	4	36
Screening - Procedures/Process	8	8				5 15	11	15		9		8	129
Screening - Retrieving Abandoned/Confis	_				1 3		3	2			2	2	
	l				1 3) 1	3						14
Screening - Shoe Screening										1			1
2023	540	563	591	l 56	4 498	3 585	555	552	459	454	485		5,846
Airline	1		1	1 :	3 -	1	1	1	3	1			12
Airline - Lost Baggage					1		1		1	1			4
Airline - Policy/Regulations/Service	1				1			1					6
	'							'					
Airline - Wheelchair Assistance					1 ′	l							2
Animals		1											1
Animals - Carry-On		1											1
Civil Rights	5	2	3	3	7 3	3 1	4	3	5	5	5		43
Civil Rights - Age		1			`				1				3
Civil Rights - Civil Rights Violation (TSA E	mpioyee)	1							2				3
Civil Rights - Constitutional Rights					1								1
Civil Rights - National Origin							1	1					2
Civil Rights - Not Specified					1								1
· · · · · · · · · · · · · · · · · · ·								1		1			2
Civil Rights - Perceived Religion											-		
Civil Rights - Race	4			1 :	3 2	2 1	1	1	1	2	2		18
Civil Rights - Screening of Religious Cultu	ral and Cere	emonial Ite	ms							1			1
Civil Rights - Sex/Gender/Gender Identity					1 '	1	1		1		1		6
Civil Rights - Sexual Orientation - Not Tra			-	1									1
	l				4						_		
Civil Rights - Transgender Screening					1		1			1	2		5
Claims								1	1				2
Claims - General								1					1
Claims - Status									1				1
Customer Service	29	39	35	5 2	9 22	2 33	33	27		34	52		357
	29	39	30	, 2			33	21	24	34	52		
Customer Service - CSM						1							1
Customer Service - TCC			1										1
Customer Service - TSO	29	39	34	1 2	9 2	1 33	33	27	24	34	52		355

ories	10-Oct		A Contact 12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	10-001	I I-NOV	12-Dec	v i-Jali	uz-reb	us-war	ич-Арг		uo-Juii	J/-Jul	Jo-Aug	υ ສ- ວeρ	rotai
DHS TRIP								1					
DHS TRIP - Status	400	4.40	470	110	440	400	400	1	004	0.10	207		4.00
Expedited Passenger Screening Program	428	449	476	449	416	489	468	442	364	342	337		4,66
Expedited Passenger Screening Program				1				1					
Expedited Passenger Screening Program		2			4	3		2	1		2		1
Expedited Passenger Screening Program	15	10	10	9	14	5	4	6	3	8	6		
Expedited Passenger Screening Program		436	466	438	397	481	464	433	360	334	329		4,55
Expedited Passenger Screening Program	- TSA/DHS	1		1	1								
Hazardous Materials Safety	2	1	1	1		1	2	1		1	2		1
Hazardous Materials Safety - General	2	1	1	1		1	2	1		1	2		1
Locks		3		2	1	1		1					
Locks - Missing or Damaged Lock		3		2	1	1		1					
Lost and Found	1	1		1			2	2	2	2	1		
Lost and Found - Airport/TSA	1	1		1			2	2	2	2	1		1
Mishandling of Passenger Property	7	8	7	10	7	5	9	15	4	15	8		9
Mishandling of Passenger Property - Dam	3	3	4	6	4	2	4	9	2	12	5		į
Mishandling of Passenger Property - Dam		4	3	3	2	2	4	5	2	3	3		3
Mishandling of Passenger Property - Dam					1								`
Mishandling of Passenger Property - Disa		1	specifica Ea	1	- '	1	1	1					
No Jurisdiction	3	3	1	6		2	2	2	3	5	3		;
	3	1	- 1						3		3		•
No Jurisdiction - No Referral	_		4	1		4		1		2			
No Jurisdiction - Refer to CBP	3	2	1	3		1	1	1	2	2	3		
No Jurisdiction - Refer to Other				2		1	1		1	1			
Notice of Violation/Civil Penalties									1				
Notice of Violation/Civil Penalties - Gener									1				
Patdown	3	5	6	3	3	3	5	3	5	6	7		4
Patdown - Children							1						
Patdown - Flyer	3	5	5	3	2	2	3	3	3	6	6		4
Patdown - Flyer as Observer			1		1	1	1		1		1		
Patdown - Non-Flyer									1				
Persons w/ Disabilities (PWD)	3	3	4	6	3	5	4	5	9	6	6		5
Persons w/ Disabilities (PWD) - Cognitive	/Developmer	ital /Mental	Disability				1		1				
Persons w/ Disabilities (PWD) - Diabetes		1								1			
Persons w/ Disabilities (PWD) - General			2			1	1	1	1		1		
Persons w/ Disabilities (PWD) - Hearing I	mpairment	1							2		2		
Persons w/ Disabilities (PWD) - Internal N		es		1									
Persons w/ Disabilities (PWD) - Medical [Body			3				1			
Persons w/ Disabilities (PWD) - Medically		J.104 to tilo	Doug	2	3	1	1	3	3	1	1		
Persons w/ Disabilities (PWD) - Mobility [1		'	1	1	2	'	1		
Persons w/ Disabilities (PWD) - Prosthesi		nd Caete	1	1			'	- '			<u>'</u>		
Persons w/ Disabilities (PWD) - Prostries Persons w/ Disabilities (PWD) - Service A		ilu Casis	1	· ·						0			
· · · · · ·		-								2			
Persons w/ Disabilities (PWD) - Touch Av		1	4	-									
Persons w/ Disabilities (PWD) - Wheelch			1	1				•	_	1	1		
Property - Special Handling	8	11	9	8	6	8	9	9	7	7	8		9
Property - Special Handling - Damaged It	2	5	2	3	1	5	3	3	3	3			
Property - Special Handling - Damaged It		1		2	2	1		2			1		
Property - Special Handling - Missing Iten	2	3	5	1	2	1	3	2	3	2	3		2
Property - Special Handling - Missing Iten	3	2	2	2	1	1	3	2	1	2	1		2
Screening	49	37	48	39	36	36	16	39	31	30	56		41
Screening - Crew Member or Airline Emp	loyee		2	1	3						2		
Screening - Inconsistency	10	8	7	4	3	3	3	5	5	5	7		(
Screening - Lengthy Lines	13	8	11	14	9	7	1	7	5	2	14		(
Screening - Opposite Gender										1			
Screening - Procedures/Process	23	20	25	18	20	24	9	26	20	20	32		2
Screening - Retrieving Abandoned/Confis		1	3	2	1	2			1	20			
Screening - Traveling with Cash		1	3				3	ı			1		
	4										1		
Transportation Security Operations Center	1												
Transportation Security Operations Cente	1												
TWIC						1							
TWIC - General						1							

	10.5		SA Contact										
gories	10-Oct	11-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
W .	9	19	16	16	17	19	20	16	18	13	13	9	18
2021												7	
Expedited Passenger Screening Program												4	
Expedited Passenger Screening Program			ram									1	
Expedited Passenger Screening Program	- TSA PreCl	neck										3	
Screening												3	
Screening - Inconsistency												3	
2022	3	7	10	10	7	10	11	6	11	4	7	2	8
Customer Service			2						2	2			
Customer Service - TSO			2						2	2			
Expedited Passenger Screening Program	2	6	8	9	7	8	11	5	9	1	4	2	
Expedited Passenger Screening Program	- DoD								1				
Expedited Passenger Screening Program	- TSA Appl	1		1			1						
Expedited Passenger Screening Program	2	5	8	8	7	8	10	5	8	1	4	2	
Mishandling of Passenger Property		1									2		
Mishandling of Passenger Property - Dam	aged/Missii	1											
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsCl	necked Bagg	age							2		
Patdown						1				1			
Patdown - Flyer						1				1			
Persons w/ Disabilities (PWD)								1					
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medical	Supplies				1					
Property - Special Handling				1									
Property - Special Handling - Damaged Ite	ems - Check	ed		1									
Screening	1					1					1		
Screening - Procedures/Process	1					1					1		
2023	6	12	6	6	10	9	9	10	7	9	6		
Airline			1										
Airline - Policy/Regulations/Service			1										
Customer Service	2	1	2	1	1			1		1			
Customer Service - TSO	2	1	2	1	1			1		1			
Expedited Passenger Screening Program	4	11	1	4	7	8	9	6	6	3	4		
Expedited Passenger Screening Program	4	11	1	4	7	8	9	6	6	3	4		
Patdown			1			1							
Patdown - Flyer						1							
Patdown - Flyer as Observer			1										
Property - Special Handling			1	1	1								
Property - Special Handling - Damaged Ite	ı ems - Carrv-	On			1								
			1										
Property - Special Handling - Damaged Ite													
Property - Special Handling - Damaged Ite				1									
Property - Special Handling - Missing Item				1	1			3	1	5	2		
Property - Special Handling - Missing Item Screening				1	1			3	1	5	2		
Property - Special Handling - Missing Item				1	1			3	1	5	2		

							ool - FOIA							
Categories	10-Oct	11-Nov	12-De			02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAI	8	11		9	11	6	14	7	12	13	12	12	9	124
2021													4	4
Customer Service													1	1
Customer Service - TSO													1	1
Expedited Passenger Screening Program													1	1
Expedited Passenger Screening Program	- TSA PreC	heck											1	1
Property - Special Handling													2	2
Property - Special Handling - Damaged It	ems - Check	ted											2	2
2022	3	1		4	3	3	5	5	2	7	6	5	5	49
Additional Information Required/Insufficient In													1	1
Additional Information Required/Insufficie	nt Informatio	n - EMAIL	ONLY										1	1
Civil Rights				1										1
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	jender		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		cation Pro	gram			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 S	pectrum			1							•			
Persons w/ Disabilities (PWD) - Prosthesi		and Casts	:								1			1
Property - Special Handling	2	and Casts	,								1			3
Property - Special Handling - Damaged It											'			1
Property - Special Handling - Missing Iten	1										1			2
Screening	· '				1		1	1			2		1	6
Screening - Inconsistency					- 1		1	- '					- 1	1
Screening - Procedures/Process					1		- 1	1			2		1	5
2023	5	10		5	8	3	9	2	10	6	6	7		71
Airline	5	10		ð	0	3	1		10		0	- 1		1
							1							1
Airline - Baggage Requirements							1							
Civil Rights							1							1
Civil Rights - Race		-		4	0									
Customer Service		1		1	2		1		1			3		9
Customer Service - TSO		1		1	2		1		1			3		9
Expedited Passenger Screening Program	4	7		2	5	3	6	1	6	3	4			41
Expedited Passenger Screening Program		1												1
Expedited Passenger Screening Program									1					1
Expedited Passenger Screening Program	4	6		2	5	3	6	1	5	3	4			39
Locks								1						1
Locks - Missing or Damaged Lock								1						1
Mishandling of Passenger Property					1					1		1		3
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	Checked	Зас	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 [1													1
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility [Disability (No	ot Wheelch	air or Sc	ooter)								1		1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway		1										1
Property - Special Handling											1			1
Property - Special Handling - Damaged It	ems - Check	ed									1			1
Screening		2		1					2			2		7
Screening - Crew Member or Airline Empl	lovee			1										1
Screening - Procedures/Process	ľ	2							2			2		6
J :	1	_							_			_		0

					CC) Data								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAR	6	10	19	14	21	17	7	14	20	12	14	=	161
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program												1	1
2022	3	5	10	5	5	10	4	6	12	5	6	6	77
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity-	Not Transg	ender							1				1
Customer Service						1	1		1		1		5
Customer Service - TSO						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					1								1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program		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 Ite	ems - Carry	1											1
Screening			1		1						1		3
Screening - Inconsistency											1		1
Screening - Procedures/Process			1		1								2
2023	3	5	9	9	16	7	3	8	8	7	8		83
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity-	Not Transg	ender								1			1
Customer Service				2			1	1		2			6
Customer Service - TSO				2			1	1		2			6
Expedited Passenger Screening Program	3	5	8	7	15	4	1	6	7	3	6		65
Expedited Passenger Screening Program	3	5	8	7	15	4	1	6	7	3	6		65
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsCa	arry-on Lug	gage		1							1
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Menta	l Disability							1			1
Property - Special Handling			1					1					2
Property - Special Handling - Damaged Ite	ems - Carry-	On	1										1
Property - Special Handling - Missing Item								1					1
Screening						2	1		1		1		5
Screening - Crew Member or Airline Empl	oyee					1							1
Screening - Lengthy Lines							1		1		1		3
Screening - Procedures/Process						1							1
5													

Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dame Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Screening Screening - Procedures/Process	- TSA PreChec aged/Missing It	27 k emsChec	16	12	2-Feb 03 13	3-Mar 04 27	4-Apr 05 35	5-May 06 39	6-Jun 0 24	7-Jul 08 26	8-Aug 0 24	9-Sep 22 7	Total 29
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dama Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Screening Screening - Procedures/Process	- TSA PreChec aged/Missing It	k emsChec			13	21	33	39	24	20	24		
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dama Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Screening Screening - Procedures/Process	aged/Missing It	emsChec	ked Baggag									1	
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dama Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Screening Screening - Procedures/Process	aged/Missing It	emsChec	ked Baggagı									1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dame Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Screening Screening - Procedures/Process	aged/Missing It	emsChec	ked Baggagı									1	
Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dame Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Screening Screening - Procedures/Process	aged/Missing It	emsChec	ked Baggag									3	
Mishandling of Passenger Property Mishandling of Passenger Property - Dama Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Screening Screening - Procedures/Process	aged/Missing It	emsChec	ked Baggag										
Mishandling of Passenger Property - Dame Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Screening Screening - Procedures/Process			ked Baggag									3	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Screening Screening - Procedures/Process			ked Baggage									1	
Persons w/ Disabilities (PWD) - Medically Screening Screening - Procedures/Process	Necessary Med	dication on		е								1	
Screening Screening - Procedures/Process	Necessary Med	dication on										1	
Screening - Procedures/Process		ilication and	d Medical Su	upplies								1	
												1	
2022												1	
	7	9	6	3	5	12	13	18	6	11	9	15	11
Civil Rights		1						1					
Civil Rights - Perceived Religion		1											
Civil Rights - Sexual Orientation - Not Tran	nsgender							1					
Customer Service	iogoriao.	1				1	1	2		2	1	1	
Customer Service - TSO		1				1	1	2		2	1	1	
			4										
Expedited Passenger Screening Program	5	5	4	2	3	6	11	13	6	6	7	11	7
Expedited Passenger Screening Program		1	1				1		1			1	
Expedited Passenger Screening Program	5	4	3	2	3	6	10	12	5	6	7	10	7
Expedited Passenger Screening Program -	- TSA/DHS Em	ployees - C	Opt In					1					
Locks		1											
Locks - Missing or Damaged Lock		1											
Lost and Found												1	
Lost and Found - Airport/TSA												1	
Mishandling of Passenger Property					1			1		1		1	
0 0 1 7		0	1	_									
Mishandling of Passenger Property - Dama	aged/Missing II	emsCarry	-on Luggage	9	1			1				1	
Mishandling of Passenger Property - Dama	aged/Missing It		ked Baggag	е						1			
Persons w/ Disabilities (PWD)		1										1	
Persons w/ Disabilities (PWD) - Autism Sp	pectrum	1											
Persons w/ Disabilities (PWD) - Internal M	ledical Devices											1	
Prohibited & Permitted Items			1										
Prohibited & Permitted Items - Food/Bever	rages		1										
Property - Special Handling				1		2							
Property - Special Handling - Damaged Ite	ems - Checked			1		_							
Property - Special Handling - Missing Item				'		1							
Property - Special Handling - Missing Item					4	1							
Screening	2		1		1	3	1	1		2	1		1
Screening - Inconsistency							1	1			1		
Screening - Lengthy Lines										1			
Screening - Procedures/Process	2		1		1	3				1			
2023	18	18	10	9	8	15	22	21	18	15	15		16
Civil Rights								2		2	2		
Civil Rights - Age								1					
Civil Rights - National Origin										2			
Civil Rights - Race								1					
<u> </u>	11										-		
Civil Rights - Screening of Religious or Cul											1		
Civil Rights - Sex/Gender/Gender Identity-	Not Transgend	ler									1		
Claims											1		
Claims - General											1		
Customer Service	2	1	2		1	2	4	2	2		2		
Customer Service - TSO	2	1	2		1	2	4	2	2		2		
Expedited Passenger Screening Program	13	15	8	9	7	13	14	13	14	12	7		1:
Expedited Passenger Screening Program	1	10	U	J	,	10	17	10	17	14	,		- 14
Expedited Passenger Screening Program						2		4					
	1					2		1					
Expedited Passenger Screening Program	11	15	8	9	7	11	14	12	14	12	7		1:
Mishandling of Passenger Property		2							1				
Mishandling of Passenger Property - Dama	aged/Missiı	1											
Mishandling of Passenger Property - Dama	aged/Missii	1							1				
	1												
0 0 1 1													
No Jurisdiction	1						1		1		1		
No Jurisdiction No Jurisdiction - No Referral	1						- '		- '				
No Jurisdiction No Jurisdiction - No Referral Patdown	1										1		
No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer	1						1		1				
No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - Flyer as Observer	1												
No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)							'	1			1		
No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - Flyer as Observer							'	1			1		
No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	Ostomates										1		
No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Service Au	Ostomates						1						
No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - Flyer as Observer Persons W/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Service Ar	Ostomates nimals						1						
No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Service Ar Property - Special Handling Property - Special Handling - Missing Item	Ostomates nimals is - Checked						1	1		4	1		
No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Service At Property - Special Handling Property - Special Handling - Missing Item Screening	Ostomates nimals as - Checked 2						1			1	1		
No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Service Al Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Employers	Ostomates nimals as - Checked 2						1	3		1	1		
No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Service At Property - Special Handling Property - Special Handling - Missing Item Screening	Ostomates nimals as - Checked 2						1	1		1	1		
No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Service Al Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Employers	Ostomates nimals as - Checked 2						1	3		1	1		

						TCC) Data									
Categories	10-Oct	11-Nov	12-	-Dec	01-Jan	02-Feb		03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAY	4	4	4	4	3	:	2	9	9	2	5	6	7	8	63
2021														3	3
Expedited Passenger Screening Program														2	2
Expedited Passenger Screening Program	- TSA PreChe	eck												2	2
Screening														1	1
Screening - Procedures/Process														1	
2022	3	1	1		1	:	2	3	2	2	2	3		5	24
Civil Rights	1						1								2
Civil Rights - Racial Profiling or Discrimina															
Civil Rights - Sex/Gender/Gender Identity-	- Not Transge	nder					1								
Customer Service								1			1	2			
Customer Service - TSO								1			1	2			
Expedited Passenger Screening Program	1				1		1	1	2	1	1	1		3	1:
Expedited Passenger Screening Program							1	1							
Expedited Passenger Screening Program	1				1				2	1	1	1		3	1
Mishandling of Passenger Property														1	
Mishandling of Passenger Property - Dam	aged/Missing	Items0	Carry-	on Lugo	gage									1	
Persons w/ Disabilities (PWD)			1												
Persons w/ Disabilities (PWD) - Mobility D	Disability (N⊢		1												
Screening	1							1		1				1	4
Screening - Inconsistency										1				1	
Screening - Procedures/Process	1							1							
2023	1	3	3	4	2			6	7		3	3	7		30
Customer Service			1	1					1			1	1		Ę
Customer Service - TSO			1	1					1			1	1		
Expedited Passenger Screening Program		2	2	3	1			4	5		1		4		2
Expedited Passenger Screening Program	- DoD				1										
Expedited Passenger Screening Program	- TSA PreC	2	2	3				4	5		1		4		1
Lost and Found												1			
Lost and Found - Airport/TSA												1			
Patdown								1							
Patdown - Flyer								1							
Persons w/ Disabilities (PWD)											1				
Persons w/ Disabilities (PWD) - Autism Sp	pectrum										1				
Property - Special Handling													1		
Property - Special Handling - Damaged Ite	ems - Checke	d											1		
Screening	1				1			1	1		1	1	1		
Screening - Crew Member or Airline Empl	loyee								1						
Screening - Inconsistency								1					1		2
Screening - Procedures/Process	1				1						1	1			

			I SA CUIILA	i center (CC) Data	TOOL - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FLG	1	2	1	1		4	2	3	4	1	2	4	25
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreC	heck										1	1
2022	1		1	1		2	2	2	4	1	2	3	19
Customer Service									2		1		3
Customer Service - TSO									2		1		3
Expedited Passenger Screening Program	1		1	1		1	2	2	2	1	1	3	15
Expedited Passenger Screening Program	- TSA Appli	cation Prog	Jram									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 In	mpairment					1							1
2023		2				2		1					5
Expedited Passenger Screening Program		1				2		1					4
Expedited Passenger Screening Program	- TSA PreC	1				2		1					4
Screening		1											1
Screening - Procedures/Process		1											1

ategories FLL	10-Oct 1 246	1-Nov 308	12-Dec (328)1-Jan 0 323	2-Feb (312	395 (395	04-Apr 362	05-May 363	06-Jun 285	07-Jul 286	08-Aug 286	09-Sep 196	Total 3,690
2021				020	V							81	81
Civil Rights												3	3
Civil Rights - Racial Profiling or Discrimina												2	2
Civil Rights - Sex/Gender/Gender Identity-	- Not Transgen	der										1	1
Customer Service												8	8
Customer Service - TSO Expedited Passenger Screening Program												8 53	53 53
Expedited Passenger Screening Program	TSA Applicat	ion Progra	am									2	2
Expedited Passenger Screening Program												51	51
Mishandling of Passenger Property												2	2
Mishandling of Passenger Property - Dam	aged/Missing I	temsChe	ecked Bagga	ige								2	2
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Persons w/ Disabilities (PWD)	/D = : = l = = = = = = =	al /Mantal	Disability.									2	2
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General	/Development	ai /ivientai	Disability									1	1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Alcohol and	l d Tobacco											1	1
Property - Special Handling												5	5
Property - Special Handling - Damaged Ite	ems - Carry-Or	1										2	2
Property - Special Handling - Damaged Ite												1	1
Property - Special Handling - Missing Item												1	1
Property - Special Handling - Missing Item	ns - Checked											1	1
Screening												6	6
Screening - Procedures/Process 2022	84	103	145	118	124	185	184	211	152	150	162	6 115	1,733
Airline	04	103	143	110	124	100	104	1	1 1	130	102	113	1,733
Airline - Baggage Requirements		'					'	'	'		1	'	1
Airline - Lost Baggage								1			•		1
Airline - Policy/Regulations/Service		1					1		1			1	4
Civil Rights	3		4	4	4	1	1	4	1				22
Civil Rights - Age					1								1
Civil Rights - Civil Rights Violation (TSA E	mployee)		1					1					2
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin				1	1	4		1	1				4
Civil Rights - Not Specified Civil Rights - Race						1	1	1					
Civil Rights - Race Civil Rights - Racial Profiling or Discrimina	3		2	2	1		1	ı					- 2
Civil Rights - Sex/Gender/Gender Identity-		der			1			1					2
Civil Rights - Sexual Orientation - Not Trai		uoi	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	44	70	100	90	06	120	120	156	110	112	120	02	1 257
Expedited Passenger Screening Program Expedited Passenger Screening Program		70	108	80	96	139	139	156	110	112	120	83	1,257 4
Expedited Passenger Screening Program		6	3	5	7	4	6	4	3	4	5	3	50
Expedited Passenger Screening Program		62	105	75	88	133	130	152	107	108	115	80	1,199
Expedited Passenger Screening Program		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 - Domesti					2								2
Identification (ID) Requirements - Internati	onal Iravel		1										1
Locks	1					1 1		1		1 1			4
Looks Missing or Domogod Look			4	2		1	1	3	1	ı			10
Locks - Missing or Damaged Lock	1							3	1				10
Lost and Found	1		1			1	1						
Lost and Found Lost and Found - Airport/TSA	1	4	1	2	1	1	3		2	5	6	4	40
Lost and Found	1	4			1	1	3 2	7	2	5 3	6	4	
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 3 1		1 4	2		1	3	7	2				21
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 3 1 2	1	1 4 2	1		1	3 2	7 4		3	4	1	21 17
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction	1 3 1 2	1 2	1 4 2	1		1	3 2	7 4 3		3 1	4	1	21 17 2 5
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral	1 3 1 2 rrayed Item	1 2 1 1	1 4 2	1	1	1	3 2	7 4 3	1	3 1	4	1	21 17 2 5
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP	1 3 1 2 rrayed Item 1	1 2 1 1	1 4 2 2	1	1		3 2 1	7 4 3	1	3 1 1	2	1 3	21 17 2 5 1
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown	1 3 1 2 rrayed Item	1 2 1 1	1 4 2	1	1	3	3 2 1	7 4 3 1 1 5	1	3 1	4	1	21 17 2 5 1 4 35
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Children	1 3 1 2 rrayed Item 1 1	1 2 1 1 1	1 4 2 2 2	1	1 1 3	3	3 2 1	7 4 3 1 1 5	1 1 4	3 1 1	5	3	21 17 2 5 1 4 35
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Children Patdown - Flyer	1 3 1 2 rrayed Item 1	1 2 1 1	1 4 2 2	1	1 1 3 2		3 2 1	7 4 3 1 1 5	1 1 4	3 1 1	2	1 3	21 17 2 5 1 4 35 2
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Children Patdown - Flyer Patdown - Flyer	1 3 1 2 rrayed Item 1 1	1 2 1 1 1	1 4 2 2 2	1	1 1 3	3	3 2 1	7 4 3 1 1 5	1 1 4	3 1 1	5	3	21 17 2 5 1 4 35 2
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer	1 3 1 2 rrayed Item 1 1	1 2 1 1 1	1 4 2 2 2	1	1 1 3 2	3	3 2 1	7 4 3 1 1 5	1 1 4	3 1 1	5	3	21 17 2 5 1 4 35 2 30 2
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Children Patdown - Flyer Patdown - Flyer	1 3 1 2 rrayed Item 1 3	1 2 1 1 1 2	1 4 2 2 2	1	1 1 3 2 1	3	3 2 1	7 4 3 1 1 5 1 4	1 1 4 3 1	1	5	3 2 1	21 17 2 5 1 4 35 2 30 2
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD)	1 3 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 2 1 1 1 2 2	1 4 2 2 2 2	1	1 1 3 2 1	3	3 2 1	7 4 3 1 1 5 1 4	1 1 4 3 1	1	5	3 2 1	2° 17 2 5 5 4 38 30 20 20 20 20 20 20 20 20 20 20 20 20 20
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - General	1 3 1 2 2 rrayed Item 1 1 3 3 3 3 3 Garments/Dress	1 2 1 1 1 2 2 2 2 2 1 1 sings/Masl 1	1 4 2 2 2 2 2 2 3 3 KS 1	1	1 1 3 2 1	3	3 2 1	7 4 3 1 1 1 5 1 4	1 1 4 3 1	1	5	3 2 1	2° 177 2 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General	1 3 1 2 2 rrayed Item 1 1 3 3 3 3 3 4 5 5 5 5 5 5 5 5 5 5 5 5 5 5	1 2 1 1 1 2 2 2 2 2 1 1 sings/Masl 1	1 4 2 2 2 2 2 2 3 3 KS 1	1	1 1 3 2 1	3	3 2 1	7 4 3 1 1 1 5 1 4	1 1 4 3 1 5	1	5	1 3 3 2 1 1	2° 177 2 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D	1 3 1 2 2 rrayed Item 1 3 3 3 3 4 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	1 2 1 1 2 2 2 2 1 1 sings/Masl	1 4 2 2 2 2 2 2 3 3 ks 1 Body	1	1 1 3 2 1	3	3 2 1	7 4 3 1 1 1 5 1 4	1 1 4 3 1 5	1	5 5	3 2 1	21 177 2 5 5 1 4 4 3 3 5 2 2 2 1 1 2 5 1 1 2 2 3 3 3 3 3 2 1 1 1 1 2 1 1 1 2 1 1 1 2 1 2
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical ID	1 3 1 2 2 rrayed Item 1 1 3 3 3 3 4 1 4 Sarrments/Dress	1 2 1 1 2 2 2 2 1 1 sings/Masl	1 4 2 2 2 2 2 2 3 3 KS 1	1	1 1 3 2 1	3 3 2	3 2 1	7 4 3 1 1 1 5 1 4	1 1 4 3 1 5	1	5 5	1 3 3 2 1 1	21 177 2 5 5 1 4 4 355 2 2 5 1 1 2 5 1 1 2 2 5 1 1 2 1 1 1 2 1 1 1 1
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D	1 3 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 2 1 1 2 2 2 1 1 sings/Masl 1 ned to the	1 4 2 2 2 2 2 3 3 KS 1 Body 1	1	1 1 3 2 1	3 3 2	3 2 1	7 4 3 1 1 1 5 1 4	1 1 4 3 1 5	1	5 5	1 3 3 2 1 1	40 21 17 2 5 5 1 4 4 35 2 2 30 2 2 1 1 2 2 5 5 1 1 2 2 4 2 2 5 5 1 1 2 2 2 5 5 1 1 2 2 2 2 3 3 2 2 4 4 4 2 2 2 2 2 2 2 2 2

			TSA Contac	t Center (T	CC) Data To								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Wheelch	nair/ Scooter/	Segway	1				1	2	2	1			7
Prohibited & Permitted Items	2												2
Prohibited & Permitted Items - Ice/Gel P													1
Prohibited & Permitted Items - Knives/To													1
Property - Special Handling	8	8	8 8	11	2	7	8	6	4	6	8	5	81
Property - Special Handling - Damaged			2 4	5	1	2	3	4		4		3	32
Property - Special Handling - Damaged			3 1	1		1	2		1	1			12
Property - Special Handling - Missing Ite		1		4	1	2	3	1	1	1	1		15
					ı		3			- 1	7	0	
Property - Special Handling - Missing Ite	n 2	2	2 3	1		2		1	2		/	2	22
Request for Assistance								1					1
Request for Assistance - Other								1					1
Screening	7		4	9	5	13	10	9	10	12	13	7	103
Screening - Children										1			1
Screening - Crew Member or Airline Em	oloyee				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		1 3	8	3	9	5	5	10	10	8	6	78
Screening - Retrieving Abandoned/Confi							2	1			2		5
2023	162	205	183	205	188	210	178	152	133	136	124		1,876
Additional Information Required/Insufficient I			, 100	200	100			102	100	100			1,070
													1
Additional Information Required/Insuffici	1										4		
Airline				2			1	2			1		6
Airline - Lost Baggage											1		1
Airline - Policy/Regulations/Service				2			1	2					5
Civil Rights	4	1	4	1	2	2	1	1	1	1	2		20
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights		1	1										2
Civil Rights - Perceived Religion		'	1										1
Civil Rights - Race	2				2			1			1		6
			^			4	4	1			1		
Civil Rights - Sex/Gender/Gender Identit			2			1	1				1		6
Civil Rights - Sexual Orientation - Not Tr				1					1				2
Civil Rights - Transgender Screening	1					1							2
Claims							1				1		2
Claims - Status							1				1		2
Customer Service	9	18	3 10	14	11	14	18	11	10	10	11		136
Customer Service - TSO	9	18	3 10	14	11	14	18	11	10	10	11		136
DHS TRIP	1												1
DHS TRIP - General	1												1
Expedited Passenger Screening Program	121	141	132	144	1/15	160	116	115	103	96	83		1,356
		14		144	145	100	110	115	103	90			
Expedited Passenger Screening Program			1								2		4
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program		6			5	2		1	2	1	2		29
Expedited Passenger Screening Program	n 116	134	124	144	140	158	115	114	101	95	79		1,320
Expedited Passenger Screening Program	n - 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		5	6	9	4	6	6	7	5		64
Mishandling of Passenger Property - Dai		5		3	2	3	2	3	4	2	4		31
Mishandling of Passenger Property - Da		3		1	2	5	1	3	2	5	1		28
Mishandling of Passenger Property - Dis	arrayed Items	_			2	1	1						5
No Jurisdiction		2	2 1	3	4	1	5	2		2	5		25
No Jurisdiction - No Referral							1	1			1		3
No Jurisdiction - Refer to CBP		1	1	2	4	1	2	1		1	2		15
No Jurisdiction - Refer to Other		1		1			2			1	2		7
Notice of Violation/Civil Penalties							1						1
Notice of Violation/Civil Penalties - Gene	eral						1						1
Patdown	3		5 5	2	1	2	1	2	3	3	3		30
Patdown - Children					I		1		3	3	3		2
	1				4	4	4						
Patdown - Flyer	2		5	1	1	1	1	_	3	3			23
Patdown - Flyer as Observer				1		1		2			1		5
Persons w/ Disabilities (PWD)	2	2	2 1		3	2	4	1	2	3	1		25
Persons w/ Disabilities (PWD) - Autism 5				1		2							3
Persons w/ Disabilities (PWD) - Breast 0	Cancer									1			1
Persons w/ Disabilities (PWD) - Cancer	(general) Not	Breast Ca	ancer							1	1		2
Persons w/ Disabilities (PWD) - Cognitiv				1									2
Persons w/ Disabilities (PWD) - Diabete							1						1
Persons w/ Disabilities (PWD) - Internal		res			1		'						1
			he Body	1	ı		1						
Persons w/ Disabilities (PWD) - Medical					4		1						2
Persons w/ Disabilities (PWD) - Medical	-	iviedicatio	n and Medic	1	1				1				3
Persons w/ Disabilities (PWD) - Mobility					1		1	1					5
Persons w/ Disabilities (PWD) - Prosther		1							1				2
Persons w/ Disabilities (PWD) - Touch A	version (pain	/trauma)					1						1
Persons w/ Disabilities (PWD) - Wheelc	nair/ Scooter/	1								1			2
Property - Special Handling	4	ç	9	8	6	5	5	3	2	3	2		56
Property - Special Handling - Damaged			3 4	4	3	4	1	1	1	2	1		26
Property - Special Handling - Damaged		1		2	1	7	1	- '	1				7
					I	4							
Property - Special Handling - Missing Ite				2	_	1	3	1	1	1			18
Property - Special Handling - Missing Ite	ms - Checke	1			2			1			1		5
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening	11	17	7 14	21	9	15	21	9	6	11	10		144
Screening - Children						1							1
Screening - Crew Member or Airline Em	ol 1	1		2	2		1			1			8
Screening - Inconsistency	1		2 1	2	1		2		1	'	1		11
23.30mily moonolaterity		2	. '		ı				- 1				- 11

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Lengthy Lines		2	1	2		2		1	2	2			12
Screening - Procedures/Process	9	9	9	11	6	12	18	7	3	7	9		100
Screening - Retrieving Abandoned/Confis	cated Items	3	3	4				1		1			12

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

			I SA CUIILA	ct center (oc) Data	1001 - 1 014							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FNL	4	1	5	1	5	6		9	6	5	3	3	48
2022					1	3		7	2	2		3	18
Customer Service												1	1
Customer Service - Others												1	1
Expedited Passenger Screening Program					1	3		7	2	2		2	17
Expedited Passenger Screening Program	- TSA PreC	Check			1	3		7	2	2		2	17
2023	4	1	5	1	4	3		2	4	3	3		30
Customer Service	1												1
Customer Service - Others	1												1
Expedited Passenger Screening Program	3	1	5	1	4	3		2	4	3	3		29
Expedited Passenger Screening Program	3	1	5	1	4	3		2	4	3	3		29

			SA Contac	t Center (1	CC) Data	ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FNT	2	4	8	5	15	10	5	5	3	3	3	4	67
2021												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Item	s - Carry-Or	1										1	1
2022	2	4	6	3	8	5	4	3	2		2	3	42
Customer Service		1	1		1			1					4
Customer Service - Others			1										1
Customer Service - TSO		1			1			1					3
Expedited Passenger Screening Program	2	1	2	2	7	3	3	2	1		2	3	28
Expedited Passenger Screening Program	- TSA Applic	ation Prog	ram						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 Ite	ms - Carry-0	On		1					1				2
Property - Special Handling - Missing Item	s - Checke	1											1
Screening		1	1			2							4
Screening - Lengthy Lines						1							1
Screening - Procedures/Process		1	1			1							3
2023			2	2	7	5	1	2	1	3	1		24
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program			1	2	7	4	1	1	1	2	1		20
Expedited Passenger Screening Program	- TSA Applic	ation Prog	ram								1		1
Expedited Passenger Screening Program	- TSA PreCh	neck	1	2	7	4	1	1	1	2			19
Property - Special Handling								1		1			2
Property - Special Handling - Damaged Ite	ms - Carry-0	On								1			1
Property - Special Handling - Damaged Ite	ms - Checke	ed						1					1
Screening			1										1
Screening - Procedures/Process			1										1

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

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

			SA Contac										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FSD	16	13	7	21	16	18	19	15	17	9	10	16	177
2021												5	
Expedited Passenger Screening Program												5	į
Expedited Passenger Screening Program	- TSA PreC	heck										5	į
2022	7	4	4	11	7	6	7	8	7	3	2	11	77
Civil Rights								1					1
Civil Rights - Race								1					
Customer Service			1										
Customer Service - TSO			1										
Expedited Passenger Screening Program	6	2	3	10	6	5	6	7	5	1	2	10	6
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ram	3			1	1		1			(
Expedited Passenger Screening Program	6	2	3	7	6	5	5	6	5		2	10	5
Patdown									1	2			;
Patdown - Flyer									1	2			(
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Mobility [1												
Property - Special Handling												1	
Property - Special Handling - Damaged Ite	ems - Carry-	On										1	
Screening		2		1	1	1	1		1				
Screening - Crew Member or Airline Empl	oyee			1									
Screening - Inconsistency		1							1				
Screening - Procedures/Process		1			1	1							
Screening - Retrieving Abandoned/Confisc	cated Items						1						
2023	9	9	3	10	9	12	12	7	10	6	8		9
Customer Service								1			1		2
Customer Service - TSO								1			1		
Expedited Passenger Screening Program	7	8	3	9	8	11	10	5	9	3	5		7
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ram		1						1		
Expedited Passenger Screening Program	7	8	3	9	7	11	10	5	9	3	4		7
Mishandling of Passenger Property							1		1	1			
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsCl	hecked Bag	gage			1		1	1			
Property - Special Handling		1								1			
Property - Special Handling - Damaged Ite	ems - Carry	1											
Property - Special Handling - Missing Item	ns - Checked	i								1			
Screening	2			1	1	1	1	1		1	2		10
Screening - Crew Member or Airline Empl	1				1						1		
Screening - Inconsistency	1					1	1				1		4
Screening - Procedures/Process				1				1		1			3

		•	TSA Contac	ct Center (TCC) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FSM	1	1	1		1	2	2	2	3	1	6		2
2022		1	1			2	1	1	1	1	3		1
Customer Service											1		
Customer Service - TSO											1		
Expedited Passenger Screening Program						2	1						
Expedited Passenger Screening Program	- TSA PreC	heck				2	1						
Locks			1										
Locks - Missing or Damaged Lock			1										
Persons w/ Disabilities (PWD)		1									2		
Persons w/ Disabilities (PWD) - Breast C	ancer										1		
Persons w/ Disabilities (PWD) - Cancer (general) Not	Breast Car	ncer								1		
Persons w/ Disabilities (PWD) - Medically	y Necessary	1											
Property - Special Handling										1			
Property - Special Handling - Damaged It	tems - Check	ked								1			
Screening								1	1				
Screening - Inconsistency								1	1				
2023	1				1		1	1	2		3		
Customer Service								1			1		
Customer Service - TSO								1			1		
Expedited Passenger Screening Program	1								2		2		
Expedited Passenger Screening Program	- TSA Appli	ication Prog	gram								1		
Expedited Passenger Screening Program	1								2		1		
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Bag	gage	1								
Property - Special Handling							1						
Property - Special Handling - Damaged It	tems - Check	red					1						

ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FWA	4	10		3 10		7		17				8	10
2021	-	10	•			•	·	••	•	•	10	3	
Expedited Passenger Screening Program												3	
Expedited Passenger Screening Program	- TSA PreC	heck										3	
2022		7		3 1	4	3	5	9	1	3	8	5	-
Airline					1				•				
Airline - Policy/Regulations/Service					1								
Customer Service		1											
Customer Service - TSO		1											
Expedited Passenger Screening Program		5		3 1	3	3	5	8	1	2	6	4	
Expedited Passenger Screening Program	- TSA Appl	ication Prod	ıram				1						
Expedited Passenger Screening Program				3 1	3	3	4	8	1	2	6	4	
Locks											1		
Locks - Missing or Damaged Lock											1		
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Internal M	ledical Devi	ces								1			
Screening		1						1			1	1	
Screening - Inconsistency		1									1		
Screening - Procedures/Process								1				1	
2023	4	3		5 9	11	4	3	8	4	3	2		
Customer Service				1	2			3	1				
Customer Service - TSO				1	2			3	1				
Expedited Passenger Screening Program	3	3	;	3 7	8	3	3	4	3	3	2		
Expedited Passenger Screening Program	- TSA Appl	ication Prog	Jram		1								
Expedited Passenger Screening Program	3	3	;	3 7	7	3	3	4	3	3	2		
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Dam	aged/Missii	ng ItemsC	arry-on Lu	ggage				1					
Persons w/ Disabilities (PWD)				1	1	1							
Persons w/ Disabilities (PWD) - Medical D	Devices - At	tached to th	e Body	1									
Persons w/ Disabilities (PWD) - Prosthesi						1							
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway			1								
Property - Special Handling	1			1									
Property - Special Handling - Damaged Ite	ems - Carry	-On		1									
Property - Special Handling - Damaged Ite	1												
Screening				1									
Screening - Procedures/Process				1									

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

			I SA CUIILA	ot Ochiter (oo, bata	001 - 1 012	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GCK	2	1	1	1	1					2	1	1	1
2022	1			1	1					1	1	1	
Customer Service					1						1		
Customer Service - TCC					1								
Customer Service - TSO											1		
Expedited Passenger Screening Program	1									1			
Expedited Passenger Screening Program	1									1			
Property - Special Handling				1									
Property - Special Handling - Damaged Ite	ems - Checl	ked		1									
Screening												1	
Screening - Procedures/Process												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											
Mishandling of Passenger Property - Dam	naged/Missi	1											1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	001 - FUIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GEG	10-Oct 65	11-NOV 54	12-Dec 47	01-Jan 36	02-Feb 43	03-IVIAF 53	04-Apr 74	05-IVIAY 47	06-Jun 34	07-Jul 50	08-Aug 62		607
2021	00	54	41	30	40	33	14	41	34	50	02	11	11
Customer Service												2	2
Customer Service - TSO												2	2
Expedited Passenger Screening Program												5	5
Expedited Passenger Screening Program	- TSA PreC	heck										5	5
Mishandling of Passenger Property	man and the man		an Ohaaliad									1	1
Mishandling of Passenger Property - Disa Screening	irrayed items	sCarry-on	or Checked									3	1 3
Screening - Inconsistency												1	1
Screening - Procedures/Process												2	2
2022	25	17	14	12	15	19	33	15	12	21	38	31	252
Airline						1				1			2
Airline - Policy/Regulations/Service						1				1			2
Civil Rights	1	1								1	1		4
Civil Rights - Age Civil Rights - Race										1	1		1
Civil Rights - Racial Profiling or Discrimin	ation	1								<u> </u>			1
Civil Rights - Sex/Gender/Gender Identity													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		25
Expedited Passenger Screening Program	15	12	10	8	9	12	23	7	8	12	27	21	164
Expedited Passenger Screening Program Expedited Passenger Screening Program		1				1	1			1		1	3 5
Expedited Passenger Screening Program Expedited Passenger Screening Program		10	10	8	9	11	22	7	8	10	27	20	155
Expedited Passenger Screening Program		10	10	U	3	- 11	22	- 1	0	10	21	20	100
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 /h /i i				1	2						1	4
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan					1	1							1
Mishandling of Passenger Property - Disa				aye		1						1	2
No Jurisdiction	l arayou nome	o carry on	OI OIIOOROG							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) Persons w/ Disabilities (PWD) - Diapers/	Cormonto/Dr	oooingo/Ma	naka			1 1							1
Prohibited & Permitted Items	1	essings/ivia	ISKS			1							1
Prohibited & Permitted Items - Liquids/Ge													<u> </u>
Property - Special Handling	2	3					2	1	1	1	2	2	14
Property - Special Handling - Damaged It	ems - Carry	1									2		3
Property - Special Handling - Damaged It								1					3
Property - Special Handling - Missing Iter	ns - Checke	2					2		1	1		2	8
Request for Assistance					1								1
Request for Assistance - Other	2		1	1	1	2	5	2	1	3	3	3	24
Screening Screening - Inconsistency			1	1	ı	1	1		- 1	3	3	3	24
Screening - Lengthy Lines	2				1			1		1		2	7
Screening - Procedures/Process	_		1	1		1	3	1	1	2	3		14
Screening - Retrieving Abandoned/Confis	cated Items						1						1
2023	40	37	33	24	28	34	41	32	22	29	24		344
Civil Rights				1									1
Civil Rights - Age				1	4	4	4	4	4				1
Customer Service - TCC	6	5	5	1	4	1	1	1	1	3	2		30
Customer Service - TSO	6	5	5	1	3	1	1	1	1	3	2		1 29
Expedited Passenger Screening Program	28	31	25	20	21	28	31	24	17	18	16		259
Expedited Passenger Screening Program				1	1			2		1			6
Expedited Passenger Screening Program	28	31	24	19	20	28	31	22	17	17	16		253
HAZMAT Endorsement											1		1
HAZMAT Endorsement - General											1		1
Locks								2					2
Locks - Missing or Damaged Lock	_		4			2		2					7
Mishandling of Passenger Property Mishandling of Passenger Property - Dan	3		1			3							7
Mishandling of Passenger Property - Dan			'			2							3
Mishandling of Passenger Property - Disa						1							2
No Jurisdiction											1		1
No Jurisdiction - No Referral											1		1
Patdown					1	1			1	1			4
Patdown - Flyer					1	1			1	1			4
Persons w/ Disabilities (PWD)	nootrum					1	1	2		2			6
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - General	pectrum							1		1			1
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically	/ Necessary	Medication	and Medical	Supplies				1		1			1
Persons w/ Disabilities (PWD) - Metal Im			uiviouioai	Sappilos		1	1			- '			2
Persons w/ Disabilities (PWD) - Wheelch		Segway						1					1
Property - Special Handling	2				1				1		1		5
Property - Special Handling - Damaged It	1				1								2
Property - Special Handling - Damaged It		ed							1		1		2
Property - Special Handling - Missing Iter	η 1												1

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

			ISA Contac	ct Center ((CC) Data	1001 - FUI <i>P</i>	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GFK	3	6	2	4	7	3	3	3	1	3			35
2022	1	2		1			1						5
Expedited Passenger Screening Program	1	2		1									4
Expedited Passenger Screening Program	1	2		1									4
Patdown							1						1
Patdown - Flyer							1						1
2023	2	4	2	3	7	3	2	3	1	3			30
Civil Rights			1		1	2							4
Civil Rights - Race					1	2							3
Civil Rights - Sex/Gender/Gender Identity	- Not Transอ	gender	1										1
Expedited Passenger Screening Program	2	3	1	2	5		2	3		1			19
Expedited Passenger Screening Program	2	3	1	2	5		2	3		1			19
Patdown						1				1			2
Patdown - Flyer						1				1			2
Property - Special Handling					1								1
Property - Special Handling - Missing Item	ns - Checke	d			1								1
Screening		1		1					1	1			4
Screening - Inconsistency				1									1
Screening - Procedures/Process		1							1	1			3

			I SA COIILA	ci center (ICC) Dala	1001 - 1 012	•						
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GGG		1			1		1		2		1	3	9
2021												2	:
Locks												1	
Locks - Missing or Damaged Lock												1	
Property - Special Handling												1	
Property - Special Handling - Missing Ite	ms - Checke	ed										1	
2022					1				1			1	
Customer Service												1	
Customer Service - TSO												1	
Patdown									1				
Patdown - Flyer									1				
Property - Special Handling					1								
Property - Special Handling - Damaged I	tems - Chec	ked			1								
2023		1					1		1		1		
Civil Rights							1						
Civil Rights - Race							1						
Customer Service		1											
Customer Service - TSO		1											
Expedited Passenger Screening Program									1		1		
Expedited Passenger Screening Program	n - TSA PreC	Check							1		1		

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

ata wa wila a	1001		SA Contac											
ategories		1-Nov	12-Dec	01-Jan	02-Feb	03-Mai		l-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GJT	7	7	6	7	8		5	15	6	8	5	9	8	9
2021													6	(
Civil Rights													1	
Civil Rights - Racial Profiling or Discrimina	ation												1	
Expedited Passenger Screening Program													3	
Expedited Passenger Screening Program	- TSA PreChe	ck											3	
Property - Special Handling													1	
Property - Special Handling - Damaged Ite	ems - Checked												1	
Screening													1	
Screening - Inconsistency													1	
2022	3	3	5	1	3		2	6	2	2	2	3	2	3
Airline							1							
Airline - Policy/Regulations/Service							1							
Customer Service		1	2											
Customer Service - TSO		1	2											
Expedited Passenger Screening Program	1	2	2	1	3			5	2	2	1	3	2	2
Expedited Passenger Screening Program	- TSA Applicat	ion Progr	am	1										
Expedited Passenger Screening Program	1	2	2		3			5	2	2	1	3	2	2
Mishandling of Passenger Property	1		1											
Mishandling of Passenger Property - Dam	1													
Mishandling of Passenger Property - Dam	aged/Missing I	temsC	1											
No Jurisdiction							1				1			
No Jurisdiction - Refer to Other							1				1			
Prohibited & Permitted Items	1													
Prohibited & Permitted Items - Knives/Too	1													
Screening								1						
Screening - Procedures/Process								1						
2023	4	4	1	6	5		3	9	4	6	3	6		
Customer Service					1		1							
Customer Service - TSO					1		1							
Expedited Passenger Screening Program	3	4	1	6	4		2	8	3	4	2	4		4
Expedited Passenger Screening Program	3	4	1	6	4		2	8	3	4	2	4		4
Patdown										1	1			
Patdown - Flyer										1	1			
Screening	1							1	1	1		2		
Screening - Crew Member or Airline Empl	oyee											1		
Screening - Procedures/Process	-							1	1	1		1		
Screening - Retrieving Abandoned/Confis	1													

			SA CUIILA	i center (rcc) Data	1001 - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GLH	2	2	1				2			1		1	9
2022	2	2	1				2					1	8
Customer Service			1									1	2
Customer Service - TSO			1									1	2
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disa	rrayed Item	1											1
Property - Special Handling	1						1						2
Property - Special Handling - Damaged It	ems - Check	ced					1						1
Property - Special Handling - Missing Iten	1												1
Screening	1	1					1						3
Screening - Procedures/Process	1	1					1						3
2023										1			1
Screening										1			1
Screening - Procedures/Process										1			1

				ct Center (1									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GNV	10	9	3	8	8	2	6	5	8	4	9	3	75
2022	3	2	1	2	6	2	4	1	6	2	7	3	39
Customer Service					1		1				1		3
Customer Service - TSO					1		1				1		3
Expedited Passenger Screening Program	3	1	1	1	2	2	2	1	5	1	4	3	26
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	1	1	1	1	2	2	2	1	5	1	4	3	24
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsCl	hecked Bag	ggage							1		1
Patdown		1			1		1						3
Patdown - Flyer					1		1						2
Patdown - General		1											1
Property - Special Handling				1						1			2
Property - Special Handling - Missing Item	s - Carry-O	n		1									1
Property - Special Handling - Missing Item	ns - Checke	d								1			1
Screening					2				1		1		4
Screening - Inconsistency									1		1		2
Screening - Procedures/Process					2								2
2023	7	7	2	6	2		2	4	2	2	2		36
Customer Service		1					1			1			3
Customer Service - TSO		1					1			1			3
Expedited Passenger Screening Program	3	5	1	2	2		1	4	1	1	1		21
Expedited Passenger Screening Program	3	5	1	2	2		1	4	1	1	1		21
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property				1							1		2
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	arry-on Lug	1							1		2
Patdown	1			1									2
Patdown - Flyer				1									1
Patdown - Flyer as Observer	1												1
Property - Special Handling	2												2
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Missing Item	1												1
Screening		1	1	2					1				5
Screening - Inconsistency				1					1				2
Screening - Procedures/Process		1	1	1									3

				act Center (rcc) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GPI	6	5		5 7	2	6	4	9	6	9	16	11	86
2021												4	4
Expedited Passenger Screening Program												3	3
Expedited Passenger Screening Program	- TSA PreCl	neck										3	3
Screening												1	1
Screening - Procedures/Process												1	1
2022	3	3		l 5	2	3	1	3	2	5	4	7	39
Customer Service		2							1				3
Customer Service - TSO		2							1				3
Expedited Passenger Screening Program	3			1 5	2	3	1	3	1	4	3	5	31
Expedited Passenger Screening Program	- TSA Applic	cation Proç		1 1									2
Expedited Passenger Screening Program	3			4	2	3	1	3	1	4	3	5	29
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam	aged/Missii	1											1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)											1	1
Screening											1	1	2
Screening - Procedures/Process											1	1	2
2023	3	2		1 2		3	3	6	4	4	12		43
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Expedited Passenger Screening Program	2	2	4	1 2		3	3	4	3	3	6		32
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1	2	4	1 2		3	3	4	3	3	6		31
Mishandling of Passenger Property								1			1		2
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Ba	iggage				1					1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checke	ed							1		1
Patdown									1		2		3
Patdown - Flyer									1		2		3
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)										1		1
Screening	1									1	1		3
Screening - Inconsistency										1			1
Screening - Procedures/Process	1										1		2

				tact Center (•								
egories	10-Oct	11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PT	10	21	1	4 11	17	16	6	15	9	12	12		152
2021												6	•
Civil Rights	. 41											1	
Civil Rights - Racial Profiling or Discrimina	ation											1	
Customer Service												1	
Customer Service - TSO												1	
Expedited Passenger Screening Program												3	
Expedited Passenger Screening Program			gram									1	
Expedited Passenger Screening Program	- TSA PreC	heck										2	
Screening												1	
Screening - Procedures/Process												1	
2022	5	15		9 4		12	3	6	6	8	5	3	84
Civil Rights				2				1				1	4
Civil Rights - Age				1									
Civil Rights - Hair Patdowns				1									
Civil Rights - Race								1				1	
Customer Service		1		1						1			
Customer Service - TSO		1		1						1			;
Expedited Passenger Screening Program	3	11		6	4		2	2	4	6	5	2	5
Expedited Passenger Screening Program	- DoD	1				3			1				
Expedited Passenger Screening Program	- TSA Appl	1											
Expedited Passenger Screening Program	3	9		6	4	9	2	2	3	6	5	2	5
Identification (ID) Requirements		1											
Identification (ID) Requirements - Domest	ic	1											
Locks							1						
Locks - Missing or Damaged Lock							1						
Mishandling of Passenger Property		1							1				
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked B	aggage					1				
Mishandling of Passenger Property - Disa		1											
Patdown								1					
Patdown - Flyer								1					
Persons w/ Disabilities (PWD)				1	2			1					
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts		1				1					
Persons w/ Disabilities (PWD) - Respirato					2								
Prohibited & Permitted Items	ľ	1											
Prohibited & Permitted Items - Knives/Too	ols/Razors/S	1											
Property - Special Handling				1	1					1			
Property - Special Handling - Missing Item	ı ıs - Carry-Oı	n		1									
Property - Special Handling - Missing Item					1					1			
Screening	2	-		2	1			1	1	'			
Screening - Inconsistency	1			_	'			'	'				
Screening - Procedures/Process	1			2	1			1	1				
2023	5	6		5 7		4	3	9	3	4	7		62
Civil Rights	1					7		•					
Civil Rights - Race	1												
Customer Service	'	1		1		1		3			1		7
Customer Service - TSO		1		1		1		3			1		-
	4	5		4 5	7	3	3	4	3	4	6		48
Expedited Passenger Screening Program				1	1	3	3	4	3	4	0		40
Expedited Passenger Screening Program				3 5		3	2	4	2	4			46
Expedited Passenger Screening Program	4	5		3 5	0	3	3		3	4	6		
Locks								1					
Locks - Missing or Damaged Lock								1					
Mishandling of Passenger Property	1/h 4:		L L	1									
Mishandling of Passenger Property - Dam	iaged/Missin I	ig itemsC	necked B	a(1									
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - Breast Ca	ancer				1								
Property - Special Handling								1					
Property - Special Handling - Damaged Ite	ems - Check	ted						1					1
Screening				1	1								2
Screening - Procedures/Process				1	1								2

			TSA Cor	ntact Co	enter (T	CC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-De	c 01	I-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRB	4	7		7	4	10	9	10	5	4	6	9	7	8
2021													3	
Customer Service													1	
Customer Service - TSO													1	
Expedited Passenger Screening Program													1	
Expedited Passenger Screening Program	- TSA PreCh	neck											1	
Identification (ID) Requirements													1	
Identification (ID) Requirements - Domest	tic												1	
2022	3	2		3	3	5	2	7	4	3	3	6	4	4
Civil Rights		1												
Civil Rights - Age		1												
Customer Service	1					1		2	1				1	
Customer Service - TSO	1					1		2	1				1	
Expedited Passenger Screening Program	2	1		2	2	3	2	4	3	3	3	6	3	3
Expedited Passenger Screening Program	- DoD								1					
Expedited Passenger Screening Program	- TSA Applic	ation Prog		1				1			1			
Expedited Passenger Screening Program	2	1		1	2	3	2	3	2	3	2	6	3	3
Locks				1										
Locks - Missing or Damaged Lock				1										
Property - Special Handling						1		1						
Property - Special Handling - Damaged It	ems - Checke	ed				1								
Property - Special Handling - Missing Iter	ns - Checked							1						
Screening					1									
Screening - Procedures/Process					1									
2023	1	5		4	1	5	7	3	1	1	3	3		3
Customer Service				1										
Customer Service - TSO				1										
Expedited Passenger Screening Program		5		3	1	5	7	3			3	3		3
Expedited Passenger Screening Program	- TSA Applic	ation Prog	gram					1						
Expedited Passenger Screening Program	- TSA PreC	5		3	1	5	7	2			3	3		2
Locks	1													
Locks - Missing or Damaged Lock	1													
Screening									1	1				
Screening - Lengthy Lines									1					
Screening - Procedures/Process														

			ISA COMICA	ot Genter (1	ICC) Data	1001 - FUIP	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRI		2	2	3	1	5	5	1	1	4	1		25
2022				1		4	1		1		1		8
Expedited Passenger Screening Program				1		4	1				1		7
Expedited Passenger Screening Program	- TSA PreC	Check		1		4	1				1		7
Property - Special Handling									1				1
Property - Special Handling - Missing Iter	ns - Checke	d							1				1
2023		2	2	2	1	1	4	1		4			17
Expedited Passenger Screening Program		2	2		1	1	3	1		3			13
Expedited Passenger Screening Program	- TSA Appl	ication Proç	1										1
Expedited Passenger Screening Program	- TSA PreC	2	1		1	1	3	1		3			12
Patdown				2									2
Patdown - Children				1									1
Patdown - Flyer				1									1
Screening							1			1			2
Screening - Procedures/Process										1			1
Screening - Retrieving Abandoned/Confis	cated Items						1						1

			ISA Conta	ct Center (1	CC) Data	00I - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRK		1	6	3	4	2	3	4	2	2	4	4	35
2021												3	3
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dar	maged/Missir	ng ItemsC	hecked Bag	ggage								1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022			2		2	2	1	2	2	2	3	1	17
Customer Service						1	1				1		3
Customer Service - TSO						1	1				1		3
Expedited Passenger Screening Program			2		2			2	2	2	1	1	12
Expedited Passenger Screening Progran	n - TSA PreC	Check	2		2			2	2	2	1	1	12
Screening						1					1		2
Screening - Inconsistency											1		1
Screening - Procedures/Process						1							1
2023		1	4	3	2		2	2			1		15
Customer Service					2			1			1		
Customer Service - TSO					2			1			1		
Expedited Passenger Screening Program		1	4	2			2	1					10
Expedited Passenger Screening Progran	n - DoD	1											1
Expedited Passenger Screening Program	n - TSA PreC	Check	4	2			2	1					ć
Screening				1									1
Screening - Crew Member or Airline Emp	olovee			1									1

				ct Center (1									
egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RR	37	38	41	36	44	49	60	35	34	35	43	30	4
2021												11	
Civil Rights												2	
Civil Rights - Racial Profiling or Discrimina	ation											2	
Expedited Passenger Screening Program												6	
Expedited Passenger Screening Program	- TSA PreC	heck										6	
Patdown												1	
Patdown - Flyer as Observer												1	
Property - Special Handling												1	
Property - Special Handling - Damaged Ite	ems - Check	red										1	
Screening	51113 - OTICO	icu										1	
•													
Screening - Inconsistency	_											1	
2022	7	10	12	11	18	27	33	13	18	28	26	19	
Civil Rights			1		1								
Civil Rights - Racial Profiling or Discrimina	ation		1		1								
Customer Service		3					1	1		1	1		
Customer Service - TSO		3					1	1		1	1		
Expedited Passenger Screening Program	5	7	10	10	13	26	31	12	17	24	18	16	
Expedited Passenger Screening Program		v Military								1			
Expedited Passenger Screening Program		,								1			
Expedited Passenger Screening Program	1				1				1	1		2	
	4	7	10	10		20	24	12	16	21	40		
Expedited Passenger Screening Program	4	- /	10	10	12	26	31	12		21	18	14	
Mishandling of Passenger Property	1				1				1		2	2	
Mishandling of Passenger Property - Dam		ig itemsC	arry-on Lug	gage	1				1		1	2	
Mishandling of Passenger Property - Dam													
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checked	b							1		
Patdown	1				2						1		
Patdown - Flyer	1				2						1		
Persons w/ Disabilities (PWD)			1	1	1					1			
Persons w/ Disabilities (PWD) - Diabetes										1			
Persons w/ Disabilities (PWD) - Prosthesi	I e/∆mnutees	and Casts			1								
Persons w/ Disabilities (PWD) - Touch Av			1										
			- 1	4									
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooler/	Segway		1									
Property - Special Handling		_					1				2	1	
Property - Special Handling - Damaged Ite												1	
Property - Special Handling - Damaged Ite							1				1		
Property - Special Handling - Missing Item	ns - Checke	t									1		
Screening						1				2	2		
Screening - Inconsistency										1			
Screening - Procedures/Process						1				1	2		
2023	30	28	29	25	26	22	27	22	16	7	17		
Civil Rights		1					1			_			
Civil Rights - Race		1					1						
	- 1		- 1		2		1		2		1		
Customer Service	1	2	1		2				2		1		
Customer Service - TSO	1	2			2		1		2		1		
Expedited Passenger Screening Program	28	23	27	21	22	19	23	21	11	6	11		
Expedited Passenger Screening Program		2			1								
Expedited Passenger Screening Program	28	21	27	21	21	19	23	21	11	6	11		
Locks						1							
Locks - Missing or Damaged Lock						1							
Mishandling of Passenger Property		1			1				1		1		
Mishandling of Passenger Property - Dam	l Janed/Missir	1											
			booked Bar	70000	1						1		
Mishandling of Passenger Property - Dam	ayeu/wiissii				1						1		
	rrougel Harry		or Unecked	J					1				
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-Ori	0. 000										
No Jurisdiction	rrayed Items	sCarry-Ori	1										
No Jurisdiction No Jurisdiction - Refer to Other	rrayed Items	sCarry-Orr	1										
No Jurisdiction No Jurisdiction - Refer to Other Patdown	rrayed Items	sCarry-Ori	1	2							1		
No Jurisdiction No Jurisdiction - Refer to Other	rrayed Item	sCarry-Ori	1								1		
No Jurisdiction No Jurisdiction - Refer to Other Patdown	rrayed Items	sCarry-Orr	1	2									
No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer	rrayed Items	sCarry-Orr	1	2 1			1						
No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD)	1	sCarry-Orr	1	2 1			1						
No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M	1 1	•	1	2 1			·						
No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Prosthesi	1 1	•	1	2 1 1	4	4	1	A					
No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling	1 1 s/Amputees	and Casts	1	2 1 1 1	1	1	·	1					
No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Damaged Ite	1 1 s/Amputees ems - Carry·	and Casts	1	2 1 1 2 2 1	1 1	1 1	·						
No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	1 1 s/Amputees ems - Carry·	and Casts On	1	2 1 1 1	1 1	1	1	1			1		
No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Screening	1 1 s/Amputees ems - Carry·	and Casts	1	2 1 1 2 2 1	1 1	1	·		2	1			
No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	1 1 s/Amputees ems - Carry·	and Casts On	1	2 1 1 2 2 1	1 1	1	1		2 1	1	1		

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

			SA Contac										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GSO	18	24	21	18	18	40	30	26	24	22	24	13	278
2021												2	2
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	n - TSA Appli	cation Prog	ram									1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dar	naged/Missir	•										1	1
2022	8	10	13	7		25	16	10	15	10	8	11	145
Civil Rights					1	2	2						5
Civil Rights - Age							1						1
Civil Rights - Profiling						1							1
Civil Rights - Race						1	1						2
Civil Rights - Racial Profiling or Discrimin					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		2				2							5
Expedited Passenger Screening Program	n 4	5	7	6	8	17	11	8	12	8	7	9	102
Identification (ID) Requirements			1										
Identification (ID) Requirements - Domes	tic		1										1
Mishandling of Passenger Property		1					1	1		1			4
Mishandling of Passenger Property - Dar		1					1						2
Mishandling of Passenger Property - Dar	maged/Missir	g ItemsCl	hecked Bag	gage				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 Devi		1										1
Property - Special Handling	1	2	3	1	2			1	1			1	12
Property - Special Handling - Damaged I		1	1	1	2							1	7
Property - Special Handling - Damaged I		ed	2						1				3
Property - Special Handling - Missing Ite	ms - Checke	1						1					2
Screening					1	1	1		1		1		5
Screening - Inconsistency						1							1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process							1		1		1		3
2023	10	14	8	11	6	15	14	16	9	12			131
Civil Rights								1			1		2
Civil Rights - Perceived Religion											1		1
Civil Rights - Race								1					1
Customer Service	1		2	1		2	2	1			2		11
Customer Service - TSO	1		2	1		2	2	1			2		11
Expedited Passenger Screening Program	9	12	4	8	6	10	8	10	9	9	9		94
Expedited Passenger Screening Program				1		2			1				5
Expedited Passenger Screening Program	n 8	12	4	7	6	8	8	10	8	9	9		89
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property		1								1	1		3
Mishandling of Passenger Property - Dar	maged/Missir	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					2
			1										
Persons w/ Disabilities (PWD) - Medicall	y Necessary	Medicatior	1 1					1					
Property - Special Handling				2		1	1			1	1		
Property - Special Handling Property - Special Handling - Damaged I	tems - Carry-	On		2		1	1			1	1		6
Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Missing Ite	tems - Carry- ms - Carry-O	On n					1						6
Property - Special Handling Property - Special Handling - Damaged I	tems - Carry- ms - Carry-O	On n		1			1						2 6 4 1
Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Missing Ite	tems - Carry- ms - Carry-O	On n		1									6 4 1
Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite	tems - Carry- ms - Carry-O	On n		1		1	1				1		6 4 1 1

	10-Oct 11-	Nov 12	2-Dec 0	1-Jan 0	2-Feb 03	3-Mar 0	4-Apr 05	-May 0	3-Jun 0	7-Jul 0	8-Aug 0	09-Sep	Total
	35	34	31	39	31	36	38	42	48	20	46	26	42
2021	_											6	
Customer Service												1	
Customer Service - Others												1	
Identification (ID) Requirements												1	
	-												
Identification (ID) Requirements - Domest	IC											1	
Locks												1	
Locks - Missing or Damaged Lock												1	
Property - Special Handling												1	
Property - Special Handling - Damaged Ite	ems - Checked											1	
Screening												2	
Screening - Procedures/Process												2	
2022	15	15	11	16	14	19	18	20	31	10	29	20	21
Additional Information Required/Insufficient Inf	-	10	• • • • • • • • • • • • • • • • • • • •		1	13	10	20	٠,			20	
· · · · · · · · · · · · · · · · · · ·		NAAIL ONII	V										
Additional Information Required/Insufficier	nt Information - E	MAIL ONL	_Y		1								
Airline									1				
Airline - Lost Baggage									1				
Civil Rights				1	1								
Civil Rights - National Origin					1								
Civil Rights - Racial Profiling or Discrimina	l otion			1									
												4	
Customer Service	1			2		3					3	1	1
Customer Service - Others				1									
Customer Service - TSO	1			1		3					3	1	
Expedited Passenger Screening Program	12	14	9	11	12	15	17	17	25	10	19	15	17
Expedited Passenger Screening Program		2	-	1	1			2			3		- ''
			0			15	17		25	10		4 =	
Expedited Passenger Screening Program	12	12	9	10	11	15	17	15	25	10	16	15	16
Locks			1										
Locks - Missing or Damaged Lock			1										
Lost and Found		1											
Lost and Found - Airport/TSA		1											
Mishandling of Passenger Property			1								4	2	
	1/8 41 ! 14 .												
Mishandling of Passenger Property - Dam			1								1	2	
Mishandling of Passenger Property - Dam	aged/Missing Ite	msChecl	ked Baggag	ge							2		
Mishandling of Passenger Property - Disa	rrayed ItemsCa	rry-on or (Checked								1		
Patdown							1				2	1	
Patdown - Flyer							1				2	1	
Persons w/ Disabilities (PWD)						1	- '					- '	
	<u> </u>												
Persons w/ Disabilities (PWD) - Ostomy/0)stomates					1							
Property - Special Handling	1			1				2	2				
Property - Special Handling - Damaged Ite	ems - Carry-On								1				
Property - Special Handling - Damaged Ite	ems - Checked								1				
Property - Special Handling - Missing Item				1				2					
Screening	1			1				1	2		4	4	
	1			1				1	3		1	1	
Screening - Inconsistency											1		
Screening - Lengthy Lines	1											1	
								4	3				į
				1				1					
Screening - Procedures/Process	20	19	20		17	17	20			10	17		
Screening - Procedures/Process 023	20	19	20	1 23	17	17	20	22	17	10	17		20:
Screening - Procedures/Process 023 Civil Rights		1	20		17	17	20			10	17		20:
Screening - Procedures/Process 023 Civil Rights Civil Rights - Civil Rights Violation (TSA E			20		17	17	1	22	17	10	17		20:
Screening - Procedures/Process 023 Civil Rights		1	20		17	17		22	17	10	17		20:
Screening - Procedures/Process 23 Civil Rights Civil Rights - Civil Rights Violation (TSA E		1	20		17	17	1	22	17	10	17		20
Screening - Procedures/Process 023 Civil Rights Civil Rights - Civil Rights Violation (TSA E Civil Rights - Race Customer Service		1 1 2		1		1	1 1 1	22 2 2 1	17 1 1 2	1	17		20
Screening - Procedures/Process 023 Civil Rights Civil Rights - Civil Rights Violation (TSA E Civil Rights - Race Customer Service Customer Service - TSO	Employee)	1 1 2 2 2	1	1 1	1	1	1 1 1 1	22 2 2 1 1	17 1 1 2 2	1 1			1 1
Screening - Procedures/Process 023 Civil Rights Civil Rights - Civil Rights Violation (TSA E Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program	Employee)	1 1 2 2 13	1 1 16	1	1	1	1 1 1	22 2 2 1	17 1 1 2	1	12		1 1 1 14
Screening - Procedures/Process 023 Civil Rights Civil Rights - Civil Rights Violation (TSA E Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	Employee) 18 - TSA Appl	1 1 2 2 2 13	1 1 16 1	1 1 1 19	1 1 14	1 1 16	1 1 1 1 12	22 2 2 1 1 12	17 1 1 2 2 11	1 1 6	12 1		1 1 1 14
Screening - Procedures/Process 023 Civil Rights Civil Rights - Civil Rights Violation (TSA E Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	Employee) 18 - TSA Appl	1 1 2 2 13	1 1 16	1 1 1 19	1	1	1 1 1 1 12	22 2 2 1 1	17 1 1 2 2 11	1 1	12 1 11		202 1 1 1 14 14 14
Screening - Procedures/Process 023 Civil Rights Civil Rights - Civil Rights Violation (TSA E Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	Employee) 18 - TSA Appl	1 1 2 2 2 13	1 1 16 1	1 1 1 19	1 1 14	1 1 16	1 1 1 1 12	22 2 2 1 1 12	17 1 1 2 2 11	1 1 6	12 1		202 1 1 1 14 14 14
Screening - Procedures/Process 023 Civil Rights Civil Rights - Civil Rights Violation (TSA E Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property	mployee) 18 - TSA Appl 18	1 1 2 2 13 1 12	1 1 16 1 15	1 1 1 19 19	1 1 14	1 1 16	1 1 1 1 12	22 2 2 1 1 12	17 1 1 2 2 11	1 1 6	12 1 11		1 1 1 14
Screening - Procedures/Process 1023 Civil Rights Civil Rights - Civil Rights Violation (TSA E Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam	mployee) 18 - TSA Appl 18 laged/Missing Ite	1 1 2 2 13 1 12 msCarry	1 1 16 1 15	1 1 19 19 19	1 1 14	1 1 16	1 1 1 1 12 12	22 2 2 1 1 12	17 1 1 2 2 11	1 1 6	12 1 11 11		1 1 1 14
Screening - Procedures/Process 2023 Civil Rights - Civil Rights Violation (TSA E Civil Rights - Civil Rights Violation (TSA E Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	mployee) 18 - TSA Appl 18 laged/Missing Ite	1 1 2 2 13 1 12 msCarry	1 16 1 15 -on Luggag	1 1 1 19 19 1 1 19 e 19 1 1 19 19 19 19 19 19 19 19 19 19 19	1 1 14	1 1 16	1 1 1 1 12 12	22 2 2 1 1 12	17 1 1 2 2 11	1 1 6	12 1 11 11		1 1 1 14
Screening - Procedures/Process 2023 Civil Rights - Civil Rights Violation (TSA E Civil Rights - Race Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	mployee) 18 - TSA Appl 18 laged/Missing Ite	1 1 2 2 13 1 12 msCarry	1 16 1 15 -on Luggag	1 1 19 19 19	1 1 14	1 1 16	1 1 1 1 12 12 12 1	2 2 1 1 12	17 1 1 2 2 11	1 1 6	12 1 11 11		203 1 1 1 1 144 1 144
Screening - Procedures/Process 023 Civil Rights - Civil Rights Violation (TSA E Civil Rights - Civil Rights - Violation (TSA E Civil Rights - Race Customer Service - Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction	mployee) 18 - TSA Appl 18 laged/Missing Ite	1 1 2 2 13 1 12 msCarry	1 16 1 15 -on Luggag	1 1 1 19 19 1 1 19 e 19 1 1 19 19 19 19 19 19 19 19 19 19 19	1 1 14	1 1 16	1 1 1 1 12 12 1 1	22 2 1 1 12 12	17 1 1 2 2 11	1 1 6	12 1 11 11		1 1 1 14 14
Screening - Procedures/Process 2023 Civil Rights - Civil Rights Violation (TSA E Civil Rights - Civil Rights - Violation (TSA E Civil Rights - Race Customer Service - Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral	mployee) 18 - TSA Appl 18 laged/Missing Ite	1 1 2 2 13 1 12 msCarry	1 16 1 15 -on Luggag	1 1 1 19 19 1 1 19 e 19 1 1 19 19 19 19 19 19 19 19 19 19 19	1 1 14	1 1 16	1 1 1 1 12 12 1 1 1	22 2 2 1 1 12 12	17 1 1 2 2 11	1 1 6	12 1 11 11		200 11 11 14 14 14
Screening - Procedures/Process 2023 Civil Rights - Civil Rights Violation (TSA E Civil Rights - Civil Rights - Violation (TSA E Civil Rights - Race Customer Service - Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction	mployee) 18 - TSA Appl 18 laged/Missing Ite	1 1 2 2 13 1 12 msCarry	1 16 1 15 -on Luggag	1 1 1 19 19 1 1 19 e 19 1 1 19 19 19 19 19 19 19 19 19 19 19	1 1 14	1 1 16	1 1 1 1 12 12 1 1	22 2 1 1 12 12	17 1 1 2 2 11	1 1 6	12 1 11 11		200 11 11 14 14 14
Screening - Procedures/Process 023 Civil Rights - Civil Rights Violation (TSA E Civil Rights - Civil Rights - Violation (TSA E Civil Rights - Race Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown	mployee) 18 - TSA Appl 18 laged/Missing Ite rrayed Items—Ca	1 1 2 2 2 13 1 1 12 msCarry msCheck lirry-on or 0	1 16 1 15 -on Luggag	1 1 1 19 19 1 1 19 e 19 1 1 19 19 19 19 19 19 19 19 19 19 19	1 1 14	1 1 16	1 1 1 1 12 12 1 1 1 1	22 2 2 1 1 12 12 12	17 1 1 2 2 11	1 1 6	12 1 11 11		200 1 1 1 1 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process 1023 Civil Rights Civil Rights - Civil Rights Violation (TSA E Civil Rights - Race Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer	18 - TSA Appl 18 aged/Missing Ite aged/Missing Ite rrayed Items—Ca	1 1 2 2 13 1 12 msCarry msChecl	1 16 1 15 -on Luggag	1 1 1 19 19 1 1 19 e 19 1 1 19 19 19 19 19 19 19 19 19 19 19	1 1 14	1 1 16	1 1 1 1 12 12 1 1 1	22 2 2 1 1 12 12	17 1 1 2 2 11	1 1 6	12 1 11 11		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process 023 Civil Rights Civil Rights - Civil Rights Violation (TSA E Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - General	mployee) 18 - TSA Appl 18 laged/Missing Ite rrayed Items—Ca	1 1 2 2 2 13 1 1 12 msCarry msCheck lirry-on or 0	1 16 1 15 -on Luggag	1 1 1 19 19 1 1 19 e 19 1 1 19 19 19 19 19 19 19 19 19 19 19	1 1 14	1 1 16	1 1 1 1 12 12 1 1 1 1	22 2 2 1 1 12 12 12 2 2	17 1 1 2 2 11 11 11 1	1 1 6	12 1 11 11		20) 1 1 1 14 14
Screening - Procedures/Process 1023 Civil Rights Civil Rights - Civil Rights Violation (TSA E Civil Rights - Race Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD)	18 - TSA Appl 18 agged/Missing Ite agged/Missing Ite rrayed ItemsCa	1 1 2 2 2 13 1 1 12 msCarry msCheck lirry-on or 0	1 16 1 15 -on Luggag	1 1 1 19 19 1 1 19 e 19 1 1 19 19 19 19 19 19 19 19 19 19 19	1 1 14	1 1 16	1 1 1 1 12 12 1 1 1 1	22 2 2 1 1 12 12 12	17 1 2 2 11 11 11 1	1 1 6	12 1 11 11		1 1 1 14 14
Screening - Procedures/Process 2023 Civil Rights - Civil Rights Violation (TSA E Civil Rights - Civil Rights - Violation (TSA E Civil Rights - Race Civil Rights - Race Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca	18 - TSA Appl 18 - TSA Isaged/Missing Ite aged/Missing Ite rrayed Items—Ca	1 1 2 2 2 13 1 12 msCarry msCheck lirry-on or (1 16 1 15 -on Luggag	1 1 1 19 19 1 1 19 e 19 1 1 19 19 19 19 19 19 19 19 19 19 19	1 1 14	1 1 16	1 1 1 1 12 12 1 1 1 1	22 2 2 1 1 12 12 12 2 2	17 1 1 2 2 11 11 11 1	1 1 6	12 1 11 11		20:
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Screening - Procedures/Process 023 Civil Rights Civil Rights - Civil Rights Violation (TSA E Civil Rights - Race Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Wheelcha	18 - TSA Appl 18 - TSA Isaged/Missing Ite aged/Missing Ite rrayed Items—Ca	1 1 2 2 2 13 1 12 msCarry msCheck lirry-on or (1 16 1 15 -on Luggag	1 1 1 19 19 1 1 19 e 19 1 1 19 19 19 19 19 19 19 19 19 19 19	1 1 14	1 1 16	1 1 1 1 12 12 1 1 1 1	22 2 1 1 12 12 12 1 1 1 2 2	17 1 2 2 11 11 11 1	1 1 6	12 1 11 11		1 1 1 1 14 14
Screening - Procedures/Process O23 Civil Rights - Civil Rights Violation (TSA E Civil Rights - Civil Rights - Race Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Wheelcha	18 - TSA Appl 18 laged/Missing Ite laged/Missing Ite rrayed ItemsCa 1 1 1 ancer lair/ Scooter/ Seg	1 1 2 2 2 13 1 12 msCarry msCheck lirry-on or (1 16 1 15 -on Luggag ked Baggag Checker	1 1 1 19 19 1 1 19 19 1 1 19 19 1 1 1 1	1 1 14	1 1 16	1 1 1 1 12 12 1 1 1 1	22 2 1 1 12 12 12 1 1 1 2 2	17 1 2 2 11 11 11 1	1 1 6 6	12 1 11 1 1		203
Screening - Procedures/Process 1023 Civil Rights Civil Rights - Civil Rights Violation (TSA E Civil Rights - Civil Rights Violation (TSA E Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling	18 - TSA Appl 18 laged/Missing Ite laged/Missing	1 1 2 2 2 13 1 12 msCarry msCheck lirry-on or (1 16 1 15 -on Luggag ked Baggag Checker	1 1 1 19 19 1 1 19 1 1 1 1 1 1 1 1 1 1	1 1 14	1 1 16	1 1 1 1 12 12 1 1 1 1	22 2 1 1 12 12 12 1 1 1 2 2	17 1 2 2 11 11 11 1	1 1 6 6	12 1 11 1 1 1		202
O23 Civil Rights Civil Rights - Civil Rights Violation (TSA E Civil Rights - Civil Rights Violation (TSA E Civil Rights - Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	18 - TSA Appl 18 laged/Missing Ite laged/Missing	1 1 2 2 13 1 12 msCarry msChecl erry-on or C	1 16 1 15 -on Luggag ked Baggag Checker	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 14 14	1 1 16	1 1 1 1 12 12 1 1 1 1 1 2 2	22 2 1 1 12 12 12 1 1 1 1 1 1	17 1 1 2 2 11 11 1 1 1	1 1 6 6	12 1 11 1 1 1		202
Screening - Procedures/Process 2023 Civil Rights - Civil Rights Violation (TSA E Civil Rights - Civil Rights - Civil Rights Violation (TSA E Civil Rights - Race Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Missing Item Screening	mployee) 18 - TSA Appl 18 laged/Missing Ite laged/Missing Ite rrayed Items—Ca 1 1 1 ancer air/ Scooter/ Seg ems - Carry-On s - Checked 1	1 1 2 2 2 13 1 12 msCarry msCheck lirry-on or (1 16 1 15 -on Luggag ked Baggag Checker	1 1 1 19 19 1 1 19 1 1 1 1 1 1 1 1 1 1	1 1 14	1 1 16	1 1 1 1 12 12 1 1 1 1	22 2 1 1 12 12 12 1 1 1 2 2	17 1 2 2 11 11 1 1 1	1 1 6 6	12 1 11 1 1 1		200 5 11 11 148 2 2 2 2 4 4 4 4 4 4 4 4 4 4 4 4 4
Screening - Procedures/Process 2023 Civil Rights - Civil Rights Violation (TSA E Civil Rights - Civil Rights Violation (TSA E Civil Rights - Race Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite	mployee) 18 - TSA Appl 18 laged/Missing Ite laged/Missing Ite rrayed Items—Ca 1 1 1 ancer air/ Scooter/ Seg ems - Carry-On s - Checked 1	1 1 2 2 13 1 12 msCarry msChecl erry-on or C	1 16 1 15 -on Luggag ked Baggag Checker	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 14 14	1 1 16	1 1 1 1 12 12 1 1 1 1 1 2 2	22 2 1 1 12 12 12 1 1 1 1 1 1	17 1 1 2 2 11 11 1 1 1	1 1 6 6	12 1 11 1 1 1		202
Screening - Procedures/Process 2023 Civil Rights - Civil Rights Violation (TSA E Civil Rights - Civil Rights - Civil Rights - Civil Rights - Race Civil Rights - Race Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl	mployee) 18 - TSA Appl 18 laged/Missing Ite laged/Missing Ite rrayed Items—Ca 1 1 1 ancer air/ Scooter/ Seg ems - Carry-On s - Checked 1	1 1 2 2 13 1 12 msCarry msChecl erry-on or C	1 16 1 15 -on Luggag ked Baggag Checker	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 14 14	1 1 16	1 1 1 1 12 12 1 1 1 1 1 2 2	22 2 1 1 12 12 12 1 1 1 1 1 1	17 1 2 2 11 11 1 1 1	1 1 6 6	12 1 11 1 1 1		202
Screening - Procedures/Process 2023 Civil Rights - Civil Rights Violation (TSA E Civil Rights - Civil Rights - Violation (TSA E Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening	mployee) 18 - TSA Appl 18 laged/Missing Ite laged/Missing Ite rrayed Items—Ca 1 1 1 ancer air/ Scooter/ Seg lems - Carry-On ns - Checked 1 oyee	1 1 2 2 13 1 12 msCarry msChecl erry-on or C	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 14 14	1 1 16	1 1 1 1 12 12 1 1 1 1 1 2 2	22 2 1 1 12 12 12 1 1 1 1 1 1	17 1 2 2 11 11 1 1 1	1 1 6 6	12 1 11 1 1 1		203

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GST				1						3	1		5
2022				1						2	1		4
Expedited Passenger Screening Program				1									•
Expedited Passenger Screening Program	- TSA PreC	Check		1									
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	n/trauma)								1			
Screening										1	1		
Screening - Procedures/Process										1			
Screening - Retrieving Abandoned/Confis	cated Items										1		1
2023										1			1
Customer Service										1			1
Customer Service - TSO										1			1

		•	SA Conta	ct Center (1	CC) Data	Tool - FOIA	<u> </u>						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GTF	5	2	5	9	3	4	7	7	4	4	5	3	58
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreC	heck										1	1
2022	2	1	1	3	2	4	5	4	2	1	3	2	30
Expedited Passenger Screening Program	1	1		3	1	3	5	3	1		2	2	22
Expedited Passenger Screening Program	1	1		3	1	3	5	3	1		2	2	22
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown	1					1							2
Patdown - Flyer	1					1							2
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	ot Wheelch	air or Scoot	er)					1				1
Property - Special Handling								1		1			2
Property - Special Handling - Damaged Ite	ems - Carry	-On						1		1			2
Screening					1						1		2
Screening - Procedures/Process					1						1		2
2023	3	1	4	6	1		2	3	2	3	2		27
Additional Information Required/Insufficient Inf	ormation			1									1
Additional Information Required/Insufficier	nt Informatio	n - EMAIL	ONLY	1									1
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service	1	1											2
Customer Service - TSO	1	1											2
Expedited Passenger Screening Program	1		2	4	1			3	2	1	2		16
Expedited Passenger Screening Program	1		2	4	1			3	2	1	2		16
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	1										1
Patdown		_								1			1
Patdown - Flyer										1			1
Screening	1			1			2			1			5
Screening - Inconsistency							1						1
Screening - Procedures/Process	1			1			1			1			4

			TSA Contac	ct Center (TCC) Data T	ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GTR	4	1	3		1	3	3		3	2	2	2	24
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreC	heck										1	1
2022		1	1		1	2	2		2	1	1	1	12
Civil Rights									1				1
Civil Rights - Transgender Screening									1				1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program					1	1	1		1	1	1	1	7
Expedited Passenger Screening Program	- TSA PreC	heck			1	1	1		1	1	1	1	7
Patdown							1						1
Patdown - Flyer as Observer							1						1
Property - Special Handling			1										1
Property - Special Handling - Missing Item	s - Checke	d	1										1
Screening						1							1
Screening - Procedures/Process						1							1
2023	4		2			1	1		1	1	1		11
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	1		1				1		1	1	1		6
Expedited Passenger Screening Program	1		1				1		1	1	1		6
Patdown	1												1
Patdown - Children	1												1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not	Breast Car	ncer			1							1
Screening	2												2
Screening - Inconsistency	1												1
Screening - Procedures/Process	1												1

			OA COIIta	ot Ocintor (i oo, bata i	001 - 1 017							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GUC			1		2	2	1	2	1	4	1	1	15
2022					1	1	1	2		2	1	1	9
Expedited Passenger Screening Program							1	2		2	1	1	7
Expedited Passenger Screening Program	- TSA PreCh	neck					1	1		2	1	1	6
Expedited Passenger Screening Program	- TSA/DHS I	Employees	- Opt In					1					1
Patdown					1	1							2
Patdown - Children						1							1
Patdown - Flyer					1								1
2023			1		1	1			1	2			6
Expedited Passenger Screening Program			1		1	1			1	2			6
Expedited Passenger Screening Program	- TSA PreCh	neck	1		1	1			1	2			6

		1	SA Conta	ct Center (1	(CC) Data	ool - FOIA							
Categories	10-Oct 1	1-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GUM	6	10	8	9	8	14	13	15	11	10	12	15	131
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreChed	ck										1	1
2022				3	2	8	6	10	7	6	8	14	64
Civil Rights												1	1
Civil Rights - Sex/Gender/Gender Identity-	Not Transgen	der										1	1
Expedited Passenger Screening Program				3	2	8	6	10	6	6	7	13	61
Expedited Passenger Screening Program	- Active Duty N	/lilitary								1			1
Expedited Passenger Screening Program	- DoD					3		1	1	2			7
Expedited Passenger Screening Program	- TSA Applicat	ion Prog	ram								1		1
Expedited Passenger Screening Program	- TSA PreChed	ck		3	2	5	6	8	5	3	6	13	51
Expedited Passenger Screening Program	- TSA/DHS En	nployees	- Opt In					1					1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dam	aged/Missing I	temsCl	hecked Ba	ggage					1				1
No Jurisdiction											1		1
No Jurisdiction - Refer to CBP											1		1
2023	6	10	8	6	6	6	7	5	4	4	4		66
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program	5	9	8	6	6	5	6	5	3	4	3		60
Expedited Passenger Screening Program	- DoD		1		1	1		1					4
Expedited Passenger Screening Program	1									1			2
Expedited Passenger Screening Program	4	9	7	6	5	4	6	4	3	3	3		54
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam	aged/Missii	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 Ite	1												1
Screening											1		1
Screening - Procedures/Process											1		1

				ct Center (TCC) Data 1	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HDN		5	5	7	7	9	4	3	2	6	7	3	58
2022		5	3	4	2	5	2	1	2		3	3	30
Expedited Passenger Screening Program		2	1	3	1	4	2	1	2		3	2	21
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ıram 💮 💮		1								1
Expedited Passenger Screening Program	- TSA PreC	2	1	3		4	2	1	2		3	2	20
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property		2											2
Mishandling of Passenger Property - Dam	aged/Missii	2											2
Notice of Violation/Civil Penalties		1											1
Notice of Violation/Civil Penalties - Gener	al	1											1
Patdown						1						1	2
Patdown - Children						1							1
Patdown - Flyer												1	1
Property - Special Handling			1										1
Property - Special Handling - Missing Iten	ns - Carry-Oı	n	1										1
Screening				1	1								2
Screening - Inconsistency				1									1
Screening - Retrieving Abandoned/Confis	cated Items				1								1
2023			2	3	5	4	2	2		6	4		28
Airline											1		1
Airline - Lost Baggage											1		1
Customer Service					1	1							2
Customer Service - TSO					1	1							2
Expedited Passenger Screening Program				2	4	2	2	1		6	3		20
Expedited Passenger Screening Program	- TSA PreC	heck		2	4	2	2	1		6	3		20
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling						1							1
Property - Special Handling - Damaged It	ems - Carry-	On				1							1
Screening			1	1				1					3
Screening - Lengthy Lines				1									1
Screening - Procedures/Process			1					1					2

			ISA Conta	ct Center (1	CC) Data	001 - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HGR	1	1		1	3		2		1	1		3	13
2021												2	2
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Property - Special Handling												1	1
Property - Special Handling - Damaged I	tems - Check	red										1	1
2022	1			1	2		1			1		1	7
Expedited Passenger Screening Program					2		1					1	4
Expedited Passenger Screening Program	n - TSA PreC	heck			2		1					1	4
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medicall	y Necessary	Medication	and Medic	al Supplies						1			1
Property - Special Handling				1									1
Property - Special Handling - Missing Ite	ms - Checke	d		1									1
Screening	1												1
Screening - Procedures/Process	1												1
2023		1			1		1		1				4
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program	n - TSA PreC	heck							1				1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling		1											1
Property - Special Handling - Damaged I	tems - Checl	1											1
Screening					1								1
Screening - Procedures/Process					1								1

			SA COIILA	a center (icc) Dala	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HIB	2	2	1	1		1				1	1	1	10
2022	1	1	1	1								1	5
Customer Service	1											1	2
Customer Service - Others	1												1
Customer Service - TSO												1	1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program	- TSA PreC	1											1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Screening			1										1
Screening - Procedures/Process			1										1
2023	1	1				1				1	1		5
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program	1	1				1					1		4
Expedited Passenger Screening Program	1	1				1					1		4

				ct Center (
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HLN	2	5	3	3	5	3	2	4	5	12	5	5	54
2021												3	3
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program	- TSA PreC	Check										2	2
Screening												1	1
Screening - Inconsistency												1	1
2022		3	2	3	1	1	1	1	2	11	3	2	30
Customer Service						1		1					2
Customer Service - TSO						1		1					2
Expedited Passenger Screening Program		1	2	1	1		1		2	11	3	2	24
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram									1	1
Expedited Passenger Screening Program	- TSA PreC	. 1	2	1	1		1		2	11	3	1	23
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility [Disability (N	ot Wheelch	air or Scoo	t 1									1
Screening		1		1									2
Screening - Procedures/Process		1		1									2
2023	2	2	. 1		4	2	1	3	3	1	2		21
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	1											1
Customer Service						1			1				2
Customer Service - TSO						1			1				2
Expedited Passenger Screening Program	2	1	1		1	1	1	3	2	1			13
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram		1				1	1			3
Expedited Passenger Screening Program	2	1	1			1	1	3	1				10
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Patdown											1		1
Patdown - Flyer											1		1
Screening					2								2
Screening - Procedures/Process					2								2

Cotomonico	1001		A Contact C								•••		
Categories								05-May	06-Jun		08-Aug	09-Sep	Total
HNL	126	177	197	173	178	207	208	232	205	198	171	145	2,217
2021												41	4
Customer Service												8	3
Customer Service - TSO												8	3
Expedited Passenger Screening Program												24	24
Expedited Passenger Screening Program			m									3	
Expedited Passenger Screening Program	- TSA PreChed	ck										21	2
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Diabetes												1	
Property - Special Handling												6	(
Property - Special Handling - Damaged It												2	
Property - Special Handling - Damaged It												1	
Property - Special Handling - Missing Iten	ns - Carry-On											1	
Property - Special Handling - Missing Iten	ns - Checked											2	
Screening												2	2
Screening - Procedures/Process												2	2
2022	39	62	80	67	86	100	88	97	108	90	86	104	1,007
Airline				1									
Airline - Policy/Regulations/Service				1									
Civil Rights	1		5	1	2				2	1	2	4	18
Civil Rights - Age	·		1	•									
Civil Rights - National Origin												1	
Civil Rights - Race									2		2	3	
Civil Rights - Racial Profiling or Discrimina	1		2	1	2								
		onial Itam-		1						1			
Civil Rights - Screening of Religious Cultu			4							1			
Civil Rights - Sex/Gender/Gender Identity		uei	1										
Civil Rights - Sexual Orientation - Not Tra	nsgenaer I												
Claims			11								1		
Claims - General			1										
Claims - Status											1		
Customer Service	9	10	4	7	9	6	13	6	7	9	7	5	92
Customer Service - Others		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 Du	1		1									
Expedited Passenger Screening Program	- DoD		1	1	2	3	1	1	3	2	2	2	18
Expedited Passenger Screening Program	4	5	2	1	3	7	3	2	1	2	6	2	3
Expedited Passenger Screening Program	18	34	54	43	60	65	58	71	84	63	58	78	68
Expedited Passenger Screening Program		1					1		1	1			
Identification (ID) Requirements				1		1							
Identification (ID) Requirements - Domest	ic			1		1							2
Locks	1		1				1	1	1				
Locks - General	1								1				
Locks - Missing or Damaged Lock	'		1				1	1	1				
Mishandling of Passenger Property	1		2	1	2	2	2	2		1	2	5	20
		tomo C	1	1	1			1			2	4	
Mishandling of Passenger Property - Dam		terrisC	1			4	0			- 1			!
Mishandling of Passenger Property - Dam				1	1	1	2	1		1		1	
Mishandling of Passenger Property - Disa	rrayed itemsC	arry-on	1			1							
No Jurisdiction				1		1							
No Jurisdiction - Refer to CBP				1									
No Jurisdiction - Refer to Other						1							
Patdown		2	3				1	3	2	1	2		14
Patdown - Flyer			3				1	3	2	1	2		1:
Patdown - General		1											
Patdown - Non-Flyer		1											
Persons w/ Disabilities (PWD)	1	2		2		2	1	1	1	2			1:
Persons w/ Disabilities (PWD) - Diabetes						1							
Persons w/ Disabilities (PWD) - General				2				1					
Persons w/ Disabilities (PWD) - Medical [Devices - Attach	ned to the E	Body	-					1	1			
Persons w/ Disabilities (PWD) - Medically		2	-			1							
Persons w/ Disabilities (PWD) - Mobility [or Scooter)				1			1			
Persons w/ Disabilities (PWD) - Wheelcha			,										
Property - Special Handling	1	3	4	2	1	3	2	3	3	3	1	2	2
Property - Special Handling - Damaged It			1	1	1	2		2			1	1	
Property - Special Handling - Damaged It		3	3			1	1		1		- 1		
Property - Special Handling - Missing Iten		J	J			1	1	1	1				
Property - Special Handling - Missing Iten				1			1	I I	2	3		1	
Request for Assistance	1			1			1			3	1	1	
•											1	1	
Request for Assistance - Other	_			-	7	40	-	-		-			6
Screening Inconsistancy	3	4	3	5	7	10	5	7	3	5	4	5	6
Screening - Inconsistency						3	3				2	1	4
Screening - Lengthy Lines	1	1		2	4	3	_	1	1				1
Screening - Procedures/Process	2	3	3	3	3	4	2	6	1	5	2	4	3
Screening - Shoe Screening									1				
2023	87	115	117	106	92	107	120	135	97	108	85		1,16
Additional Information Required/Insufficient Info		1											
Additional Information Required/Insufficient	nt Informatic	1											
Airline					1				1		1		
Airline - Lost Baggage					1								
Airline - Policy/Regulations/Service									1		1		
Civil Rights	1	1	1	1		1	1	2	1	3	2		1-
Civil Rights - Constitutional Rights								1		-			
Civil Rights - National Origin				1									
Civil Rights - Perceived Religion										1			
Civil Rights - Profiling										1	1		
Civil Rights - Race	1	1					1			2	- 1		į
Orvir ragnits - race		- 1					- 1						

				ct Center (1									
gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Screening of Religious Cultu			ns					1					
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	jender				1			1		1		
Civil Rights - Transgender Screening			1										
Claims								1					
Claims - Status								1					
Customer Service	3	9	8	9	8	9	14	15	8	9	8		10
Customer Service - Others								1	1				
Customer Service - TCC								1					
Customer Service - TSO	3	9	8	9	8	9	14	13	7	9			9
Expedited Passenger Screening Program	76	90	89	82	73	82	85	105	76	69	57		88
Expedited Passenger Screening Program		1				1				1			
Expedited Passenger Screening Program	2		1	1	1	1		1			1		
Expedited Passenger Screening Program	4	5	5		2	1		1	2				20
Expedited Passenger Screening Program	70	82	83	81	70	79	85	103	74	67	56		85
Expedited Passenger Screening Program	- TSA/DHS	2								1			
Locks		3				1	1	1			1		7
Locks - Missing or Damaged Lock		3				1	1	1			1		7
Mishandling of Passenger Property	3	2	5	2		2			2	8			24
Mishandling of Passenger Property - Dam	1	1	1	1		1			1	5			11
Mishandling of Passenger Property - Dam	2	1	4	1		1			1	2			1:
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checked	d						1			
No Jurisdiction			1	1						2	1		:
No Jurisdiction - Refer to CBP				1						2	1		4
No Jurisdiction - Refer to Other			1										1
Patdown		3	1	2	2	2	3	1	1	3			18
Patdown - Flyer		3	1	2	1	2	3	1	1	3			17
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)		1	1	3	1	2	4			3	5		20
Persons w/ Disabilities (PWD) - Autism S	pectrum										1		1
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Menta	al Disability								1		1
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - General							2						2
Persons w/ Disabilities (PWD) - Hearing I	mpairment										1		
Persons w/ Disabilities (PWD) - Internal N	Medical Devi	ces				1							
Persons w/ Disabilities (PWD) - Medical I	Devices - Att	ached to the	e Body							1			1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	1		1	2			1	1		6
Persons w/ Disabilities (PWD) - Mobility [Disability (No	ot Wheelch	1								1		2
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates	1											
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)		2									2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway								1			1
Property - Special Handling	3	1	2		3	2	3	3	2	4	2		25
Property - Special Handling - Damaged Ite	ems - Carry	1						1	2	1			5
Property - Special Handling - Damaged It	ems - Check	ed	1		1		1	1		1	1		6
Property - Special Handling - Missing Iten	3					2	2				1		3
Property - Special Handling - Missing Iten	ns - Checked	d	1		2			1		2			(
Request for Assistance		1									1		2
Request for Assistance - Other											1		
Request for Assistance - Wounded Warrio	or (MSIJSO	1											
Screening	1	3	9	6	4	6	9	7	6	7	7		65
Screening - Crew Member or Airline Empl	loyee		2				2						4
Screening - Inconsistency	1		2	2	1	1	2	1		2			12
Screening - International Screening										1			1
Screening - Lengthy Lines		2		1	1	2			2	1	1		10
Screening - Procedures/Process			4	3	2	3	5	6	4	3	3		33
Screening - Retrieving Abandoned/Confis	cated Items	1	1								3		5

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

					C) Data Too								
egories							•	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OU	99	102	91	92	74	118	108	100	101	105	134	94	1,218
2021												45	45
Civil Rights												1	1
Civil Rights - Civil Rights Violation (TSA E	mployee)											1	1
Customer Service												12	12
Customer Service - TSO												12	12
Expedited Passenger Screening Program												21	21
Expedited Passenger Screening Program	- Known Crew	Member										1	1
Expedited Passenger Screening Program	- TSA Applica	tion Progran	ı									1	1
Expedited Passenger Screening Program	- TSA PreChe	ck										19	19
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	edway										1	1
Prohibited & Permitted Items	an 0000tc1/ 0	cgway										2	2
Prohibited & Permitted Items - Alcohol and	d Tobosoo											1	
	TODACCO												1
Prohibited & Permitted Items - General												1	1
Property - Special Handling												2	2
Property - Special Handling - Damaged Ite												1	
Property - Special Handling - Damaged Ite	ems - Checked	d										1	
Screening												5	5
Screening - Procedures/Process												5	5
2022	35	50	41	32	32	57	54	45	50	50	66	49	56
Additional Information Required/Insufficient Info				<u></u>	<u> </u>	•	•		1				
· · · · · · · · · · · · · · · · · · ·		EMAIL ON	V						1				
Additional Information Required/Insufficien	it iniormation	- EIVIAIL OIVI	_1				4		ı				
Airline							1						
Airline - Policy/Regulations/Service							1						
Civil Rights	2		1	1		2	1					1	
Civil Rights - National Origin	1												
Civil Rights - Perceived Religion	1		1										
Civil Rights - Race						2						1	
Civil Rights - Racial Profiling or Discrimina	ation			1									
Civil Rights - Transgender Screening	20011			- '-			1						
	0	45	0	4	4	7	ı	4		0	4.4		
Customer Service	2	15	6	4	4	7		4	8	6		8	7
Customer Service - Others		2									1		
Customer Service - TSO	2	13	6	4	4	7		4	8	6	10	8	7:
Expedited Passenger Screening Program	18	24	24	17	16	25	37	29	37	29	43	27	32
Expedited Passenger Screening Program	- DoD						1		1				
Expedited Passenger Screening Program		3	2	1	1		2		1	2	3	1	1
Expedited Passenger Screening Program		21	22	16	15	25	34	29	35	27	40	26	30
	10	21	1	10	10	20	34	29	33	21	40	20	
Hazardous Materials Safety													
Hazardous Materials Safety - General			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 - Dama	aned/Missing		1			1	2	1		1	1		7
Mishandling of Passenger Property - Dam		1	'			2		'		'	1		
			4								1		
Mishandling of Passenger Property - Disar	rrayed items	Carry-on	1								1		
No Jurisdiction				1				1			1		
No Jurisdiction - No Referral											1		
No Jurisdiction - Refer to CBP								1					
No Jurisdiction - Refer to Other				1									
Patdown	3	1		2	1	3	2	1		1		3	1
Patdown - Flyer	3	,		2	1	3	2	1		1		3	1
Patdown - Flyer as Observer	3	1			1	3		1		ı		J	- 10
		1				_	_			_	1		
Persons w/ Disabilities (PWD)	2			3	2	3	2		1	2	1	1	1
Persons w/ Disabilities (PWD) - Diabetes				1									
Persons w/ Disabilities (PWD) - General						1							
Persons w/ Disabilities (PWD) - Medical D	Devices - Attac	hed to the B	ody								1		
Persons w/ Disabilities (PWD) - Medically	Necessary M	edication an	d Medical S	Supplies		1	1			1			
Persons w/ Disabilities (PWD) - Mobility [1			1	1				1	1			
Persons w/ Disabilities (PWD) - Prosthesis		nd Casts		1			1						
Persons w/ Disabilities (PWD) - Wheelch				1	1	1	- 1					1	
` '	1				1	I						I	
Prohibited & Permitted Items	(D. I	1	1										
Prohibited & Permitted Items - Breast Milk		1											
Prohibited & Permitted Items - Firearm/Am			1										
Property - Special Handling	3	4	3	1	3	3	3	2	1	5	1	2	31
Property - Special Handling - Damaged Ite	ems - Carry	1	2		2	1	2					2	10
Property - Special Handling - Damaged Ite		2						1		2			
Property - Special Handling - Missing Item				1	1	1	1	1	1	2			
Property - Special Handling - Missing Item	2	1	1		•	1				1	1		
		2	3	3	6		^	0	4	6		7	6
			3	3	6	11	6	6	1	6	0	1	
Screening	4								1				
Screening Screening - Children	4	2											
Screening Screening - Children Screening - Crew Member or Airline Emplo	4										1		
Screening Screening - Children	4	1					1	4		3		1	1
Screening Screening - Children Screening - Crew Member or Airline Emplo	4		2	1	2	3	1	4		3		1	
Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines	4		2			3 7	1				1	1	11
Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	4 oyee 4	1		1 2	3	7	1	2		3	1		11 35
Screening Screening - Children Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc	oyee 4 cated Items	1	1	2	3 1	7 1	1 3 1	2		3	1 4	1	11 35 3
Screening Screening - Children Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc	oyee 4 cated Items 64	1		60	3	7	1		51		1 4	1	11 35 3 612
Screening Screening - Children Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Info	oyee 4 cated Items 64 formation	1 1 52	1 50	60	3 1	7 1	1 3 1	2	1	3	1 4	1	11 35 3 612 2
Screening Screening - Children Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient	4 cated Items 64 formation at Information	1 1 52	50 _Y	2 60	3 1	7 1 61	1 3 1 54	2 55		3	1 4	1	11 35 3 612 2
Screening Screening - Children Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Civil Rights	oyee 4 cated Items 64 formation	1 1 52	1 50	60	3 1	7 1	1 3 1	2	1	3	1 4	1	10 11 35 3 612 2 2
Screening Screening - Children Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient	4 cated Items 64 formation at Information	1 1 52	50 _Y	60	3 1	7 1 61	1 3 1 54	2 55	1	3	1 4	1	11 35 3 612 2

		1	TSA Contac	ct Center (1	CC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Transgender Screening			1					1					2
Customer Service	6	5	3	7	6	6	10	8	3	9	21		84
Customer Service - TSO	6	5	3	7	6	6	10	8	3	9	21		84
Expedited Passenger Screening Program	44	41	31	38	27	36	31	36	37	36	30		387
Expedited Passenger Screening Program	2				1		2	1	1	1			8
Expedited Passenger Screening Program	42	41	31	38	26	36	29	35	36	35	30		379
Locks	1					2			2				5
Locks - Missing or Damaged Lock	1					2			2				5
Mishandling of Passenger Property	1	2	2	3		4		1	1	3	4		21
Mishandling of Passenger Property - Dam	naged/Missir	1	2	1		3				2	2		11
Mishandling of Passenger Property - Dam	1	1		2		1		1	1	1	2		10
No Jurisdiction	1					1	2	2					6
No Jurisdiction - No Referral								2					2
No Jurisdiction - Refer to CBP	1					1	1						3
No Jurisdiction - Refer to Other							1						1
Patdown				1	2	1	1	1			2		8
Patdown - Flyer					2	1	1	1			2		7
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	1			3		2		1	2	3	1		13
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	Breast Car	ncer					1					1
Persons w/ Disabilities (PWD) - Diabetes				2		1			1	1			5
Persons w/ Disabilities (PWD) - Hearing I	mpairment			1									1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies					1		1		2
Persons w/ Disabilities (PWD) - Respirato	1					1							2
Persons w/ Disabilities (PWD) - Service A	nimals									1			1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway								1			1
Property - Special Handling	3	3	4	5	2	2	3	2	1	1	2		28
Property - Special Handling - Damaged Ite	2		2	1			3						8
Property - Special Handling - Damaged Ite	ems - Check	ed				1				1			2
Property - Special Handling - Missing Iten	ns - Carry-C	2	1	1	2	1		1	1		2		11
Property - Special Handling - Missing Iten	1	1	1	3				1					7
Screening	5	1	7	2	5	6	6	3	4	3	7		49
Screening - Inconsistency			2		1		1		1	2	3		10
Screening - Lengthy Lines	1				1								2
Screening - Procedures/Process	4	1	5	2	3	6	5	3	3	1	4		37

atogorios	40.0-4			Center (TC			04 4	05 14	00 1	07 1	00 4	00.0	T-4-1
ategories					02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HPN	28	38	34	36	35	44	41	36	45	34	27		42
2021												4	
Expedited Passenger Screening Program												3	
Expedited Passenger Screening Program	- TSA PreChe	ck										3	
No Jurisdiction												1	
No Jurisdiction - Refer to CBP												1	
2022	11	11	5	8	9	8	10	11	23	16	17		14
Customer Service		1			1		1		1	1		1	
Customer Service - TSO		1			1		1		1	1		1	
Expedited Passenger Screening Program	11	9	5	7	8	8	8	9	20	12	16	14	12
Expedited Passenger Screening Program									1				
Expedited Passenger Screening Program	- TSA Appl	1						1	1		2		
Expedited Passenger Screening Program	11	8	5	7	8	8	8	8	18	12	14	14	12
Mishandling of Passenger Property				1			1		1			1	
Mishandling of Passenger Property - Dan	naged/Missing	ItemsCarr	y-on Lugga	ige								1	
Mishandling of Passenger Property - Dan	naged/Missing	ItemsChed	cked Bag	1			1		1				
No Jurisdiction		1											
No Jurisdiction - Refer to Other		1											
Patdown										1	1		
Patdown - Flyer										1	1		
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Diabetes									1				
Property - Special Handling								1					
Property - Special Handling - Missing Iter	ne - Checked							1					
Screening	lis - Checked							1		2		2	
<u> </u>								ı		1		1	
Screening - Lengthy Lines								1		1		1	
Screening - Procedures/Process 2023	4=	^-				•					40		^,
	17	27	29	28	26	36	31	25	22	18	10		26
Civil Rights		1											
Civil Rights - Race		1											
Customer Service	1	1	1	1	2		1	1		1	1		1
Customer Service - TSO	1	1	1	1	2		1	1		1	1		
Expedited Passenger Screening Program	16	24	26	27	22	32	23	16	18	10	7		22
Expedited Passenger Screening Program					1						1		
Expedited Passenger Screening Program		3	1	3		1							
Expedited Passenger Screening Program	16	21	25	24	21	31	23	16	18	10	6		2
Mishandling of Passenger Property			1				1	1		2			
Mishandling of Passenger Property - Dan	naged/Missing	ItemsC	1				1			2			
Mishandling of Passenger Property - Dan	naged/Missing	ItemsChed	cked Bagga	age				1					
No Jurisdiction							1			1			
No Jurisdiction - No Referral										1			
No Jurisdiction - Refer to Other							1						
Patdown					1					1	1		
Patdown - Flyer					1					1	1		
Persons w/ Disabilities (PWD)			1			1			1	1			
Persons w/ Disabilities (PWD) - Autism S	inectrum								1				
Persons w/ Disabilities (PWD) - Cognitive		tal /Mental [Disability							1			
Persons w/ Disabilities (PWD) - Diabetes		ai /iviciitai t	1										
Persons w/ Disabilities (PWD) - Internal N		^	1			1							
Property - Special Handling	l	5				- 1	3	1			1		
1 7 1		_					1				ı		
Property - Special Handling - Damaged It							1	1			4		
Property - Special Handling - Damaged It		ı					_				1		
Property - Special Handling - Missing Iter	ns - Carry-On						2						
Screening		1			1	3	2	6	3	2			
Screening - Inconsistency								1	1				
Screening - International Screening										1			
Screening - Lengthy Lines						1	2	2	1				
Screening - Procedures/Process		1			1	2		3	1	1			

					TCC) Data								
egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IRL	5	5	8	5	8	9	6	8	8	6	9	7	84
2021												4	4
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property												2	2
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsCl	hecked Ba	ggage								2	2
Property - Special Handling												1	1
Property - Special Handling - Missing Iten	ns - Checked											1	1
2022	2	2	5	5	2	5	5	4	6	3	3	3	45
Civil Rights							1						
Civil Rights - Race							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	2
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	2
HAZMAT Endorsement							1						
HAZMAT Endorsement - General							1						
Mishandling of Passenger Property		1							1			1	
Mishandling of Passenger Property - Dam	naged/Missii	1							1			1	
Patdown						1							
Patdown - Flyer as Observer						1							
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Mobility [Disability (No	t Wheelcha	air or Scoo	er)		1							
Property - Special Handling								1					
Property - Special Handling - Missing Iten	ns - Checked							1					
Screening			1				1	1	2		1		
Screening - Inconsistency									1				
Screening - Procedures/Process			1				1	1	1		1		
2023	3	3	3		6	4	1	4	2	3	6		35
Civil Rights	2												2
Civil Rights - National Origin	1												
Civil Rights - Perceived Religion	1												
Customer Service		2	1				1	2	1		2		
Customer Service - TSO		2	1				1	2			2		
Expedited Passenger Screening Program	1	1	2		5	3				2			1
Expedited Passenger Screening Program	1	1	2		5	3				2	2		10
Mishandling of Passenger Property								1			1		
Mishandling of Passenger Property - Dam	ı naged/Missin	a ItemsC	arrv-on Luc	gage				1			1		2
Property - Special Handling			,	0 0	1			1		1			
Property - Special Handling - Damaged It	ems - Carrv-	On			1								
Property - Special Handling - Missing Iten										1			
Property - Special Handling - Missing Iten								1					
Screening						1			1		1		3
Screening - Crew Member or Airline Empl	lovee					1							
Screening - Procedures/Process	,								1		1		2

atogorios	40.0-4 4			Center (TC	-		04 6	05.14	00 1	07 1:1	00 4	00.0	T . 4 - 1
categories			2-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HSV	22	29	17	21	16	35	27	33	30	24	34		31
2021												7	
Civil Rights												1	
Civil Rights - Racial Profiling or Discrimin	ation											1	
Customer Service												1	
Customer Service - TSO												1	
Expedited Passenger Screening Program												3	
Expedited Passenger Screening Program	- TSA PreChed	k										3	
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Medically	/ Necessary Me	dication ar	nd Medical	Supplies								1	
Screening		aroatrorr ar		ouppoo								1	
Screening - Inconsistency												1	
2022	4	9	4	5		40	40	46	9	40	46		
	4	9	4		6	19	13	16	9	12	16	18	13
Customer Service	1			1		1	2						
Customer Service - CSM	1												
Customer Service - TCC				1									
Customer Service - TSO						1	2						
Expedited Passenger Screening Program	3	9	4	4	5	15	10	14	8	9	13	18	11
Expedited Passenger Screening Program	2							2		1	1		
Expedited Passenger Screening Program	- TSA Appl	2		2	1	1	1	1			1	3	1
Expedited Passenger Screening Program		7	4	2	4	14	9	11	8	8	11	15	ç
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Dam	ı naned/Missinn II	emsl Insi	necified Lu	nnane				1					
Patdown	lagouriviloonig ii	.01110 01101	Jooniou Ec	99490				•		1			
Patdown - Flyer										1			
•								1		1			
Property - Special Handling								- 1					
Property - Special Handling - Damaged It										1			
Property - Special Handling - Damaged It	ems - Checked							1					
Screening					1	3	1		1	1	3		1
Screening - Procedures/Process					1	3	1		1	1	3		1
2023	18	20	13	16	10	16	14	17	21	12	18		17
Civil Rights						2					1		
Civil Rights - Age											1		
Civil Rights - Not Specified						1							
Civil Rights - Race						1							
Customer Service	1	3	1		1		1	1	1		1		1
Customer Service - TSO	1	3	1		1		1	1	1		1		1
Expedited Passenger Screening Program	15	17	12	11	6	12	13	14	18	9	12		13
Expedited Passenger Screening Program		17	12	1	0	12	10	14	10	3	12		10
		on Drogra	~	- 1				0		4			
Expedited Passenger Screening Program				40		40		2		1	40		10
Expedited Passenger Screening Program		17	12	10	6	12	13	12	18	8	12		13
Mishandling of Passenger Property	2							1			1		
Mishandling of Passenger Property - Dam								1					
Mishandling of Passenger Property - Dam	naged/Missing I	emsChe	cked Bagg	age							1		
Mishandling of Passenger Property - Disa	1												
Patdown				2									
Patdown - Flyer				2									
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Mobility [ı Disability (Not W	/heelchair	or Scoote	-)						1			
Property - Special Handling			0. 000010.	,	1				1		2		
Property - Special Handling - Damaged It	ems - Carry On				1				ı		2		
					4				4				
Property - Special Handling - Missing Iten	ns - Checked				1				1				
Screening				3	2	2		1	1	2	1		1
Screening - Crew Member or Airline Emp	loyee				1								
Screening - Inconsistency									1		1		
Screening - Lengthy Lines				1									
Screening - Procedures/Process				2	1	1		1		2			
Screening - Frocedures/Frocess										_			

		-	TSA Contac	ct Center (1	CC) Data	1001 - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HTS		2	4	1			3	2	3	4	1	2	22
2022			2				1	2	3			2	10
Customer Service			1						1			1	3
Customer Service - TSO			1						1			1	3
Expedited Passenger Screening Program			1					1	2			1	5
Expedited Passenger Screening Program	- TSA Appl	ication Prog	gram						1				1
Expedited Passenger Screening Program	- TSA PreC	Check	1					1	1			1	4
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling								1					1
Property - Special Handling - Missing Iten	ns - Checke	d						1					1
2023		2	2	1			2			4	1		12
Civil Rights				1			1						2
Civil Rights - Race							1						1
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	gender		1									1
Expedited Passenger Screening Program		1	2				1			3			7
Expedited Passenger Screening Program	- TSA Appl	1											1
Expedited Passenger Screening Program	- TSA PreC	Check	2				1			3			6
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disa	rrayed Item	1											1
Persons w/ Disabilities (PWD)										1	1		2
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies							1		1
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint))								1			1
	/												

				ct Center (T									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HVN	2	2	3	5	11	9	8	9	13	10	4	6	82
2022			1	2	2	3	2	3		3	1	6	23
Airline								1					1
Airline - Lost Baggage								1					1
Customer Service					1			1					2
Customer Service - TSO					1			1					2
Expedited Passenger Screening Program			1		1	2	2	1		1	1	6	15
Expedited Passenger Screening Program	- TSA PreC	heck	1		1	2	2	1		1	1	6	15
Mishandling of Passenger Property				2									2
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	2									2
Property - Special Handling										1			1
Property - Special Handling - Damaged It	ems - Check	ed								1			1
Screening						1				1			2
Screening - Inconsistency						1							1
Screening - Procedures/Process										1			1
2023	2	2	2	3	9	6	6	6	13	7	3		59
Airline	1						1						2
Airline - Lost Baggage	1												1
Airline - Policy/Regulations/Service							1						1
Civil Rights							1						1
Civil Rights - Not Specified							1						1
Customer Service					2						1		3
Customer Service - TSO					2						1		3
Expedited Passenger Screening Program	1		2	3	7	4	3	4	8	6	1		39
Expedited Passenger Screening Program	- TSA Appli	cation Pro	gram	1		1							2
Expedited Passenger Screening Program	1		2	2	7	3	3	4	8	6	1		37
Locks								1	1				2
Locks - Missing or Damaged Lock								1	1				2
Mishandling of Passenger Property		1				1							2
Mishandling of Passenger Property - Dam	naged/Missir	1				1							2
Patdown		1							1	1			3
Patdown - Flyer		1											1
Patdown - Flyer as Observer									1	1			2
Property - Special Handling						1							1
Property - Special Handling - Damaged It	ems - Carry-	-On				1							1
Screening							1	1	3		1		6
Screening - Inconsistency											1		1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process									3				3
Screening - Security Breach							1						1

					CC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HXD	4	3	5	1		5	6	6	2	5	4	4	45
2021												2	2
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreCl	neck										1	1
2022	3		3	1		4	5	2		3	2	2	25
Civil Rights	1					1				1			3
Civil Rights - Racial Profiling or Discrimina	1												1
Civil Rights - Sex/Gender/Gender Identity-	Not Transg	ender				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 PreCl	neck	1	1		3	3	2			2	2	14
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway								1			1
Property - Special Handling	1		1										2
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Missing Item	s - Checked		1										1
Screening							2			1			3
Screening - Inconsistency							1						1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process										1			1
2023	1	3	2			1	1	4	2	2	2		18
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity-	Not Transg	ender						1					1
Expedited Passenger Screening Program			2				1		1	1	2		7
Expedited Passenger Screening Program	 TSA PreCl 	neck	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 D	evices - At	1											1
Property - Special Handling								1					1
Property - Special Handling - Damaged Ite	ems - Carry-	On						1					1
Screening	1	1				1		2	1	1			7
Screening - Procedures/Process	1	1				1		2	1	1			7

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

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

IAD	S	10-Oct 1 263	1-Nov 251	12-Dec 259	01-Jan 249	02-Feb 209	03-Mar 375	04-Apr 410	05-May 429	06-Jun 418	07-Jul 361	08-Aug 354	09-Sep 267	Total 3,845
2021	1	203	201	200	243	209	3/3	410	423	410	301	334	50	50
	Civil Rights												1	1
	Civil Rights - Racial Profiling or Discrimina	l											1	1
	Customer Service	1011											5	5
	Customer Service - TSO												5	5
	Expedited Passenger Screening Program												25	25
	Expedited Passenger Screening Program	- DoD											1	1
	Expedited Passenger Screening Program		tion Proa	ram									1	1
	Expedited Passenger Screening Program												23	23
	Hazardous Materials Safety	10/11 IOONO	OIC										1	1
	Hazardous Materials Safety - General												1	1
	Mishandling of Passenger Property												1	1
	Mishandling of Passenger Property - Dam	 aned/Missing	temsCa	arry-on Lu	ngage								1	1
	Patdown		itomo ot	arry on Lu	ggugo								2	2
	Patdown - Children												1	1
	Patdown - Flyer												1	1
	Persons w/ Disabilities (PWD)												2	2
	Persons w/ Disabilities (PWD) - General												1	1
	Persons w/ Disabilities (PWD) - Mobility I	l Disability (Not V	Mheelcha	air or Scoo	tor)								1	1
	Property - Special Handling	l sability (NOT V	VIIEEICIIA	all Of Scot	ter)								9	9
		oma Carni Or											1	
	Property - Special Handling - Damaged It													1
	Property - Special Handling - Damaged It												2	2
	Property - Special Handling - Missing Iten												4	4
	Property - Special Handling - Missing Iten	ns - Checked											2	2
	Screening Providence (Providence)												4	4
2000	Screening - Procedures/Process								• • • • • • • • • • • • • • • • • • • •				4	4
2022		66	72	70	52	59	191	211	211	226	174	183	217	1,732
	Additional Information Required/Insufficient Information Reputation		E144::	ONII Y							1			1
	Additional Information Required/Insufficier	nt Information -	EMAIL (UNLY							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 Discrimina		1		1	1								7
	Civil Rights - Screening of Religious Cultu	iral and Cerem	onial Iten	ns		1								1
	Civil Rights - Sex/Gender/Gender Identity	 Not Transgen 	der						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			-10		10	1	100	100	1	1	102	102	3
	Expedited Passenger Screening Program		viiiitai y	1	2		5	4		3	4		1	20
	Expedited Passenger Screening Program		3	3		1	1	8	4	3	6	8	5	46
	Expedited Passenger Screening Program		44	43		45	177	184	177	194	136	142	176	1,392
	Expedited Passenger Screening Program		2	1		40	4	3	4	1 1 1	3	2		
		- 13A/DH3		l			4	3	4		3			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	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 - Dam			arry-on Lu	ggage			1	2		1	3	6	13
	Mishandling of Passenger Property - Dam	0	2				1		1	3	2	2		11
	Mishandling of Passenger Property - Disa	rrayed Items0	Carry-on					1	1		1	1		4
	No Jurisdiction		1	2						3	2	2	4	14
	No Jurisdiction - No Referral		1							1				2
				2	!					2	2	1	4	11
	No Jurisdiction - Refer to CBP											1		1
	No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other							1	1				1	6
		1	1			1								
	No Jurisdiction - Refer to Other	1 1	1			1		1	1				1	6
	No Jurisdiction - Refer to Other Patdown			1					1 4	1	1	3	1 2	
	No Jurisdiction - Refer to Other Patdown Patdown - Flyer	1 1	1	1		1		1		1	1	3		17
	No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	1 1 pectrum	1	1		1		1		1	1			17 1
	No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S	1 1 pectrum ancer	1	1		1		1	4	1	1			17 1 1
	No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca	1 1 pectrum ancer	1			1		1	4	1	1			17 1 1 2
	No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes	1 1 pectrum ancer mpairment	1 1			1		1	4	1	1		2	17 1 1 2 1
	No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal M	1 1 pectrum ancer mpairment Medical Devices	1 1			1 2		1	1	1	1	1	2	17 1 1 2 1 3
	No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically	1 1 pectrum ancer mpairment dedical Devices	1 1 1	1		1 2		1	1	1		1	1	17 1 1 2 1 3
	No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I	1 1 pectrum ancer mpairment dedical Devices Necessary Disability (Not V	1 1 s 1 Wheelcha	1		1 2		1	1	1		1	1	17 1 1 2 1 3 4
	No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi	1 1 pectrum ancer Impairment dedical Devices Necessary Disability (Not \ s/Amputees ar	1 1 s 1 Wheelcha	1		1 2		1	1	1		1	1	17 1 1 2 1 3 4
	No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Visual Im	1 1 pectrum ancer mpairment fledical Devices Necessary Disability (Not V s/Amputees ar pairment	1 1 s 1 Wheelcha	1		1 2		1	1 1			1	1	17 1 1 2 1 3 4 1 1
	No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelche	1 1 pectrum ancer mpairment dedical Devices Necessary Disability (Not \\ s/Amputees ar pairment 1	1 1 s 1 Wheelcha	1		1 2		1	1			1	1	6 17 1 1 2 1 3 4 1 1 1 1
	No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelche	1 1 2 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 s 1 Wheelcha	1		1 2		1	1 1			1	1	17 1 1 2 1 3 4 1 1 1 2
	No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch: Prohibited & Permitted Items - Knives/Too	1 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	s 1 Wheelchand Casts	1 air or Scoo	ter)	1 1		1	1 1 1	1	1	1 1	1	17 1 1 2 1 3 4 1 1 1 2 2
	No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelche	1 1 1 pectrum ancer mpairment ledical Device: Necessary Disability (Not V s/Amputees ar pairment 1 1 1 3	1 1 1 ss 1 1 Wheelchand Casts	1	ter)	1 2		1	1 1			1	1	17 1 1 2 1 3 4 1 1 1 2

		T	SA Contac	t Center (1		ΓοοΙ - FΟΙΑ							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Item			2	1							1	1	7
Property - Special Handling - Missing Item		1	1	1	1				3	2	1	1	11
Screening	6	5	3	4	1	1	3		3	3	5	8	47
Screening - Crew Member or Airline Empl	oyee							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		5	33
Screening - Retrieving Abandoned/Confise 2023		470	2	407	1	404	1	040	400	1	1	1	7
Airline	197	179	189	197	150	184	199	218	192	187	171		2,063
Airline - Lost Baggage				1									1
Civil Rights	3	1	1	2		2	1	2			1		13
Civil Rights - Constitutional Rights	1	1		1									3
Civil Rights - National Origin	·						1						1
Civil Rights - Race	1		1			2		2					6
Civil Rights - Screening of Religious Cultu	ı ıral and Cere	monial Item	ns	1									1
Civil Rights - Sex/Gender/Gender Identity											1		2
Customer Service	11	7	9	7	8	8	7	7	5	8	3		80
Customer Service - Others								1					1
Customer Service - TSO	11	7	9	7	8	8	7	6	5	8	3		79
Expedited Passenger Screening Program	171	154	154	164	128	143	169	191	165	158	141		1,738
Expedited Passenger Screening Program	- Active Duty	/ Military								1			1
Expedited Passenger Screening Program	1	2	1	3			1	1			1		10
Expedited Passenger Screening Program	3	4	2	4	1	5	2	2	1	3			27
Expedited Passenger Screening Program	167	147	149	156	125	135	165	187	163	152	139		1,685
Expedited Passenger Screening Program	- TSA/DHS	1	2	1	2	3	1	1	1	2	1		15
Locks						1				1	2		4
Locks - General						1							1
Locks - Missing or Damaged Lock										1	2		3
Lost and Found		1			2	1							4
Lost and Found - Airport/TSA		1			2	1							4
Mishandling of Passenger Property	1	2	2	6	5	5	5		1	3	5		40
Mishandling of Passenger Property - Dam			1	3	2	1	2		1	1	4		17
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam		2	oppoified I	2	2	1	2	3		2	1		16
Mishandling of Passenger Property - Disa				1	4	1							5
No Jurisdiction	mayeu items	Carry-on	1 4	2	1	2	1	1	3	3	3		20
No Jurisdiction - No Referral		I .	4				- 1	ı	1	3	1		20
No Jurisdiction - Refer to CBP		1	4	2		1	1	1	2	2			16
No Jurisdiction - Refer to Other		'	- 4			1				1			2
Patdown	2	1	3	1	1	1	2	1		1	3		16
Patdown - Flyer	2	1	2	1	1	1	2			1	3		15
Patdown - Flyer as Observer	_		1										1
Persons w/ Disabilities (PWD)	1	1	1	1			1	1	2	2			10
Persons w/ Disabilities (PWD) - Autism S							1		1	1			3
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Hearing I	mpairment	1	1										2
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	t Wheelcha	ir or Scoote	er)						1			1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts		1									1
Persons w/ Disabilities (PWD) - Service A	nimals								1				1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	3	5	6	4	1	9	5	2	4	2	4		45
Property - Special Handling - Damaged Ite		1	5	4		3	1	1	2	1	1		19
Property - Special Handling - Damaged Ite		2				1		1	2		1		8
Property - Special Handling - Missing Item		1	1		1	1	3			1			8
Property - Special Handling - Missing Item		1				4	1				2		10
Screening	5	6	9	9	5	12	8	8	12	9	9		92
Screening - Children										1			1
Screening - Crew Member or Airline Empl	oyee	1				2			1				4
Screening - Inconsistency			1	1		2		1	1	1			7
Screening - International Screening				1			1		1		_		3
Screening - Lengthy Lines	_		2	3		2	2		2	1			18
Screening - Procedures/Process	3 2	4	6	4	5	6	5	4	6	6	6		55
Screening - Retrieving Abandoned/Confis	2	1							1				4

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IAH	387	407	384	361	389	603	618	628	559	512	488	375	5,711
2021												103	103
Advanced Imaging Technology (AIT)												1	1
Advanced Imaging Technology (AIT) - Fly	yer I											1	1
Civil Rights Hair Retdowns												2 1	2
Civil Rights - Hair Patdowns Civil Rights - Race												1	1
Claims												2	2
Claims - General												1	1
Claims - Status												1	1
Customer Service												26	26
Customer Service - Others												3	3
Customer Service - TSO												23	23
Expedited Passenger Screening Program	TCA Amelia	-ti D										52	52
Expedited Passenger Screening Program Expedited Passenger Screening Program			am									48	48
Identification (ID) Requirements	I - TOAT TECH	COR										2	2
Identification (ID) Requirements - Domes	tic											1	1
Identification (ID) Requirements - Interna												1	1
Locks												2	2
Locks - Missing or Damaged Lock												2	2
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dan	naged/Missing	ItemsCh	ecked Bagga	age								1	1
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes												2	1
Persons w/ Disabilities (PWD) - Diabetes		ledication	and Medical	Supplies								1	1
Property - Special Handling		iodiodilorr	and Modiour	Саррисс								8	8
Property - Special Handling - Damaged I	ı tems - Carry-C)n										2	2
Property - Special Handling - Damaged I												1	1
Property - Special Handling - Missing Iter	ms - Carry-On											1	1
Property - Special Handling - Missing Iter	ms - Checked											4	4
Screening												4	4
Screening - Inconsistency												3	3
Screening - Procedures/Process	101											1	1
2022 Additional Information Required/Insufficient Ir	121	150	112	133	129	302	326	298	278	267	229	272	2,617
Additional Information Required/Insufficient		- EMAIL C	NI V						1			1	2
Additional information required/insumcie	Incimation	- LIVIAIL C	/INL I	2	1			1	ı		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	0	4	4	0			1
Civil Rights - Race Civil Rights - Racial Profiling or Discrimir	1		2	- 1	2	2	2	1	1	2		4	12
Civil Rights - Radial Profiting of Discrimit		nonial Itam	3	4	3		1						14
Civil Rights - Sex/Gender/Gender Identity		noniai iten	13		2		1			2	1	2	9
Civil Rights - Sexual Orientation - Not Tra					1		'		1		'		3
Civil Rights - Transgender Screening							1						1
Claims	1		1							2			4
Claims - Status	1		1							2			4
Customer Service	29	41	22	17	19	28	26	27	30	27	21	32	319
Customer Service - Others		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	70	07	70	00	005	050	000	004	000	407	000	3
Expedited Passenger Screening Program Expedited Passenger Screening Program	56	70 Militory	67	70	68	235	253 1	229	224	209	187	203	1,871
Expedited Passenger Screening Program		wiiitaiy				1	1	2					3
Expedited Passenger Screening Program		6	7	5	4	4	3	5	9	8	8	3	66
Expedited Passenger Screening Program		64	60	65	63	230	249	221	215	201	178	199	1,797
Expedited Passenger Screening Program					1	200	2-10	1	210	201	170	1	4
Hazardous Materials Safety			2										2
Hazardous Materials Safety - General			2										2
Human Capital				1									1
Human Capital - Prospective Employmen	nt with TSA			1									1
Identification (ID) Requirements		1											1
Identification (ID) Requirements - ID Mate		1											1
Locks Missing or Domogod Lock	2				1		1						4
Locks - Missing or Damaged Lock	2			4	1		1						4
Lost and Found Lost and Found - Airport/TSA				1		1 1	1 1		1 1			1	5 5
Mishandling of Passenger Property	1	7	2	2	3	2	5	7	5		1	4	39
Mishandling of Passenger Property - Dan	1	3		1	2		1	5	1		- 1	3	16
Mishandling of Passenger Property - Dan		3	2	1	1	2	4	1	4		1	3	20
Mishandling of Passenger Property - Disa		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
	•												

		TS	A Contact C	Center (TC	C) Data To	ol - FOIA							
Categories	10-Oct '	I1-Nov 1	12-Dec 0)1-Jan ()2-Feb (03-Mar	04-Apr 0	5-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction - Refer to Department of	State							1					1
No Jurisdiction - Refer to Other	1	1			2	2						1	7
No Subject				1									1
No Subject - General				1									1
Patdown		1		7	3	1	4	2	3	2	6	5	34
Patdown - Children		1			1					1			3
Patdown - Flyer				6	1	1	4	2	3	1	5	5	28
Patdown - Flyer as Observer				1							1		2
Patdown - General					1								1
Persons w/ Disabilities (PWD)	1	6	2	5	4	3	6	2		1		2	32
Persons w/ Disabilities (PWD) - Autism S	Spectrum							1					1
Persons w/ Disabilities (PWD) - Cognitive	e /Developmen	tal /Mental I	Disability			1							1
Persons w/ Disabilities (PWD) - Diabetes	5		1				1						2
Persons w/ Disabilities (PWD) - General			1				1	1					3
Persons w/ Disabilities (PWD) - Internal	Medical Dev	1				1							2
Persons w/ Disabilities (PWD) - Medical	Devices - Attac	hed to the E	Body	1	1		1						3
Persons w/ Disabilities (PWD) - Medicall	y Necessary M	edication ar	nd Medical S	Supplies	1							2	3
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)				2								2
Persons w/ Disabilities (PWD) - Mobility	1	2				1				1			5
Persons w/ Disabilities (PWD) - Service	Animals	1											1
Persons w/ Disabilities (PWD) - Touch A	version (pain/tr	auma)		1									1
Persons w/ Disabilities (PWD) - Visual In	npairment			1			1						2
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	2		2			2						6
Prohibited & Permitted Items	2	1											3
Prohibited & Permitted Items - Alcohol ar	nd Tobacco	1											1
Prohibited & Permitted Items - Chemical/													1
Prohibited & Permitted Items - Knives/To													1
Property - Special Handling	5	7	4	8	13	12	13	8	2	10		3	87
Property - Special Handling - Damaged I	te 2	2	3	2	6	3	4	2		5		1	30
Property - Special Handling - Damaged I	te 2			2	1		1		1	1			8
Property - Special Handling - Missing Iter	ns - Carry-C	4	1	3	2	8	3	5		3	1		30
Property - Special Handling - Missing Iter	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 Emp	1												1
Screening - Inconsistency	1	2		1	2	1	3	3		2	2	1	18
Screening - International Screening			1										1
Screening - Lengthy Lines	2	4		1		3	1	1	2	1	1	2	18
Screening - Procedures/Process	8	8	5	10	5	7	5	7	7	4	4	7	77
Screening - Retrieving Abandoned/Confis	scated Items		1					1		1			3
TSA Contact Information								1					1
TSA Contact Information - General								1					1
TWIC													1
									1				- 1
TWIC - Status									1				1
2023	266	257	272	228	260	301	292	330		245	259		2,991
2023 Additional Information Required/Insufficient Ir	1 1	257	272	1	1	301	292	330	1 281 1	245	1		2,991 5
2023 Additional Information Required/Insufficient In Additional Information Required/Insufficient	1 1		272	1 1			292	330	1 281	245	259 1 1		2,991 5 5
2023 Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Airline	1 1	2	272	1	1	301	292	330	1 281 1	1	1		2,991 5 5
2023 Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Airline Airline - Lost Baggage	1 1		272	1 1 1	1		292	330	1 281 1		1		1 2,991 5 5 5 3
2023 Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Airline Airline - Lost Baggage Airline - Policy/Regulations/Service	1 1	2	272	1 1	1	1	292	330	1 281 1	1	1		1 2,991 5 5 5 3 1
Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance	1 1 1 1	2 2		1 1 1	1	1			281 1	1	1		1 2,991 5 5 5 3 1
Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights	1 1	2	272	1 1 1	1	1	292	4	1 281 1	1	1		1 2,991 5 5 5 3 1 1 1 33
Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient Information Required/Insufficient Information	1 1 1 1	2 2		1 1 1 4	1	1			281 1	1	1		1 2,991 5 5 5 3 1 1 1 33
Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights	1 1	2 2	3	1 1 1	1	1		4	281 1	1	1		1 2,991 5 5 5 3 1 1 1 33 2 2 1
Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns	1 1	2 2		1 1 1 4	1	1	7	4	281 1	1 1 3	1 1		1 2,991 5 5 5 3 1 1 1 33 2 1
Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin	1 1	2 2	3	1 1 1 4	1	1	7	4	281 1	1	1 1		1 2,991 5 5 5 3 1 1 33 2 1 1
Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Not Specified	1 1	2 2	3	1 1 1 4 1	1	1	7 2 1	4 1	281 1	1 1 3	1 1		1 2,991 5 5 5 3 1 1 1 33 2 1 1 4 1 1
Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights - Wheelchair Assistance Civil Rights - Age Civil Rights - Age Civil Rights - Lair Patdowns Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion	1 1 1 5 5 1 1	2 2 2	3	1 1 1 4 1 1	1 1	1 1 1	7 2 1 1	4 1	281 1 1 1	3	1 1		1 2,991 5 5 5 5 3 1 1 1 33 2 1 1 4 1 3 3
Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights - Wheelchair Assistance Civil Rights - Age Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race	5 1	2 2 1 1	3 1	1 1 1 4 1	1	1	7 2 1	4 1	281 1	1 1 3	1 1		1 2,991 5 5 5 5 5 1 1 1 1 33 2 1 1 4 1 3 3 17
Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Airline	5 1	2 2 2 1	3	1 1 1 4 1 1 1 1	1 1	1 1 1	7 2 1 1 1	4 1	281 1 1 1	3	1 1		1 2,991 5 5 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient Information Information Information Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Sereening of Religious Cult Civil Rights - Sex/Gender/Gender Identity	1 1 1 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 1 1 nonial Ite	3 1 1 1	1 1 1 4 1 1 1 1 1 1	1 1 1	1 1 1 1	7 2 1 1 1 1 2	1 2	281 1 1 1 2	3 3 1	1 1		1 2,991 5 5 5 5 3 1 1 1 1 4 1 1 3 3 17 1 1 3 3
Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Screening of Religious Cult Civil Rights - Sex/Gender/Gender Identity Customer Service	5 1	2 2 2 1	3 1 1 1 1 22	1 1 1 4 1 1 1 1	1 1	1 1 1	7 2 1 1 1	4 1	281 1 1 1	3	1 1		1 2,991 5 5 5 3 3 1 1 1 3 3 3 2 1 1 1 3 3 3 3 3 3 3 3
Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM	1 1 1 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 1 1 nonial Itellinder 25	3 1 1 1	1 1 1 4 1 1 1 1 1 1	1 1 1	1 1 1 1 1 35	7 2 1 1 1 1 2	1 2	281 1 1 1 2	3 3 1	1 1 1 26		1 2,991 5 5 5 3 1 1 1 33 2 1 1 1 4 1 1 3 3 17 1 1 3 3 308 1 1
Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights - Age Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - Others	1 1 1 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 1 1 nonial Ite	3 1 1 1 1 22	1 1 1 4 1 1 1 1 1 1	1 1 1	1 1 1 1	7 2 1 1 1 1 2 37	1 2	281 1 1 1 2	3 3 1	1 1		1 2,991 5 5 5 5 3 1 1 1 33 2 2 1 1 4 1 3 3 177 1 3 3 308 1 6
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Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious Cult Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO	1 1 1 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 1 22 1	1 1 1 1 4 1 1 1 1 1 19	1 1 19	1 1 1 1 35 2 33	7 2 1 1 1 2 37	4 1 1 2 35	2 281 1 1 1 2 2 2 36 1 1 35	1 1 1 3 3 1 1 2 3 2 3 2 3 2 3 2	1 1 1 26 1 25		1 2,991 5 5 5 5 5 5 1 1 1 1 3 3 3 1 1 7 1 3 3 3 0 8 1 6 1 3 3 0 0
Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Servening of Religious Cult Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program	1 1 1 5 5 1 1 4 4 ural and Cerem 22 22 201	2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 1 22 1	1 1 1 1 4 1 1 1 1 1 19	1 1 1 1 19 19	1 1 1 35 2	7 2 1 1 1 2 37	1 2 35	2 281 1 1 1 2 2	1 1 3 1 2	1 1 1 26 1 25		1 2,991 5 5 5 5 5 5 1 1 1 1 1 1 1 1 1 1 1 1
Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights - Wheelchair Assistance Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious Cult Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 1 22 1	1 1 1 1 4 1 1 1 1 1 19	1 1 19	1 1 1 1 35 2 33	7 2 1 1 1 2 37 1 36 190	4 1 2 35 35 230	2 281 1 1 1 2 2 2 36 1 1 35	1 1 1 3 3 1 1 2 3 2 3 2 3 2 3 2	1 1 1 26 1 25 187		1 2,991 5 5 5 3 3 1 1 1 3 3 3 2 1 1 1 3 3 3 3 8 1 1 6 1 3 3 0 0 2,125 2
Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights - Wheelchair Assistance Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 1 1 22 1 21 208	1 1 1 1 4 1 1 1 1 1 19 19 161 1	1 1 1 19 19 199 1	1 1 1 35 2 33 213	7 2 1 1 1 2 37 1 36 190	4 1 1 2 35 35 230	2 281 1 1 1 2 2 36 1 35 193	1 1 1 2 32 32 154	1 1 1 26 1 25 187		1 2,991 5 5 5 3 3 1 1 1 3 3 3 2 1 1 1 1 3 3 17 1 1 3 3 308 1 1 6 1 1 300 2,125 2 3
Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights - Wheelchair Assistance Civil Rights - Age Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 1 1 22 1 21 208	1 1 1 1 4 1 1 1 1 1 19 161 1	1 1 1 1 19 199 199 1	1 1 1 1 35 2 33 213 6	7 2 1 1 1 2 37 1 36 190 1 3	35 35 230	2 281 1 1 1 2 2 2 36 1 35 193	1 1 1 3 3 1 2 32 154	1 1 1 26 1 25 187		1 2,991 5 5 5 5 5 3 1 1 1 1 33 2 1 1 1 1 3 3 177 1 1 3 3 308 1 1 6 6 1 1 300 2,125 2 2 3 48
Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights - Wheelchair Assistance Civil Rights - Age Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sexeening of Religious Cult Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program	4 ural and Cerem (- Not Transger 22 201 1 - Active Duty 1 - DoD 5 195	2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 1 1 22 1 21 208	1 1 1 1 4 1 1 1 1 19 19 161 1	1 1 1 19 19 199 1	1 1 1 1 35 2 33 213	7 2 1 1 1 2 37 1 36 190	4 1 1 2 35 35 230	2 281 1 1 1 2 2 36 1 35 193	1 1 1 2 32 32 154	1 1 1 26 1 25 187		1 2,991 5 5 5 5 3 1 1 1 1 33 2 1 1 1 1 3 3 17 1 1 3 308 1 1 6 6 1 1 300 2,125 2 3 3 48 2,070
Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights - Wheelchair Assistance Civil Rights - Age Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious Cult Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program	4 ural and Cerem (- Not Transger 22 201 1 - Active Duty 1 - DoD 5 195	2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 1 1 22 1 21 208	1 1 1 1 4 1 1 1 1 1 19 161 1	1 1 1 1 19 199 199 1	1 1 1 1 35 2 33 213 6	7 2 1 1 1 2 37 1 36 190 1 3	35 35 230	2 281 1 1 1 2 2 2 36 1 35 193	1 1 1 3 3 1 2 32 154	1 1 1 26 1 25 187		1 2,991 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
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Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious Cult Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program	4 ural and Cerem /- Not Transger 22 201 Active Duty 1 DoD 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 1 22 1 21 208 7 201 1 1 1 7	1 1 1 1 4 1 1 1 1 1 1 19 161 1 1 5 155	1 1 1 1 19 19 199 1 8 190	1 1 1 1 1 35 2 33 213 6 206 1 1 1 2 2 2 2	7 2 1 1 1 2 37 1 36 190 1 3 186	35 35 230 1 2 227	2 2 36 1 35 193 2 191	32 32 154 4 150	1 1 1 26 1 25 187 1 2 184		1 2,991 5 5 5 3 3 1 1 1 3 3 3 2 1 1 1 3 3 3 3 8 1 1 6 1 3 3 3 3 8 1 1 6 1 3 3 3 8 1 1 6 1 1 3 3 1 1 7 1 1 1 1 1 1 1 1 1 1 1 1 1
Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights - Wheelchair Assistance Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 1 1 22 1 21 208 7 201 1 1 1 1 7 4	1 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 5 1 5	1 1 1 1 19 199 1 8 190	1 1 1 1 1 35 2 33 213 6 206 1 1 1 2 2 2	7 2 1 1 1 1 2 37 1 36 190 1 3 186	35 35 230 1 2 227	2 2 36 1 35 193 2 191 1 1 1	32 32 32 154 4 150	1 1 26 187 184 1 1 4 3 3		1 2,991 5 5 5 5 3 3 1 1 1 3 3 3 2 1 1 1 3 3 3 3 8 1 1 6 1 1 3 3 3 4 8 2,070 2 1 1 8 8 8 10 10 10 73 4 7
Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Airline - Lost Baggage Airline - Wheelchair Assistance Civil Rights - Wheelchair Assistance Civil Rights - Age Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Scree	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 1 22 1 21 208 7 201 1 1 1 7	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 5 1 5 1	1 1 1 1 19 19 199 1 8 190	1 1 1 1 1 35 2 33 213 6 206 1 1 1 2 2 2 2	7 2 1 1 1 1 2 37 1 36 190 1 3 186	35 35 230 1 2 227	2 281 1 1 1 2 36 1 35 193 2 191 1 1 1 1	32 32 154 4 150	1 1 26 187 184 1 1 4 3 3		1 2,991 5 5 5 5 3 3 1 1 1 3 3 3 2 1 1 1 3 3 17 1 1 3 3 3 0 8 1 1 6 1 1 3 3 1 7 1 1 3 3 1 7 1 1 3 1 1 1 1 1
Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Airline - Lost Baggage Airline - Wheelchair Assistance Civil Rights - Wheelchair Assistance Civil Rights - Age Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 1 22 1 21 208 7 201 1 1 1 1 7 4 3	1 1 1 1 1 4 1 1 1 1 1 1 1 1 1 1 5 155	1 1 1 1 19 199 1 1 8 190	1 1 1 1 1 35 2 33 213 6 206 1 1 1 2 2 2 2	7 2 1 1 1 2 37 1 36 190 1 3 186	35 230 1 2 227 2 10 9	2 2 36 1 35 193 2 191 1 1 1	1 1 1 2 32 32 154 4 150 1 1 1 1 1 1 9 9 3 6 6	1 1 1 26 1 25 187 1 2 184		1 2,991 5 5 5 5 3 3 11 1 33 30 8 11 6 1 300 2,125 2 2 3 48 2,070 2 1 1 1 8 8 8 10 10 73 47 21 5
Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Wheelchair Assistance Civil Rights - Wheelchair Assistance Civil Rights - Age Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 1 1 22 1 21 208 7 201 1 1 1 1 7 4	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 5 1 5 1	1 1 1 1 19 199 1 8 190	1 1 1 1 1 35 2 33 213 6 206 1 1 1 2 2 2 2	7 2 1 1 1 2 37 1 36 190 1 3 186	35 35 230 1 2 227	2 281 1 1 1 2 36 1 35 193 2 191 1 1 1 1	1 1 1 2 32 32 154 4 150 1 1 1 1 1 9 3 3 6 5 5	1 1 1 26 1 25 187 1 2 184		1 2,991 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Wheelchair Assistance Civil Rights - Wheelchair Assistance Civil Rights - Age Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sexenening of Religious Cult Civil Rights - Sexenening of Religious Cult Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property - Dar Mishandling of Passenger Property - Dar	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 1 1 22 1 21 208 7 201 1 1 1 1 7 4 3 3	1 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 5 1 5	1 1 1 1 19 199 1 1 8 190	1 1 1 1 1 35 2 33 213 6 206 1 1 1 2 2 2 2	7 2 1 1 1 2 37 1 36 190 1 3 186 1 1 1 2 1 1 1 2 1 1 1 1 2 1 1 1 1 2 1	35 230 1 2 227 2 10 9	2 281 1 1 1 2 36 1 35 193 2 191 1 1 1 1	1 1 1 2 32 32 154 4 150 1 1 1 1 1 9 3 3 6 6 5 1 1	1 1 1 26 1 25 187 1 2 184		1 2,991 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Ir Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Wheelchair Assistance Civil Rights - Wheelchair Assistance Civil Rights - Age Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 1 22 1 21 208 7 201 1 1 1 1 7 4 3	1 1 1 1 1 4 1 1 1 1 1 1 1 1 1 1 5 155	1 1 1 1 19 199 1 1 8 190	1 1 1 1 1 35 2 33 213 6 206 1 1 1 2 2 2 2	7 2 1 1 1 2 37 1 36 190 1 3 186	35 35 230 1 2 227	2 281 1 1 1 2 36 1 35 193 2 191 1 1 1 1 1	1 1 1 2 32 32 154 4 150 1 1 1 1 1 9 3 3 6 5 5	1 1 1 26 1 25 187 1 2 184		1 2,991 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5

		•	TSA Conta	ct Center (TCC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown	2	4	3	3	5	7	3	7	1	8	9		52
Patdown - Flyer	2	3	2	1	5	5	3	7	1	7	8		44
Patdown - Flyer as Observer			1	1		2				1	1		6
Patdown - Non-Flyer		1		1									2
Persons w/ Disabilities (PWD)	4	6	3	6	5	2	3	7	5	6	1		48
Persons w/ Disabilities (PWD) - Autism Sp	pectrum								1				1
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	1											1
Persons w/ Disabilities (PWD) - Cognitive	/Developm	ental /Ment	al Disability	1									1
Persons w/ Disabilities (PWD) - Diabetes				1				1	1	1			4
Persons w/ Disabilities (PWD) - General	1			1						1			3
Persons w/ Disabilities (PWD) - Hearing II	mpairment		1					1			1		3
Persons w/ Disabilities (PWD) - Internal M	ledical Devi	ces						1					1
Persons w/ Disabilities (PWD) - Medical D	Devices - Att	ached to th	ne Body							1			1
Persons w/ Disabilities (PWD) - Medically	1			1	1	1	1		3	2			10
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)	2											2
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	ot Wheelch	air or Scoot	1				1					2
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	1			1								2
Persons w/ Disabilities (PWD) - Service A	1												1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	2	1				1						4
Persons w/ Disabilities (PWD) - Visual Im	1							1					2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway	1	1	3	1	1	2		1			10
Property - Special Handling	6	12	8	6	6	8	13	9	7	8	7		90
Property - Special Handling - Damaged Ite	4	3	3		3	4	3	4	6	2	3		35
Property - Special Handling - Damaged Ite	ems - Check	red		1			1	1		2			5
Property - Special Handling - Missing Iten	1	5	4	4	3	2	6	3		3	4		35
Property - Special Handling - Missing Item	1	4	1	1		2	3	1	1	1			15
Screening	16	9	13	14	15	29	27	23	23	17	22		208
Screening - Crew Member or Airline Empl	oyee	1	1	1		1	2		2				8
Screening - Gate Pass								1					1
Screening - Inconsistency	1	1	2	1	5	3	5		5	1	3		27
Screening - International Screening	1												1
Screening - Lengthy Lines	2	2	1		2			1	1	1	3		13
Screening - Opposite Gender							1						1
Screening - Procedures/Process	11	3	8	11	7	24	19	19	15	15	15		147
Screening - Retrieving Abandoned/Confis	1	2	1	1	1	1		2			1		10

Categories	40.0-4			t Center (1				0E M	06 1	07 11	00 4	00 0	Total
	10-Oct	11-Nov 26	12-Dec 21	01-Jan	02-Feb 23	03-Mar 31	04-Apr 20	05-May 13	06-Jun 20	07-Jul 26	08-Aug 15	09-Sep	Total
ICT 2021	10	26	21	16	23	31	20	13	20	26	15	14 2	235 2
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program Expedited Passenger Screening Program	TCA Appli	nation Prog	rom									1	<u>_</u> 1
	- том Арріі	callon Prog	Iaiii									1	<u>1</u>
Screening Langthy Lines													
Screening - Lengthy Lines 2022	_	_	44	9	10	40		-	9	47	5	1	1
Civil Rights	5	6	11	9	10	16	5	2	9	17 1	5	12	112 3
Civil Rights - National Origin										1			1
Civil Rights - National Origin								1		1			1
Civil Rights - Profiling Civil Rights - Race								1					1
Claims - Race								1					
Claims - General								1					1 1
Customer Service			4	0					2	0	1	4	10
Customer Service - TSO			1	2					3	2	1	1	
	2	0		2	0	40		0	3	2		1	10
Expedited Passenger Screening Program	3	6	7	6	9	13	5	2	4	10	3	11	79
Expedited Passenger Screening Program	1		7	0	2	40	1	0	4	2	0	44	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 - Dam	aged/Missin	g ItemsCl	necked Bag	gage						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 M	edical Devi	ces									1		1
Property - Special Handling						1				1			2
Property - Special Handling - Damaged Ite										1			1
Property - Special Handling - Damaged Ite	ems - Check	ed				1							1
Screening			1	1	1	2		1	1	1			8
Screening - Procedures/Process			1	1	1	2		1	1	1			8
2023	5	20	10	7	13	15	15	6	11	9	10		121
Civil Rights									1				1
Civil Rights - Race									1				1
Customer Service	1	1					2	1		2			7
Customer Service - TSO	1	1					2	1		2			7
Expedited Passenger Screening Program	4	15	8	6	13	11	12	5	9	7	9		99
Expedited Passenger Screening Program	 Active Dut 	y Military						1					1
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ram						1		1		2
Expedited Passenger Screening Program	4	15	8	6	13	11	12	4	8	7	8		96
Locks		2	1										3
Locks - Missing or Damaged Lock		2	1										3
Mishandling of Passenger Property		1				2							3
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsCa	arry-on Lug	gage		2							2
Mishandling of Passenger Property - Dam	aged/Missir	1											1
Patdown	_					1							1
Patdown - Flyer						1							1
Property - Special Handling				1									1
Property - Special Handling - Damaged Ite	ms - Check	ed		1									1
Screening		1	1			1	1		1		1		6
Screening - Inconsistency		1	1								1		3
Screening - Procedures/Process						1	1		1				3
5													•

		1	rsa Conta	ct Center (1	rcc) Data	FOOI - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IDA	2	4	7	9	6	10	9	3	8	11	5	5	79
2021												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	1	3	4	4	1	1	5	2	4	7	3	4	39
Customer Service			1	1					2				4
Customer Service - Others			1	1									2
Customer Service - TSO									2				2
Expedited Passenger Screening Program	1	1	1	2	1		4	2	1	6	2	3	24
Expedited Passenger Screening Program	- TSA Appl	ication Prog	ıram							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										
Property - Special Handling		1					1						2
Property - Special Handling - Damaged Ite	ems - Carry	-On					1						1
Property - Special Handling - Missing Item	ns - Carry-C	1											1
Screening			1	1		1			1	1	1	1	7
Screening - Inconsistency										1	1	1	3
Screening - Procedures/Process			1	1		1			1				
2023	1	1	3	5	5	9	4	1	4	4	2		39
Civil Rights					1								1
Civil Rights - Screening of Religious or Cu	Itural Garm	nents			1								1
Customer Service	1									1			2
Customer Service - TSO	1									1			2
Expedited Passenger Screening Program		1	2	5	3	8	3	1	4	3	2		32
Expedited Passenger Screening Program	- TSA PreC	1	2	5	3	8	3	1	4	3	2		32
Patdown						1	1						2
Patdown - Flyer as Observer						1	1						2
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - General			1										1
Screening					1								1
Screening - Procedures/Process					1								1

			IOA OOIILA	ci centei (TCC) Data i	1001 - 1 017	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IFP		1			2		1		2	2	1	1	10
2022		1			2		1		2	1		1	8
Customer Service		1								1			2
Customer Service - TSO		1								1			2
Expedited Passenger Screening Program					2		1						3
Expedited Passenger Screening Program	- TSA PreC	Check			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 Iten	ns - Checke	d							1				1
Screening												1	1
Screening - Procedures/Process												1	1
2023										1	1		2
Customer Service										1			1
Customer Service - TSO										1			1
Screening											1		1
Screening - Procedures/Process											1		1

			IOA OOIIIA	ct Octitor (TCC) Data	001 - 1 017							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ILG	2	1	1		3	3	1	2	7	4	2	1	27
2022									4			1	5
Claims												1	1
Claims - General												1	1
Expedited Passenger Screening Program									4				4
Expedited Passenger Screening Program	- TSA Appli	cation Prog	gram						1				1
Expedited Passenger Screening Program	- TSA PreC	heck							3				3
2023	2	1	1		3	3	1	2	3	4	2		22
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Expedited Passenger Screening Program	2	1			2	1			2	2			10
Expedited Passenger Screening Program	1					1							2
Expedited Passenger Screening Program	1	1			2				2	2			8
Patdown						1		1					2
Patdown - Flyer						1		1					2
Persons w/ Disabilities (PWD)									1	1	1		3
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	ot Wheelch	air or Scoo	ter)					1		1		2
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts								1			1
Screening			1		1	1	1			1			5
Screening - Lengthy Lines			1							1			2
Screening - Procedures/Process					1	1	1						3

				Center (TC	-								
Categories					02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ILM	8	19	19	14	11	22	19	21	26	19	26	12	216
2021												5	5
Customer Service												2	2
Customer Service - TSO												2	2
Expedited Passenger Screening Program												3	3
Expedited Passenger Screening Program	- DoD											1	1
Expedited Passenger Screening Program	- TSA PreChed	ck										2	2
2022	2	5	7	5	5	13	9	11	11	5	12	7	92
Civil Rights							1			1			2
Civil Rights - Age										1			1
Civil Rights - Race							1						1
Customer Service		1	1	1		1	1				1		6
Customer Service - TSO		1	1	1		1	1				1		6
Expedited Passenger Screening Program	1	3	4	4	5	7	7	8	9	4	8	6	66
Expedited Passenger Screening Program	- TSA Applicat			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 - Disa	l rraved Items0	arry-on or i	Checked								1		1
No Jurisdiction	mayou nomsc	Jan y-On Or	oncorca								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/Too	le/Dozore/S	1	- 1										1
Prohibited & Permitted Items - Medication		- '	1										1
Property - Special Handling	/Prescription/ivi	ledically	ı			0							2
						2							
Property - Special Handling - Missing Item	is - Carry-On		4			2		-	4				2
Screening	1		1 1			3		1	1		1	1	9
Screening - Lengthy Lines	4							-	4				1
Screening - Procedures/Process 2023	1		12	9		3	40	1	1		1		8
	6	14	12	9	6	9	10	10	15	14	14		119
Airline		1											
Airline - Baggage Requirements	4	1											1
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
Customer Service							1	1	1	2	1		6
Customer Service - TSO	_						1	1	1	2	1		6
Expedited Passenger Screening Program	5	8	8	7	3	8	9	7	9	12	12		88
Expedited Passenger Screening Program		11							1				2
Expedited Passenger Screening Program	5	7	8	7	3	8	9	7		12	12		86
Locks				1	1				1				3
Locks - Missing or Damaged Lock				1	1				1				3
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property								1	2				3
Mishandling of Passenger Property - Dam								1	1				2
Mishandling of Passenger Property - Dam	aged/Missing I	temsChec		ige					1				1
Patdown			2										2
Patdown - Flyer			2										2
Property - Special Handling			1						1				2
Property - Special Handling - Damaged Ite	ems - Carry-On								1				1
Property - Special Handling - Missing Item	ns - Checked		1										1
Screening		5	1	1	2	1		1			1		12
Screening - Crew Member or Airline Empl	oyee		1		1								2
Screening - Inconsistency					1			1					2
Screening - Procedures/Process		5		1		1					1		8
•		-											

			SA Contac	i Center (CC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IMT	1	2	6	1	1	2	2	3	1		3	3	25
2022		2	3		1	2	1	2	1		2	3	17
Customer Service			1									1	2
Customer Service - TSO			1									1	2
Expedited Passenger Screening Program		1	2		1	2	1	1			1	2	11
Expedited Passenger Screening Program	- TSA PreC	1	2		1	2	1	1			1	2	11
Patdown		1											1
Patdown - Flyer		1											1
Screening								1	1		1		3
Screening - Crew Member or Airline Empl	oyee								1				1
Screening - Procedures/Process								1			1		2
2023	1		3	1			1	1			1		8
Civil Rights			1										1
Civil Rights - Race			1										1
Expedited Passenger Screening Program	1		2	1							1		5
Expedited Passenger Screening Program	1		2	1							1		5
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Dam	iaged/Missin	g ItemsC	hecked Bag	gage				1					1
Patdown							1						1
Patdown - Flyer							1						1

Categories	10-Oct	11-Nov	12-Dec	ct Center (T 01-Jan	02-Feb	001 - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IND	92	103			82	136	97	137	107	118	108		1,237
2021	32	103	03	30	02	130	31	137	107	110	100	19	1,237
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Civil Rights												1	
Civil Rights - Sex/Gender/Gender Identity-	- Not Transge	nder										1	1
Customer Service	l list manage											4	4
Customer Service - TSO												4	4
Expedited Passenger Screening Program												8	8
Expedited Passenger Screening Program	- TSA Applica	ation Pro	gram									1	1
Expedited Passenger Screening Program			3									7	7
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Item	ns - Checked											1	1
Screening												2	2
Screening - Procedures/Process												2	2
2022	32	37	38	34	29	64	37	49	45	47	54		517
Airline	1	•		<u> </u>		• • •	<u> </u>			••	٠.	<u> </u>	1
Airline - Lost Baggage	1												1
Civil Rights	2			1					1		1		5
Civil Rights - Race	_								1		1		2
Civil Rights - Racial Profiling or Discrimina	1												1
Civil Rights - Sex/Gender/Gender Identity-		nder		1									<u>-</u>
Civil Rights - Transgender Screening	1												1
Customer Service	2	4	. 2	1	2	2	2	3	4	4	6	5	37
Customer Service - Others		4		ı				3	1	4	0	3	1
Customer Service - Others Customer Service - TCC						1			1				1
Customer Service - TCC Customer Service - TSO	2	4	. 2	1	2	1	2	3	3	4	6	5	35
DHS TRIP		4		ı		1		3	3	4	1	5	1
DHS TRIP - General											1		1
	20	25	22	25	04	F4	22	27	20	200		20	
Expedited Passenger Screening Program	Active Duty	25	33	25	21 1	51	33	37	36	36	40	39	398
Expedited Passenger Screening Program		wiiitary			I					4			1
Expedited Passenger Screening Program		0				0	4	0		1		4	1
Expedited Passenger Screening Program		2			00	2	1	2	00	1	40	1	19
Expedited Passenger Screening Program	19 TCA/DUCE	23		21	20	49	32	35	36	33	40	38	376
Expedited Passenger Screening Program	- ISA/DHS E	mpioyee	s - Opt in							1			1
Lost and Found					1						1		2
Lost and Found - Airport/TSA					1						1		2
Mishandling of Passenger Property	1			2		1							4
Mishandling of Passenger Property - Dam		itemsC	arry-on Lug	2									2
Mishandling of Passenger Property - Dam		_	01 1										1
Mishandling of Passenger Property - Disa	rrayed Items	-Carry-or	or Checke			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)	L	2		1		3		2					8
Persons w/ Disabilities (PWD) - Autism Sp						1							
Persons w/ Disabilities (PWD) - Diapers/G	Jarments/Dres	ssings/M	asks			1							1
Persons w/ Disabilities (PWD) - General			1.8.6.17					1					1
Persons w/ Disabilities (PWD) - Medically		ledication	n and Medic	1		1							2
Persons w/ Disabilities (PWD) - Mobility D		1											1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	1						1					2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Breast Milk		1											1
Property - Special Handling	3	3			1	2		3	1		2	1	20
Property - Special Handling - Damaged Ite		n	1					1	1				4
Property - Special Handling - Damaged Ite			1										3
Property - Special Handling - Missing Item		1				1		1			1		4
Property - Special Handling - Missing Item	1	2		1	1	1		1			1	1	9
Screening		2		1	2	5	1	3	2	5		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		
Screening - Retrieving Abandoned/Confise	cated Items											1	1
Screening - Traveling with Cash								1					1
2023	60	66	51	64	53	72	60	88	62	71	54		701
Additional Information Required/Insufficient Inf								2					2
Additional Information Required/Insufficier	nt Information	- EMAIL	ONLY					2					2
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights	1		1	1		1		2	4	4	1		14
									1				1
Civil Rights - Age													
	.mployee)							1					1
Civil Rights - Age	Employee)							1		1			1
Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E	Employee)							1		1			
Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns	Employee)							1	2				1
Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns Civil Rights - National Origin		nder	1	1		1			2		1		1
Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Race		nder	1	1		1			2	1	1		1 1 3
Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-		nder 2			3	1 2	1			1	1		1 1 3 5

				ct Center (1		ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO	1	2	2		3	1	1	9	1	6	6		32
Expedited Passenger Screening Program	54	61	41	57	48	64	51	42	34	45	34		531
Expedited Passenger Screening Program	2	1											3
Expedited Passenger Screening Program	4	6	4	1	3	2	1	1	1	1	3		27
Expedited Passenger Screening Program	48	54	37	56	45	62	50	41	33	44	31		501
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property	1	1			1		1	3	4				11
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	arry-on Lug	gage					1				1
Mishandling of Passenger Property - Dam	1	1					1	2	3				8
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checke	d	1			1					2
No Jurisdiction								2	1				3
No Jurisdiction - No Referral								2	1				3
No Subject											1		1
No Subject - General											1		1
Patdown			3	4				2	2	1	3		15
Patdown - Children			1										1
Patdown - Flyer			2	2				2	1		3		10
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer				2					1				3
Persons w/ Disabilities (PWD)	1	1					1	1	4	2			10
Persons w/ Disabilities (PWD) - Autism Sp	pectrum									1			1
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not	Breast Car	ncer				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 Av	ersion (pair	/trauma)							1				1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway							1				1
Property - Special Handling	1	. ,		2			1	3	2	1			10
Property - Special Handling - Damaged Ite	ems - Carry	-On		1				1					2
Property - Special Handling - Damaged Ite	ems - Checl	ced		1									1
Property - Special Handling - Missing Item								2	1	1			4
Property - Special Handling - Missing Item							1		1				3
Screening	2	1	4		1	4	5	22	10	11	8		68
Screening - Crew Member or Airline Empl						1					1		2
Screening - Inconsistency					1		1	1		3			6
Screening - Lengthy Lines						1	2	12	5		2		22
Screening - Procedures/Process	2	1	4			2	2	9	5	8			38

			I SA COIIIa	i center (i CC) Dala	1001 - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
INL	1	2					1				1	1	6
2021												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checked	d								1	1
2022		2									1		3
Patdown											1		1
Patdown - Flyer											1		1
Screening		2											2
Screening - Inconsistency		2											2
2023	1						1						2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Property - Special Handling							1						1
Property - Special Handling - Damaged Ite	ems - Carry	-On					1						1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IPL	1		1		1					1	1	1	6
2021												1	1
No Jurisdiction												1	1
No Jurisdiction - Refer to CBP												1	1
2022	1		1		1						1		4
Expedited Passenger Screening Program	1										1		2
Expedited Passenger Screening Program	1										1		2
No Jurisdiction			1		1								2
No Jurisdiction - Refer to CBP			1		1								2
2023										1			1
Screening										1			1
Screening - Procedures/Process										1			1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IPT						1	1					1	3
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA Appl	ication Prog	ıram 💮 💮									1	1
2022						1	1						2
Civil Rights							1						1
Civil Rights - Race							1						1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program	- TSA PreC	Check				1							1

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

						CC) Data T								
Categories	10-Oct	11-Nov	12-D		1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ISP	18	20		15	19	17	28	16	20	14	13	12		204
2021													5	5
Expedited Passenger Screening Program													3	3
Expedited Passenger Screening Program	- TSA PreC	heck											3	3
Patdown													1	1
Patdown - Flyer													1	1
Screening													1	1
Screening - Procedures/Process													1	1
2022	11	11		5	8	12	10	9	8	3	8	7	7	99
Airline								1						1
Airline - Policy/Regulations/Service								1						1
Civil Rights						1								1
Civil Rights - Sex/Gender/Gender Identity	Not Transg	ender				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 - Dam	aged/Missin	g ItemsC	arry-on	Luggag	e			1						1
Patdown						1							1	2
Patdown - Children						1								1
Patdown - Flyer													1	1
Property - Special Handling	2													2
Property - Special Handling - Damaged It	1													1
Property - Special Handling - Missing Iten	1													1
Screening	1	1										2		4
Screening - Inconsistency												1		1
Screening - Procedures/Process	1	1										1		3
2023	7	9		10	11	5	18	7	12	11	5	5		100
Airline					1									1
Airline - Lost Baggage					1									1
Civil Rights								1						1
Civil Rights - Race								1						1
Customer Service		1			1		1		2					5
Customer Service - TSO		1			1		1		2					5
Expedited Passenger Screening Program	7	8		10	7	5	17	3	9	7	4	4		81
Expedited Passenger Screening Program	1			1		1	1			1				5
Expedited Passenger Screening Program	5	8		9	7	4	16	3	9	6	4	4		75
Expedited Passenger Screening Program	1													1
Mishandling of Passenger Property					1									1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	arry-on	Lug	1									1
Patdown					1			2						3
Patdown - Flyer					1			2						3
Persons w/ Disabilities (PWD)										1				1
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)									1				1
Property - Special Handling	,								1					1
Property - Special Handling - Missing Iten	ns - Carry-O	n							1					1
Screening	. , .							1		3	1	1		6
Screening - Inconsistency											1			1
Screening - Lengthy Lines												1		1
Screening - Procedures/Process								1		3				4
3														

			I SA COIILA	ct Center (CC) Data	1001 - FUI <i>F</i>	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ITH	1	2		1	1	2	3	1	2			1	14
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreC	heck										1	1
2022		1				2	1						4
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimin	ation	1											1
Expedited Passenger Screening Program						2	1						3
Expedited Passenger Screening Program	- TSA PreC	heck				2	1						3
2023	1	1		1	1		2	1	2				9
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program				1	1		1	1	1				5
Expedited Passenger Screening Program	- TSA PreC	heck		1	1		1	1	1				5
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	arry-on Lug	gage					1				1
Property - Special Handling		1											1
Property - Special Handling - Damaged It	ems - Carry	1											1
Screening							1						1
Screening - Procedures/Process							1						1

				TSA C	ontact	Center (T	CC) Data	Tool - FOIA							
Expedited Passenger Screening Program	Categories	10-Oct	11-Nov	12-[Эес	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program TSA PreCheck 1 1 1 1 1 1 1 1 1	ITO	13		8	11	8	7	18	6	20	14	17	12	. 7	141
Expedited Passenger Screening Program - TSA PreCheck 1 1 1 1 1 1 1 1 1	2021													2	
Petstown Figer Pattorn Figer Patto	Expedited Passenger Screening Program													1	1
Patdown - Flyer	Expedited Passenger Screening Program	- TSA PreC	heck											1	1
Second Page	Patdown													1	1
Civil Rights - Profiling	Patdown - Flyer													1	1
Civil Rights - Profiling	2022	6		1	4	3	5	6	3	6	8	12	6	5	65
Civil Rights - Race	Civil Rights						1					2			3
Customer Service 1	Civil Rights - Profiling											1			1
Customer Service Customer Service 1 1 1 1 1 1 1 1 4 4 Expedited Passenger Screening Program 3 1 1 1 3 3 3 2 2 4 9 9 2 5 3 8 8 Expedited Passenger Screening Program 1 1 1 1 3 3 3 2 2 4 8 8 2 4 3 3 8 Expedited Passenger Screening Program 2 1 1 1 2 3 3 2 2 4 8 8 2 4 3 3 8 Expedited Passenger Screening Program 1 1 1 1 2 3 3 2 2 4 8 8 2 4 3 3 8 Expedited Passenger Screening Program 1 2 1 1 1 2 3 3 2 2 4 8 8 2 4 3 3 8 Expedited Passenger Screening Program 1 2 1 1 1 2 3 3 2 2 4 8 8 2 4 3 3 3 1 1 6 3 3 4 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Civil Rights - Race											1			1
Customer Service - TSC	Civil Rights - Racial Profiling or Discrimin	ation					1								1
Expedited Passenger Screening Program 3 1 1 1 3 3 3 2 2 4 4 9 2 5 88 8 Expedited Passenger Screening Program 1 1 1 3 3 3 2 2 4 4 8 2 4 3 3 2 Expedited Passenger Screening Program 2 1 1 1 2 3 2 2 4 8 8 2 4 3 3 2 Expedited Passenger Screening Program 7 SA/DHS Employees - Opt In Identification (ID) Requirements 1	Customer Service							1		1	1		1		4
Expedited Passenger Screening Program 1	Customer Service - TSO							1		1	1		1		4
Expedited Passenger Screening Program	Expedited Passenger Screening Program	3		1	1	1	3	3	2	2	4	9	2	. 5	36
Expedited Passenger Screening Program 2 1 1 2 3 2 2 4 8 2 4 32															
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In Identification (ID) Requirements 1				1	1	1			2	2	4	8	2	4	
Identification (ID) Requirements			Employee	es - Opt	: In										
Locks Single Si			. ,			1									
Locks 1		ic				1									1
Locks - Missing or Damaged Lock 1		ĺ			1										1
Mishandling of Passenger Property - Damaged/Missing Items—C 1 1 1 1 3 8 Mishandling of Passenger Property - Damaged/Missing Items—Checked Baggage 1 2 3 Mishandling of Passenger Property - Damaged/Missing Items—Checked Baggage 1 1 1 2 3 Mishandling of Passenger Property - Damaged/Missing Items—Checked Baggage 1 1 1 2 3 Persons with Disabilities (PWD) - Cognitive (Developmental /Ment 1 1 1 1 2 2 Persons with Disabilities (PWD) - Cognitive (Developmental /Ment 1 1 1 1 2 2 1 2 2 1 2 2 1 2 2 2 1 2 2 2 1 2 2 2 2 2 3 3 4 6 5 6 7 4 2 2 1 1 1 2 2 2 1 1 1 2 2 2 1 1 1 2 2 1<															1
Mishandling of Passenger Property - DamagedfMissing ItemsChecked Bagages 1 2 3 3 3 Mishandling of Passenger Property - DamagedfMissing ItemsChecked Bagages 1 2 3 3 3 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked 1 1 1 1 3 2 2 1 3 3 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked 1 1 1 1 3 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2							1	1		1		1	3	l .	
Mishandling of Passenger Property - Damaged-Missing IllemsChecked Baggage		l naned/Missir	na Items	C											
Mishandling of Passenger Property - Disarreyed Items—Carry-on or Checked						ane						1	2)	
Persons w/ Disabilities (PWD) - Cognitive / Developmental / Ment						Jago	1	1							
Persons w/ Disabilities (PWD) - Cognitive / Developmental / Ment 1		linayed items	sCarry-0	iii oi Cii	1		- '								
Persons w/ Disabilities (PWD) - Diabetes 1		/Dovolopm	ontal /Mar	nt.	1			- '							
Property - Special Handling			ciitai /ivici	IL	- '			- 1							
Property - Special Handling - Missing Item 1								- 1		- 1					
Screening - Procedures/Process 2															
Screening - Procedures/Process 2						1			- 1		2				
2023 7 7 7 7 5 2 12 3 14 6 5 6 74															
Civil Rights	<u>~</u>			7	7		•	42				-			
Civil Rights - National Origin 1		,		,		3		12	3	14				•	
Civil Rights - Race	<u> </u>											ı			
Customer Service 2 1 3 Customer Service - TSO 2 1 3 Expedited Passenger Screening Program 4 4 4 2 3 3 11 6 3 4 48 Expedited Passenger Screening Program 4 4 4 3 2 3 3 10 6 3 4 46 Locks Expedited Passenger Screening Program 4 4 4 3 2 3 3 10 6 3 4 46 Locks Missing or Damaged Lock 1					- 1							4			
Customer Service - TSO												1			
Expedited Passenger Screening Program															
Expedited Passenger Screening Program															
Expedited Passenger Screening Program					4		2	3	3		6	3	4		
Locks 1 1 Locks - Missing or Damaged Lock 1 1 Mishandling of Passenger Property 1 1 2 2 Mishandling of Passenger Property - Damaged/Missin 1 2 1 4 Mishandling of Passenger Property - Damaged/Missin 1 2 1 2 4 Mishandling of Passenger Property - Damaged/Missin 1 2 1 2 4 Mishandling of Passenger Property - Damaged/Missin 1 2 1 2 4 4 Mishandling of Passenger Property - Damaged/Missin 1 2 1 2 4 4 3 3 9 No Jurisdiction - Refer to Other 1 1 1 1 1 3 3 3 2 2 3 3 3 3 3 3 3 3 3 3 4 3 3 4 3 3 4 3 3 4 3 3 4 3 3				-											
Locks - Missing or Damaged Lock		4		4	4	3	2	3	3	10	6	3			
Mishandling of Passenger Property 1 1 2 2 Mishandling of Passenger Property - Damaged/Missil 1 2 1 4 Mishandling of Passenger Property - Disal 1 1 1 2 4 No Jurisdiction 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 3 3 3 4 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 2 2 2 2 2 3 3 3 3 3 3 3 3 3 3 4 3 3 3 3 4 3 3 3 4 3 3 4 3 3 3 4 3 3 3 3 4 3 3															
Mishandling of Passenger Property - Damaged/Missis 1 2 1 4 Mishandling of Passenger Property - Disa 1 1 2 No Jurisdiction 1 1 1 No Jurisdiction - Refer to Other 1 1 1 Patdown 1 1 1 3 Patdown - Flyer 1 1 1 2 Patdown - Flyer as Observer 1 1 1 1 1 Property - Special Handling 1 2 4 3 3 1 3 1 4 3 3 1 4 3 3 1 4 3 3													1		
Mishandling of Passenger Property - Disa 1 1 2 No Jurisdiction 1 1 1 No Jurisdiction - Refer to Other 1 1 1 Patdown 1 1 1 3 Patdown - Flyer 1 1 1 2 Patdown - Flyer as Observer 1 1 1 1 1 Property - Special Handling 1 2 1 1 4 3 3 1 1 4 3 3 1 4 3 3 1 4 3 3 1 4 3 3 1 4 3 3 1 4 3 3 1															
No Jurisdiction 1 1 1 No Jurisdiction - Refer to Other 1 1 1 Patdown 1 1 1 3 Patdown - Flyer 1 1 2 Patdown - Flyer as Observer 1 1 1 1 Property - Special Handling 1 2 4 3 1 1 4 3 1 1 4 3 1 4 3 1 4 3 1 4 3 1 4 3 1 4 3 1 4 3 1 4 3 1				1	2										
No Jurisdiction - Refer to Other 1 1 1 Patdown 1 1 1 3 Patdown - Flyer 1 1 2 Patdown - Flyer as Observer 1 1 1 Property - Special Handling 1 1 1 1 Property - Special Handling - Damaged Items - Checked 1 2 4 3 9 <		1													
Patdown 1 1 1 1 1 2 3 3 Patdown - Flyer 1 1 2 2 2 2 2 2 2 2 2 2 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 4 3 9 9 2 2 4 3 1 4 3 1 4 3 1 4 3 1 4 3 1 4 3 3 1 4 3 4															1
Patdown - Flyer 1 1 2 Patdown - Flyer as Observer 1 1 1 Property - Special Handling 1 1 1 1 Property - Special Handling - Damaged Itsms - Checked 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 1 1 4 3 1 1 4 3 1 4 3 1 4 4 3 1 4 4 3 1 4 4 3 1 4 4 3 1 4 4 3 1 4 4 3 1 4 4 3 1 4 4 3 1 4 4 3 1 4 3 1 4 3 1 4 3 1 4 3 1 4 3 4 3 4 <td< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>1</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>								1							
Patdown - Flyer as Observer 1 1 Property - Special Handling 1 1 Property - Special Handling - Damaged Items - Checked 1 1 Screening 1 1 4 3 9 Screening - Lengthy Lines 3 1 4 Screening - Procedures/Process 1 1 2 4				1											
Property - Special Handling 1 1 Property - Special Handling - Damaged Items - Checked 1 1 Screening 1 1 4 3 9 Screening - Lengthy Lines 3 1 4 Screening - Procedures/Process 1 1 2 4		1				1									
Property - Special Handling - Damaged Items - Checked 1 1 Screening 1 1 4 3 9 Screening - Lengthy Lines 3 1 4 Screening - Procedures/Process 1 1 2 4				1											
Screening 1 1 4 3 9 Screening - Lengthy Lines 3 1 4 Screening - Procedures/Process 1 1 2 4												1			1
Screening - Lengthy Lines 3 1 4 Screening - Procedures/Process 1 1 2 4	Property - Special Handling - Damaged It	ems - Check	ed									1			1
Screening - Procedures/Process 1 1 2 4		1		1				4		3					9
								3		1					4
	Screening - Procedures/Process			1				1		2					4
		1													1

				t Center (T									
Categories	10-Oct		12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IWA	6	15	23	10	18	28	18	9	15	12	10		173
2021												1	1
Patdown												1	1
Patdown - Flyer												1	1
2022	3	9	8	6	4	18	9	4	7	8	6		90
Customer Service		2	1			4	3	1	2	1	1	2	17
Customer Service - TSO		2	1			4	3	1	2	1	1	2	17
Expedited Passenger Screening Program	1	3	4	5	4	12	3	3	4	7	3	3	52
Expedited Passenger Screening Program		ation Progra	ım			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 - Dam	aged/Missing	g ItemsCar	ry-on Lugo	gage								1	1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsChe	cked Bag	gage								1	1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - General			1										1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Firearm/Ar	nmunition	1											1
Property - Special Handling			1										1
Property - Special Handling - Damaged It	ems - Carry-0	On	1										1
Screening	2	2		1		2	2		1			1	11
Screening - Children							1						1
Screening - Inconsistency												1	1
Screening - Procedures/Process	2	2		1		2	1		1				9
2023	3	6	15	4	14	10	9	5	8	4	4		82
Airline								1					1
Airline - Lost Baggage								1					1
Civil Rights			1				1				1		3
Civil Rights - Race			1								1		2
Civil Rights - Sex/Gender/Gender Identity	Not Transge	ender					1						1
Customer Service	1	1	2	1	1	2	2			1	1		12
Customer Service - TSO	1	1	2	1	1	2	2			1	1		12
Expedited Passenger Screening Program	2	4	8	2	9	6	5	3	7	2	2		50
Expedited Passenger Screening Program	- TSA Applic	ation Prog	1			1			1				3
Expedited Passenger Screening Program	2	4	7	2	9	5	5	3	6	2	2		47
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property			1		1		1	1					4
Mishandling of Passenger Property - Dam	ı ıaqed/Missino	ı ItemsCar	rv-on Lua	age				1					1
Mishandling of Passenger Property - Dam			1)3-			1						2
Mishandling of Passenger Property - Disa			r Checked		1								1
Patdown		oung on o	1		•								1
Patdown - Flyer			1										1
					2	1							3
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp	plants (ioint)				1								
Persons w/ Disabilities (PWD) - Metal Imp		Segway			1	1							
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Wheelch		Segway	1			1			1				2
Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling	air/ Scooter/ S		1		1	1			1				2
Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It	air/ Scooter/ S	On	1	4	1				1				2 2
Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Screening	air/ Scooter/ S	On 1		1	1	1							2 2 2 5
Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It	air/ Scooter/ S	On	1	1	1								2 2

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

			TSA Conta	ct Center (TCC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JAC	5	5	7	9	3	14	3		8	19	15	6	94
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreC	Check										1	1
2022		1	6	3	1	9	1			3	10	5	39
Expedited Passenger Screening Program		1	6	3	1	7				1	9	2	30
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram			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 - Dan	naged/Missi	ng ItemsC	hecked Ba	ggage		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 Medi	cal Supplies							1		1
Screening						1				1		3	5
Screening - Lengthy Lines												1	1
Screening - Procedures/Process						1				1		2	4
2023	5	4	1	6	2	5	2		8	16	5		54
Customer Service									1	3			4
Customer Service - TSO									1	3			4
Expedited Passenger Screening Program	2	4	1	4	2	5	2		6	10	5		41
Expedited Passenger Screening Program	- TSA Appl	1											1
Expedited Passenger Screening Program	2	3	1	4	2	5	2		6	10	5		40
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	1									1			2
Persons w/ Disabilities (PWD) - Medically	1									1			2
Property - Special Handling				1									1
Property - Special Handling - Missing Iter	ns - Checke	d		1									1
Screening	1			1					1	2			5
Screening - Procedures/Process	1			1					1	2			5

						ool - FOIA							
tegories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JAN	12	13	12	15	18	12	12	23	15	24	18		185
2021												3	3
Customer Service												1	
Customer Service - TSO												1	
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program	- TSA PreC	heck										2	2
2022	3	6	6	5	12	7	6	15	10	18	10	8	100
Additional Information Required/Insufficient Info	ormation										1		
Additional Information Required/Insufficier	nt Informatio	n - EMAIL (ONLY								1		
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity-	Not Transg	ender									1		
Customer Service		2			1	2	1	2		2	1	1	1:
Customer Service - TSO		2			1	2	1	2		2	1	1	1:
Expedited Passenger Screening Program	1	3	2	5	10	3	5	12	10	14	6	4	7
Expedited Passenger Screening Program	- DoD				1								
Expedited Passenger Screening Program		cation Proc	1				1	1		1			
Expedited Passenger Screening Program	1	3	1	5	9	3	4	11	10	13	6	4	7
Mishandling of Passenger Property	'	3	'	<u> </u>	<u> </u>	<u> </u>	7			1		7	,
Mishandling of Passenger Property - Disar	rraved Items	Carry-on	or Checken	l						1			
	nayeu items	Carry-orr	1					1		- '		1	
Patdown Flyor			1					1				1	
Patdown - Flyer			1					ı				ı	
Persons w/ Disabilities (PWD)													
Persons w/ Disabilities (PWD) - Medical D	Devices - Att		1										
Property - Special Handling	1	1			1	1						1	
Property - Special Handling - Damaged Ite					1								
Property - Special Handling - Missing Item		1										1	
Property - Special Handling - Missing Item	1					1							
Screening	1		2			1				1	1	1	
Screening - Inconsistency												1	
Screening - Lengthy Lines			1			1							
Screening - Procedures/Process	1		1							1	1		4
2023	9	7	6	10	6	5	6	8	5	6	8		70
Civil Rights	1	1							1				
Civil Rights - Age		1											
Civil Rights - National Origin	1												
Civil Rights - Race									1				
Customer Service	2		1							1	1		
Customer Service - TSO	2		1							1	1		
Expedited Passenger Screening Program	6	5	3	9	5	2	5	5	3	2	4		49
Expedited Passenger Screening Program				<u> </u>	1								7.
Expedited Passenger Screening Program	. C , (PPIII												
	6			Q	Λ	2	5	5	- 2	')	Λ		1
	6	5	3	9	4	2	5	5	3	2	4		
Locks	6			9	1	2	5	5	3	2	4		
Locks Locks - Missing or Damaged Lock	6					2	5	5	3		4		
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property		5	3	1	1	2	5	5	3	2	4		
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	aged/Missin	5 g ItemsCa	3 arry-on Lug	1 gage	1	2	5	5	3	2	4		
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	aged/Missin	5 g ItemsCa	3 arry-on Lug	1	1		5	5	3	2	4		
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction	aged/Missin	5 g ItemsCa	3 arry-on Lug	1 gage	1	1	5	5	3	2	4		
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other	aged/Missin	5 g ItemsCa	3 arry-on Lug	1 gage	1	1	5	5	3	2	4		
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown	aged/Missin	5 g ItemsCa	3 arry-on Lug	1 gage	1	1 1 1	5	5	3	2	4		
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer	aged/Missin	5 g ItemsCa g ItemsCl	3 arry-on Lug	1 gage	1	1	5	5	3	2	4		
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	aged/Missin aged/Missin	g ItemsCa g ItemsCl	3 arry-on Lug	1 gage	1	1 1 1	5	5	3	2	4		
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir	aged/Missin aged/Missin	5 g ItemsCa g ItemsCl	3 arry-on Lug	1 gage	1	1 1 1	5		3	2	4		
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Property - Special Handling	aged/Missin aged/Missin mpairment	g ItemsCa g ItemsCl	3 arry-on Lug	1 gage	1	1 1 1	5	1	3	2	4		
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir	aged/Missin aged/Missin mpairment	g ItemsCa g ItemsCl	3 arry-on Lug _t necked Baç	1 gage	1	1 1 1	5		3	2	4		
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Property - Special Handling	aged/Missin aged/Missin mpairment ems - Check	g ItemsC: g ItemsCl	3 arry-on Lug necked Baç	1 gage	1	1 1 1	5		3	2	4		
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	aged/Missin aged/Missin mpairment ems - Check	g ItemsC: g ItemsCl	3 arry-on Lug necked Baç	1 gage	1	1 1 1	5	1	1	2	3		
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening	aged/Missin aged/Missin mpairment ems - Check	g ItemsC: g ItemsCl	3 arry-on Luga necked Baç	1 gage	1	1 1 1 1		1		2 1 1			
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency	aged/Missin aged/Missin mpairment ems - Check	g ItemsC: g ItemsCl	3 arry-on Luga necked Baç	1 gage	1	1 1 1 1		1	1	2 1 1	3		2
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening	aged/Missin aged/Missin mpairment ems - Check	g ItemsC: g ItemsCl	3 arry-on Luga necked Baç	1 gage	1	1 1 1 1		1	1	2 1 1			48

Categories		10-Oct 1	11-Nov	12-Dec	ct Center (1 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JAX		88	101			80	135	120	144	143	97	117		
2021													22	
Ci	ivil Rights												1	1
	Civil Rights - Sex/Gender/Gender Identity	- Not Transger	nder										1	1
Ex	xpedited Passenger Screening Program		Manaka	_									17	17
	Expedited Passenger Screening Program												1	1
	Expedited Passenger Screening Program Expedited Passenger Screening Program			gram									2 14	
No	o Jurisdiction	- TOA FIECHE	CK										14	14
140	No Jurisdiction - Refer to Other												1	1
Pa	atdown												1	1
	Patdown - Flyer												1	1
Pr	roperty - Special Handling												1	1
	Property - Special Handling - Damaged Ite	ems - Carry-O	n										1	1
Sc	creening												1	1
	Screening - Procedures/Process												1	1
2022		26	38	35	29	35	74	56	69	58	42	59	53	
Ai	irline						1			1				2
	Airline - Policy/Regulations/Service						1			1				2
Ci	ivil Rights		1	2		1	1	1		1	1			8
	Civil Rights - Headwear							1						1
	Civil Rights - Race					4	1			1	1			3
	Civil Rights - Racial Profiling or Discrimina		1			1								3
CI	Civil Rights - Sex/Gender/Gender Identity	- Not Transger	ider	1					4					
Cl	laims Claims - General								1					1
· ·	ustomer Service		3	2	1	2	7	7	2	7	2	1	3	37
U	Customer Service - TSO		3			2	7	7	2	7	2	1		
Ev	xpedited Passenger Screening Program	21	28			25	55	44	59	43	30	51		
	Expedited Passenger Screening Program		20			1	1	44	3	43	30	1		11
	Expedited Passenger Screening Program		3			1	1		1	3	5	2		
	Expedited Passenger Screening Program		22			24	54	43	55	40	25	48		
	Expedited Passenger Screening Program		1					1						3
Ide	entification (ID) Requirements			1										1
	Identification (ID) Requirements - Domest	tic		1										1
Lo	ocks					1				2				3
	Locks - Missing or Damaged Lock					1				2				3
Lo	ost and Found				1	1								2
	Lost and Found - Airport/TSA				1	1								2
Mi	ishandling of Passenger Property		1						3	2	1	1		8
	Mishandling of Passenger Property - Dam		ItemsC	hecked Bag	gage				2	2	1	1		6
	Mishandling of Passenger Property - Disa		1						1					2
No	o Jurisdiction	1												1
	No Jurisdiction - Refer to Other	1												1
No	otice of Violation/Civil Penalties	L										1		1
	Notice of Violation/Civil Penalties - Gener											1		1
Pa	atdown	1		1			1		1		2	2		
	Patdown - Flyer			1			1		1		2	2		
	Patdown - Flyer as Observer												1	1
De	Patdown - General	1				2	2	- 1			2			1
PE	ersons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S	nootrum						1			2			1
	Persons w/ Disabilities (PWD) - Autism 5						1							1
	Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I						1							1
	Persons w/ Disabilities (PWD) - Internal N		100			1								1
	Persons w/ Disabilities (PWD) - Medically			and Medic	al Supplies									1
	Persons w/ Disabilities (PWD) - Mobility [1			1
	Persons w/ Disabilities (PWD) - Service A			0. 00001	J.,						1			1
Pr	roperty - Special Handling	2	2	1	2	2	2		2			1	2	
	Property - Special Handling - Damaged It				1		1					'		3
	Property - Special Handling - Damaged It		1										1	3
	Property - Special Handling - Missing Iten				1		1		1			1	1	6
	Property - Special Handling - Missing Iten		1	1		1			1					4
Pu	ublic Affairs										1			1
	Public Affairs - Newspaper, Radio, TV Re	presentatives									1			1
Sc	creening	1	3		6	1	5	3	1	2	3	2	3	30
	Screening - Children											1		1
	Screening - Crew Member or Airline Empl	loyee			1									1
	Screening - Inconsistency		1			1		1						3
	Screening - Procedures/Process	1	1		5		5	2	1	2	3	1	3	
	Screening - Shoe Screening		1											1
2023		62	63	58	62	45	61	64	75	85	55	58		688
Ac	dditional Information Required/Insufficient Int		E1111	ONU.:							1			1
	Additional Information Required/Insufficier	nt Information	- EMAIL	UNLY							1			1
Ci	ivil Rights	1			2			1	3	3		1		11
	Civil Rights - Profiling									1				1
	Civil Rights - Race	1 . Not Tools						1	2	2		1		7
	Civil Rights - Sex/Gender/Gender Identity	- Not Transger	nder		2									2
	Civil Rights - Transgender Screening								1	_	_	_		1
Cı	ustomer Service TSO	1	4			3	5	2	9	6	2	2		40
F-	Customer Service - TSO	1 54	52			3	5	2	9	6	2	2		40
E)	xpedited Passenger Screening Program Expedited Passenger Screening Program		52 Military	52	47	42	52	52	52	68	44	42		557
	Expedited Passenger Screening Program Expedited Passenger Screening Program		viiitary	1			1			4		1		1
	Expedited assemble solectiming brogram	- טטט		1						1				3
	Evnedited Deconder Corponing Dra		0		A.	A	4			^				40
	Expedited Passenger Screening Program Expedited Passenger Screening Program		3 49			38	50	52	51	65	43	41		18 532

		1	SA Contac	ct Center (ГСС) Data	Tool - FOIA							
Categories	10-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	1	1				1					
Locks		1				1		1					
Locks - General								1					
Locks - Missing or Damaged Lock		1				1							
Mishandling of Passenger Property	1	1	1			2		2		4	2		1:
Mishandling of Passenger Property - Dam	1							2					
Mishandling of Passenger Property - Dam	aged/Missii	1	1			1				4	2		
Mishandling of Passenger Property - Disar	rrayed Item	sCarry-on	or Checked	d		1							
Patdown	1			3					3	1	2		10
Patdown - Children				1					1				
Patdown - Flyer	1			2					1	1	2		
Patdown - Flyer as Observer									1				
Persons w/ Disabilities (PWD)	1			1			2	1	2	2	1		1
Persons w/ Disabilities (PWD) - Autism Sp	pectrum									1			
Persons w/ Disabilities (PWD) - Cognitive	/Developm	ental /Menta	al Disability	1							1		
Persons w/ Disabilities (PWD) - Diabetes	1												
Persons w/ Disabilities (PWD) - Medical D	Devices - At	tached to th	e Body				1						
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies					2				
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	ot Wheelcha	air or Scoot	1						1			
Persons w/ Disabilities (PWD) - Service A	nimals						1						
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway						1					
Property - Special Handling		1					2	2	1	1	1		
Property - Special Handling - Damaged Ite	ems - Carry	-On					1	1		1			
Property - Special Handling - Missing Item	ns - Carry-O	n						1	1		1		
Property - Special Handling - Missing Item	ns - Checke	1					1						
Screening	3	4	3	5		1	5	5	2		7		3
Screening - Crew Member or Airline Empl	1						1		1				
Screening - Inconsistency	1	1	2	1		1		1					
Screening - Lengthy Lines		1					2	1	1		3		
Screening - Procedures/Process	1	2	1	4			1	3			4		1
Screening - Retrieving Abandoned/Confisc	cated Items						1						

Civil Rights Civil Rights - Racial Profiling or Discrimination Civil Rights - Sex/Gender/Gender Identity- Not Civil Rights - Sexual Orientation - Not Transge Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program - TS Expedited Passenger Screening Program - TS Expedited Passenger Screening Program - TS Hazardous Materials Safety - General Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Damaged No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Nec Persons w/ Disabilities (PWD) - Wheelchair/ S Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling - Damaged Items Property - Special Handling - Damaged Items Property - Special Handling - Damaged Items Property - Special Handling - Missing Items - C Property - Special Handling - Missing Items - C Property - Special Handling - Missing Items - C Property - Special Handling - Missing Items - C Property - Special Handling - Missing Items - C Property - Special Handling - Missing Items - C Property - Special Handling - Missing Items - C Property - Special Handling - Missing Items - C Property - Special Handling - Missing Items - C Property - Special Handling - Missing Items - C Civil Rights - Procedures/Process Screening - Retrieving Abandoned/Confiscated Additional Information Required/Insufficient Informa Addi	Transgender A Applic A PreCh d/Missing eessary Maccoter/ Siss - Carry-Cr - Checked d Items 163 ation	ation Prograteck g ItemsCha Medication a Segway	ecked Bagga and Medical	Supplies 228	260	302 1	310	745	762	790	818	520 157 6 3 1 2 26 26 80 2 78 1 1 1 5 5 2 1 1 1 2 2 3 2 1 1 1 1 2 2 3 3 4 1 1 1 1 2 2 3 3 3 4 4 5 5 5 5 6 7 8 8 8 8 8 8 8 8 8 8 8 8 8	26 80 2 78 1 1 1 1 5 5 5 2 2 2 2 3 3 2 2 2 3 2 2 3 2 2 3 3 2 2 3 3 3 2 3 3 2 3
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Civil Rights - Sex/Gender/Gender Identity- Not Civil Rights - Sexual Orientation - Not Transge Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - Others Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program - Ac Expedited Passenger Screening Program - Do Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1	4	4	2	1								12
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Claims - General Claims - Status Customer Service Customer Service - Others Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program - Do Expedited Passenger Screening Program - Do Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program		1							2		1		4
Claims - Status Customer Service Customer Service - Others Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program - Act Expedited Passenger Screening Program - Do Expedited Passenger Screening Program - Do Expedited Passenger Screening Program - Do Expedited Passenger Screening Program - Expedited Passenger Screening Program		1							1				2
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DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program - Act Expedited Passenger Screening Program - Do Expedited Passenger Screening Program Expedited Passenger Screening Program	25	31	29	22	25	39	34	37	49	63	53	51	458
Expedited Passenger Screening Program Expedited Passenger Screening Program - Act Expedited Passenger Screening Program - Do Expedited Passenger Screening Program Expedited Passenger Screening Program		1						1	1	1			4
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Expedited Passenger Screening Program Expedited Passenger Screening Program	ive Duty	Military										1	1
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	4	10	7	5	8	4	8	7	9	11	15	7	95
		103	156	135	175	204	202	239	232	250	307	223	2,311
Expedited Passenger Screening Program - TS	85	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	A/DHS			1		1	1	1		3	1	4	14
Locks - Missing or Damaged Lock	A/DHS	1				1	1	1		3	1	4	14
Lost and Found	A/DHS	1		1	1	3			2	5	2	1	17
Lost and Found - Airport/TSA	A/DHS		1	1 2					2	5	2	1	17
Mishandling of Passenger Property	A/DHS 1 1	1	1	1 2 2	1	3			7	5	10	9	72
Mishandling of Passenger Property - Dam	A/DHS 1 1	7	1 5	1 2 2 9		3	7	2				1	26
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Damagec	A/DHS 1 1	1	1	1 2 2	1	3	7 3 4	2	1 5	3	5 5	7	40

					(TCC) Data								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checke	9(1				1	2		1	5
No Jurisdiction		4	5	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			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		9	66
Patdown - Children		1	4	,	2 3	4		10	3	- /		9	
					0 0		1				1		3
Patdown - Flyer	2	3	3	3	2 3		4	9	3	7		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			6 7	5	3	5	9	4	8	4	71
Persons w/ Disabilities (PWD) - Autism Sp			1									1	2
Persons w/ Disabilities (PWD) - Breast Ca			1										1
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	Breast Car	1					1					2
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Ment	al Disabilit	у	1 1		1				1		4
Persons w/ Disabilities (PWD) - Diabetes					1	1	1		1	2	1	1	8
Persons w/ Disabilities (PWD) - Diapers/0	Sarments/Dr	essings/Ma	asks			1							1
Persons w/ Disabilities (PWD) - General	1				2	1		1				1	6
Persons w/ Disabilities (PWD) - Internal M	ledical Dev	1			1								2
Persons w/ Disabilities (PWD) - Medical D		ached to th	1		1	1			1	1	1	1	7
Persons w/ Disabilities (PWD) - Medically		2				'			3		2		8
Persons w/ Disabilities (PWD) - Metal Imp								1					2
Persons w/ Disabilities (PWD) - Metal IIII		nt Wheelch	3	2	1 1		1	1	2		2		11
Persons w/ Disabilities (PWD) - Wobility L	- '	1	3	,	2		1	- 1	1	1			8
Persons w/ Disabilities (PWD) - Prostnesi Persons w/ Disabilities (PWD) - Service A		1			2				1	1			
. ,		/trailings									1		1
Persons w/ Disabilities (PWD) - Touch Av		ruauma)			1								1
Persons w/ Disabilities (PWD) - Visual Im					1								1
Persons w/ Disabilities (PWD) - Wheelcha		2				1		1	1				6
Prohibited & Permitted Items	3	3											11
Prohibited & Permitted Items - Alcohol an		1	3										5
Prohibited & Permitted Items - Breast Milk		ula/Breast	1										1
Prohibited & Permitted Items - Electronic I			1										1
Prohibited & Permitted Items - Food/Beve		1											3
Prohibited & Permitted Items - Sporting G	oods	1											1
Property - Special Handling	15	18	17		9 13	11	17	18	20	22		20	202
Property - Special Handling - Damaged Ite	5	4	2	2	7 1	2	5	8	8	7	4	6	59
Property - Special Handling - Damaged Ite	5	1	3	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	3	4	3	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	3 1	7 9	11	19	16	22	24	26	24	211
Screening - Crew Member or Airline Empl	oyee	1	1										2
Screening - Inconsistency		3	6	6			5	4	2	3	3	6	32
Screening - International Screening										1	1		2
Screening - Lengthy Lines	1		1		1 2		1	3	2	1	2	6	20
Screening - Procedures/Process	11	8	9) 1	4 6	10	12	9	16	18	19	10	142
Screening - Retrieving Abandoned/Confis	cated Items	1	1		2 1	1	1		2	1		2	12
Screening - Traveling with Cash											1		1
Transfer to Security Specialist	1												1
Transfer to Security Specialist - Reportable	1												1
2023	417	438	434	42	4 393	464	377	389	398	383	351		4,468
Additional Information Required/Insufficient Inf		2					•	1		1			4
Additional Information Required/Insufficier		2						1		1			4
Airline	1		5	5		2	1		3	1	2		15
Airline - Lost Baggage			4				1		1	'	1		7
Airline - Policy/Regulations/Service	1		1			1	'		1	1	1		6
Airline - Wheelchair Assistance	'					1			1	'			2
Animals							1		'				1
Animals - Carry-On							1						1
Civil Rights	6	6			0 0	0		_	0	7	7		
	0	О	4	1	0 2	8	10	5	6	- /			71
Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E						4	1	1					2
	inployee)				4	1					4		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	_		-		0				2	-			2
Civil Rights - Race	3	5			3 1	3	4	3	3	3	4		34
Civil Rights - Screening of Religious Cultu		emonial Itei			1								1
Civil Rights - Sex/Gender/Gender Identity			2	2	1 1	2			1	1			11
Civil Rights - Sexual Orientation - Not Tra	nsgender	1					1						2
Civil Rights - Transgender Screening					1		2			2			5
Claims			2			1		1		1	1		6
Claims - General			1			1				1			3
Claims - Status			1					1			1		3
Customer Service	35	55	51	5	2 41	53	41	46	45	50	45		514
Customer Service - Others		1			1								2
Customer Service - TCC		1											1
Customer Service - TSO	35	53	51	5	2 40	53	41	46	45	50			511
DHS TRIP							1				1		2

Catagories	40.0-4		SA Contac					0E M	06 1	07 11	00 4	00 0	Tetal
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DHS TRIP - General							1				1		2
Expedited Passenger Screening Program	290	291	294	285	284	313	261	239	253	237	200		2,947
Expedited Passenger Screening Program		y Military	1										1
Expedited Passenger Screening Program		10			_	1				1			2
Expedited Passenger Screening Program		13	7	8	7	5	4	7	1	7	4		76
Expedited Passenger Screening Program		277	285	274	277	307	257	232	252	229	196		2,863
Expedited Passenger Screening Program		1	1	3			0			0			
Hazardous Materials Safety Hazardous Materials Safety - General	2	<u> </u>	1	2			2	1 1		2			14
HAZMAT Endorsement	2	I	1	2 1			2	I		2	3		14
HAZMAT Endorsement - General				1									
Locks		1	5	2	2	2	1	3	4	2			22
Locks - Missing or Damaged Lock		1	5	2	2	2	1	3	4	2			22
Lost and Found	2	1	1					3	1	2	1		
Lost and Found - Airport/TSA	2	1	1						1	2	1		8
Mishandling of Passenger Property	19	12	12	7	7	12	7	13	12	6	18		12
Mishandling of Passenger Property - Dam	8	4	5	5	4	7	5	7	9	5	10		69
Mishandling of Passenger Property - Dam		7	5	2	3	5	1	6	3	1	8		5
Mishandling of Passenger Property - Disa		1	2		0	0	1	0			0		
No Jurisdiction	7	4	1	2	11	7	3	2	7	4	9		5
No Jurisdiction - No Referral	,				1		1		2	-	1		
No Jurisdiction - Refer to CBP	7	3	1	2	8	7	2	1	5	2	4		4:
No Jurisdiction - Refer to Department of S			•			•					1		
No Jurisdiction - Refer to Other		1			2			1		2	3		
Patdown	4	11	6	7	7	6	3	14	2	7	2		6
Patdown - Children						1							
Patdown - Flyer	4	7	3	6	7	5	3	14	2	6	2		5
Patdown - Flyer as Observer		4	2	1									
Patdown - General			1							1			
Persons w/ Disabilities (PWD)	6	12	8	2	3	8	8	14	8	14	8		9
Persons w/ Disabilities (PWD) - Autism S		1	1				2		1	5			1
Persons w/ Disabilities (PWD) - Cognitive	/Developm	1						1	2	2			
Persons w/ Disabilities (PWD) - Diabetes			2			1	2			1	1		
Persons w/ Disabilities (PWD) - General				1						3	1		
Persons w/ Disabilities (PWD) - Hearing I	mpairment				1			1		1			
Persons w/ Disabilities (PWD) - Internal N	/ledical Dev	1	1										
Persons w/ Disabilities (PWD) - Medical [1	1				1	1		1				
Persons w/ Disabilities (PWD) - Medically	/ Necessary	Medication	and Medic	1	1		1	5			2		1
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)	1				1							
Persons w/ Disabilities (PWD) - Mobility [Disability (N∈	4	1			2		1	1				
Persons w/ Disabilities (PWD) - Ostomy/0							1						
Persons w/ Disabilities (PWD) - Prosthesi		1			1						1		
Persons w/ Disabilities (PWD) - Respirato		er Equipme	1						1				
Persons w/ Disabilities (PWD) - Service A			1			1	1		1	1			
Persons w/ Disabilities (PWD) - Wheelcha		2	1			2		4	1	1	3		1
Property - Special Handling	17	18	14	19	8	14	10	10	16	12	10		148
Property - Special Handling - Damaged It		6	5	5	1		2	6	4	5	3		4
Property - Special Handling - Damaged It			1	2	1	6	3	2	3	1	1		2:
Property - Special Handling - Missing Iten		8	4	4	2	2	1	1	3	2	3		31
Property - Special Handling - Missing Iten	ns - Checke	4	4	8	4	6	4	1	6	4	3		4
Request for Assistance							1		2				
Request for Assistance - Other		•		^-	0.0		1		2	^-	4.1		
Screening	28	24	30	35	28	38	27	40	39	37			37
Screening - Crew Member or Airline Empl		_	5	1	1	1					1		
Screening - Inconsistency	6	2	6	10	1	5	6	8	9	4	6		6
Screening - International Screening	_	1	^	1			2			1	7		
Screening - Lengthy Lines	5	4	3	2	2	1	2		3	8			39
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	15	17	15	18	17	29	17	29	24	24	30		235
Screening - Retrieving Abandoned/Confis Screening - Security Breach	1 1		1	3	7	2		1	3				18
Screening - Security Dreach	1 1												1

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

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

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

Categories	40.0=4			act Center (OE 14	06 1	07 11	00 4	00 0	Tetal
	10-Oct	11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JNU	6	7		6 5		6		10		10			99
2022	3	1		3 2	1	1		3	5	4		6	43
Civil Rights							1				1		
Civil Rights - Race							1						
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	jender									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	2:
Expedited Passenger Screening Program		1						1					
Expedited Passenger Screening Program	2			3 1		1	2	1	3		3	4	2
Mishandling of Passenger Property				1						1			
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked B	aç 1						1			
Patdown	1										2		
Patdown - Flyer	1										2		
Screening					1		2	1		3	2	1	1
Screening - Inconsistency							2			2			
Screening - Lengthy Lines					1						1		
Screening - Procedures/Process										1	1	1	
Screening - Retrieving Abandoned/Confis	cated Items							1					
2023	3	6		3 3	2	5	9	7	7	6	5		5
Civil Rights				1		1		2	2				
Civil Rights - Constitutional Rights									1				
Civil Rights - National Origin								1					
Civil Rights - Not Specified						1		•					
Civil Rights - Race				1				1	1				
Customer Service		1		•									
Customer Service - TSO		1											
Expedited Passenger Screening Program	1	3		1 2	2	2	7	4	3	4	2		3
Expedited Passenger Screening Program		_		1 2		1	- '		1				
Expedited Passenger Screening Program		3		1 2	2		7	4		4	2		2
Mishandling of Passenger Property	1	2		1 2		2		4		1			
Mishandling of Passenger Property - Dam	l I			1						- 1			
Mishandling of Passenger Property - Dam		-		1		2				1			
Mishandling of Passenger Property - Disa		2								1			
• • • • • • •	1 1												
No Jurisdiction											1		
No Jurisdiction - Refer to Other											1		
Patdown									1	1			
Patdown - Flyer									1	1			
Patdown - Non-Flyer											1		
Property - Special Handling	1			1									
Property - Special Handling - Damaged It													
Property - Special Handling - Missing Iten	ns - Checked	d		1									
Screening							2	1			1		:
Screening - Inconsistency							1		1		1		3
Screening - Procedures/Process							1	1					2

			OA COIIIa	L Center (CC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JQF	2	1	2	2		2	2		3	1		1	16
2021												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	1	1	1	1		2	2		3				11
Customer Service									1				1
Customer Service - TSO									1				1
DHS TRIP	1												1
DHS TRIP - General	1												1
Expedited Passenger Screening Program		1	1			1			2				5
Expedited Passenger Screening Program	- TSA PreC	1	1			1			2				5
Property - Special Handling				1									1
Property - Special Handling - Damaged Ite	ems - Carry-0	On		1									1
Screening						1	2						3
Screening - Procedures/Process						1	1						2
Screening - Retrieving Abandoned/Confisc	cated Items						1						1
2023	1		1	1						1			4
Expedited Passenger Screening Program	1		1	1									3
Expedited Passenger Screening Program	1		1	1									3
Screening										1			1
Screening - Procedures/Process										1			1

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

Categories	10-Oct	11-Nov	SA Contact C				04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
KOA	23	30	40	43	28 28	5-iviai 52	04-Apr 38	05-iviay 58	49	29	00-Aug	09-Sep	466
2021	23	30	70	43	20	JZ	30	30	43	23	42	11	11
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimin	I ation											1	1
Expedited Passenger Screening Program												6	6
Expedited Passenger Screening Program	- TSA PreChe	eck										6	6
Persons w/ Disabilities (PWD)												2	2
Persons w/ Disabilities (PWD) - Medically	Necessarv M	edication a	and Medical S	Supplies								1	1
Persons w/ Disabilities (PWD) - Mobility I												1	1
Property - Special Handling		VVIIOOIOIIGI	i di doddidi)									2	2
Property - Special Handling - Damaged It	ı ems - Carrv-O	n										2	2
2022	7	17	19	18	16	25	28	31	27	19	25	23	255
Civil Rights		1	2			2	1	•				2	8
Civil Rights - Race		'	2			1	1					1	3
Civil Rights - Racial Profiling or Discrimin	l ation		2										2
Civil Rights - Sex/Gender/Gender Identity		1				1						1	3
Claims	Truno;	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
		10	10	10	10	10	21	19	19	13	15	10	2
Expedited Passenger Screening Program			40	40	40	10	24	10	10	40	4.5	40	
Expedited Passenger Screening Program	3	9	10	10	10	16	21	19	19	13	15	18	163
Locks													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 - Dan									1	1			2
Mishandling of Passenger Property - Dam				ge				1	1				2
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on c	or Checked		1								1
Patdown				3	1		1				3		8
Patdown - Flyer				3	1		1				3		8
Persons w/ Disabilities (PWD)		1	1	1		1	1		1			1	7
Persons w/ Disabilities (PWD) - Cognitive	/Developmen	tal /Mental	Disability				1						1
Persons w/ Disabilities (PWD) - Internal M	Medical Device	S		1									1
Persons w/ Disabilities (PWD) - Medically	Necessary M	edicatior	1						1			1	3
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees a	nd Casts				1							1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	1											1
Property - Special Handling		1			2			1		1	4	2	11
Property - Special Handling - Damaged It	ems - Carry-O	n								1	3		5
Property - Special Handling - Damaged It					1								1
Property - Special Handling - Missing Iter					1			1			1		3
Property - Special Handling - Missing Iter		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											<u>-</u>
Transfer to Security Specialist - Reportab	le Commun	1											1
2023	16	13	21	25	12	27	10	27	22	10	17		200
Civil Rights	10	13	21	23	12	21	10	1		10	1		200
Civil Rights - Race								1			- 1		1
Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity	Not Transgo	ndor						- 1			1		1
Customer Service				4	0	0		2	0				
	2	1	3	1	2	2		2	2		2		17
Customer Service - TSO	2	1	3	1	2	2		2	2	_	2		17
Expedited Passenger Screening Program	11	11	16	19	5	21	8	21	15	7	10		144
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program	 ISA Applica 	•	1	1		_					1		3
						00				7	9		139
Expedited Passenger Screening Program		11	15	18	5	20	8	20	15				1
Expedited Passenger Screening Program				18	5	1	8	20	15				
Expedited Passenger Screening Program Hazardous Materials Safety				18	5	1 1	8	20	15				1
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General				18	5	1	8	20	15				1
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks				18	5	1 1	8	20	1				
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock				18	5	1 1	8	20					1
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks				18	5	1 1	8	20	1				1
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock			- Opt In	18	5	1 1	8	20	1				1 1 1
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found			- Opt In	18	5	1 1	8	20	1	1	2		1 1 1
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	- TSA/DHS E		- Opt In 1 1		5	1 1	8		1	1 1	2 2		1 1 1 1 1
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	- TSA/DHS E	mployees	- Opt In 1 1	1	5	1 1	8	2	1				1 1 1 1 1 1 8
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- TSA/DHS E	mployees	- Opt In 1 1	1	5	1 1	1	2 1	1				1 1 1 1 1 1 8 6
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	- TSA/DHS E	mployees	- Opt In 1 1	1 1	5	1 1 1		2 1 1	1	1	2		1 1 1 1 1 1 8 6
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown	- TSA/DHS E	mployees	- Opt In 1 1	1 1	5	1 1 1	1	2 1 1	1 1	1	1		1 1 1 1 1 8 6 2
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	- TSA/DHS E	ItemsC	- Opt In 1 1	1 1	1	1 1 1	1	2 1 1	1 1	1	1		1 1 1 1 1 1 8 6 2 8 7
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	- TSA/DHS E	ItemsC	- Opt In 1 1	1 1 1		1 1 1	1 1	2 1 1	1 1 1 1	1	1		1 1 1 1 1 1 8 6 2 8 7
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	- TSA/DHS E	ItemsC	- Opt In 1 1	1 1 1		1 1 1	1 1	2 1 1	1 1 1 1	1	1		1 1 1 1 1 1 1 8 6 2 8 7 1 5
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I	- TSA/DHS E	ItemsC 1	- Opt In 1 1 1	1 1 1 1	1	1 1 1	1 1	2 1 1	1 1 1 1	1	1		1 1 1 1 1 8 6 2 8 7 1 5 1
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically	TSA/DHS E	ItemsC 1	Opt In 1 1 1 1	1 1 1 1	1	1 1 1	1 1	2 1 1	1 1 1 1	1	1 1		1 1 1 1 1 1 8 6 2 8 7 1 5 1 1
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	TSA/DHS E	ItemsC 1	Opt In 1 1 1 1	1 1 1 1	1	1 1 1 1	1 1	2 1 1	1 1 1 1	1 1 1	1 1		1 1 1 1 1 1 8 6 2 8 7 1 5 1 1 1 2
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling	- TSA/DHS E	ItemsC 1 1 edication a	Opt In 1 1 1 1	1 1 1 1	1 1	1 1 1	1 1	2 1 1	1 1 1 1	1 1 1	1 1		1 1 1 1 1 1 8 6 2 8 7 1 5 1 1 2 1
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility (Property - Special Handling Property - Special Handling	TSA/DHS E	IltemsC 1 1 edication a Wheelchai	Opt In 1 1 1 1	1 1 1 1	1	1 1 1 1	1 1	2 1 1	1 1 1 1	1 1 1	1 1		1 1 1 1 1 1 8 6 2 8 7 1 5 1 1 1 2
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged It	TSA/DHS E	IltemsC 1 1 edication a Wheelchai	Opt In 1 1 1 1	1 1 1 1	1 1	1 1 1 1	1 1	2 1 1	1 1 1 1	1 1 1	1 1		1 1 1 1 1 1 1 8 6 2 8 7 1 1 5 1 1 2 1 1 2 1 1 1 1 1 1 1 1 1 1 1
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	TSA/DHS E	IltemsC 1 1 edication a Wheelchai	Opt In 1 1 1 1	1 1 1 1 1 Supplies	1 1 1 1	1 1 1 1	1 1	2 1 1	1 1 1 1	1 1 1	1 1		1 1 1 1 1 8 6 2 8 7 1 5 1 1 2 1 4 2
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening	TSA/DHS E	IltemsC 1 1 edication a Wheelchai	Opt In 1 1 1 1	1 1 1 1	1 1	1 1 1 1 1 1	1 1	2 1 1	1 1 1 1	1 1 1	1 1		1 1 1 1 1 8 6 2 8 7 1 5 1 1 2 1 4 2
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Damaged It	TSA/DHS E	IltemsC 1 1 edication a Wheelchai	Opt In 1 1 1 1	1 1 1 1 1 Supplies	1 1 1 1	1 1 1 1	1 1	2 1 1	1 1 1 1	1 1 1	1 1		1 1 1 1 1 8 6 2 8 7 1 5 1 1 2 1 4 2

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

		7	ΓSA Contac	t Center (1	ГСС) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
KTN	3	3	3	3	3	3		2	2	5	1	5	33
2022	1	1	1	1	2	2		1	1	2		5	17
Customer Service		1		1								1	3
Customer Service - TSO		1		1								1	3
Expedited Passenger Screening Program	1		1		1	1				1		1	6
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ıram 💮 💮			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 Ite	ems - Check	red										1	1
Screening					1			1	1	1		1	5
Screening - Inconsistency								1					1
Screening - Procedures/Process					1				1	1		1	4
2023	2	2	2	2	1	1		1	1	3	1		16
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service		1	1										2
Customer Service - TSO		1	1										2
Expedited Passenger Screening Program		1		1	1	1		1	1	1			7
Expedited Passenger Screening Program	- TSA Appli	cation Prog	Jram 💮 💮	1									1
Expedited Passenger Screening Program	- TSA PreC	1			1	1		1	1	1			6
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	arry-on Lug	gage							1		1
Persons w/ Disabilities (PWD)	1									1			2
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies						1			1
Persons w/ Disabilities (PWD) - Mobility I	1												1
Screening			1	1						1			3
Screening - Inconsistency			1	1									2
Screening - Procedures/Process										1			1

					rcc) Data								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAN	1	3	2	4	4	1	2	3		1	5	3	2
2021												2	
Customer Service												1	
Customer Service - TSO												1	
Locks												1	
Locks - Missing or Damaged Lock												1	
2022	1	1	2	2	1		2	1			5	1	1
Civil Rights			1										
Civil Rights - Racial Profiling or Discrimin	ation		1										
Customer Service	1												
Customer Service - TSO	1												
Expedited Passenger Screening Program		1		1	1		2	1			4	1	
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ıram		1								
Expedited Passenger Screening Program	- TSA PreC	1		1			2	1			4	1	
No Jurisdiction				1									
No Jurisdiction - Refer to Other				1									
Patdown			1										
Patdown - Flyer			1										
Screening											1		
Screening - Procedures/Process											1		
2023		2		2	3	1		2		1			1
Customer Service						1							
Customer Service - TSO						1							
Expedited Passenger Screening Program		2		2	2					1			
Expedited Passenger Screening Program	- TSA PreC	2		2	2					1			
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	arry-on Lug	gage	1								
Patdown								1					
Patdown - Flyer								1					
Property - Special Handling								1					
Property - Special Handling - Damaged II	ems - Carry-	-On						1					

			IOA COIILA	ct Ochter (oo, bata	1001-1014							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAR				1		2		1	1			3	8
2022						1		1	1			3	6
Expedited Passenger Screening Program									1			1	2
Expedited Passenger Screening Program	- TSA PreC	Check							1			1	2
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Dam	naged/Missii	ng ItemsC	hecked Bag	ggage								1	1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checke	d		1							1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)											1	1
2023				1		1							2
Expedited Passenger Screening Program				1		1							2
Expedited Passenger Screening Program	- TSA PreC	Check		1		1							2

	10 Oct 1			Center (TCC			04 Apr	05 May	06 lun	07 []	00 Aug	00 Con	Total
Categories LAS						03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2021	421	388	380	338	382	493	392	449	478	344	401	341 132	4,807
Airline												132	132
Airline - Policy/Regulations/Service												1	1
Civil Rights												2	2
Civil Rights - Age												1	
Civil Rights - Age Civil Rights - Sex/Gender/Gender Identity-	Not Transger	ndor										1	1
Claims	- Not Transger	idei											1
												1	
Claims - Status												1	1
Customer Service												24	24
Customer Service - TSO												24	24
Expedited Passenger Screening Program												63	63
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program			m									7	7
Expedited Passenger Screening Program												54	54
Expedited Passenger Screening Program	- TSA/DHS Er	nployees -	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 - Disa	rrayed Items	Carry-on or	Checked									1	1
No Jurisdiction												2	2
No Jurisdiction - Refer to Other												2	2
Patdown												5	5
Patdown - Flyer												4	
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)												5	
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - Medically		edication a	nd Medical 9	Supplies								3	3
Persons w/ Disabilities (PWD) - Respirato				- applies								1	1
` '	l y and initialer	Lquipinent										19	
Property - Special Handling	ome Corn/O	•											19
Property - Special Handling - Damaged Ite												6	(
Property - Special Handling - Damaged Ite		1										6	(
Property - Special Handling - Missing Item												1	
Property - Special Handling - Missing Item	ns - Checked											6	(
Screening												7	7
Screening - Inconsistency												1	
Screening - Lengthy Lines												2	2
Screening - Procedures/Process												4	4
2022	168	178	163	130	159	222	166	217	222	150	205	209	2,189
Additional Information Required/Insufficient Inf	formation	1											1
Additional Information Required/Insufficier	nt Informatic	1											1
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Fly	er									1			1
Airline			2	2		1			1		2	1	g
Airline - Lost Baggage									1				
													1
			2	2		1					2	1	1 8
Airline - Policy/Regulations/Service			2	2	1	1					2	1	8
Airline - Policy/Regulations/Service Animals			2	2	1	1					2	1	8 1
Airline - Policy/Regulations/Service Animals Animals - Carry-On	6	5			1		4	3		5			8 1 1
Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights	6	5	5	2		5	4	3	2	5	2		1 1 45
Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights	6	5			1		4	3	2	5			8 1 1 45 2
Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Headwear		5		2	1		4	3			2		8 1 1 45 2
Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin	6	5		2	1		4		2				2 2 3
Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified	2	5		2	1	5		1	2	1	2	5	45
Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race	2		5	2	1		4		2		2	5	45
Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Race	2 1 3	3		2	1	5		1	2	1	2	5	45 45 2 3 3 4 11
Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious or Cu	2 1 3 ultural Garm	3	5	2	1	3		1	2	1	2	5	45
Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious or Cu	2 1 3 ultural Garm - Not Transger	3	5	2	1	5	1	1	2	1	2	5	45 45 2 3 3 17 12 2
Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Racial Profiling or Discriming Civil Rights - Servening of Religious or Cu Civil Rights - Sev/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Tra	2 1 3 ultural Garm - Not Transger	3 1	5	2	1	3	1 1 1	1	2	3	2	5	45 45 2 3 17 17 12 2
Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious or Cu	2 1 3 ultural Garm - Not Transger	3 1 nder	5	2	1	3	1	1	2	1	2	5	45 45 45 45 45 45 45 45 45 45 45 45 45 4
Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Racial Profiling or Discriming Civil Rights - Servening of Religious or Cu Civil Rights - Sev/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Tra	2 1 3 ultural Garm - Not Transger	3 1	5	2	1	3	1 1 1	1	2	3	2	5	45 45 45 45 45 45 45 45 45 45 45 45 45 4
Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trai	2 1 3 ultural Garm - Not Transger	3 1 nder	5	1	1 1	3	1 1 1	1 2	2	3	2	5	45 45 45 45 45 45 45 45 45 45 45 45 45 4
Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Race Civil Rights - Sercening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trat Civil Rights - Transgender Screening Claims	2 1 3 ultural Garm - Not Transger	3 1 nder	5	1	1 1	3	1 1 1	1 2	2	3	2	5	45 45 2 3 17 12 2 3 3
Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Race Civil Rights - Racel Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tractivil Rights - Transgender Screening Claims Claims - General	2 1 3 ultural Garm - Not Transger	3 1 nder 1 3	5	1	1	3	1 1 1	1 2	2	3	2	5	8 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious or Ct Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trat Civil Rights - Transgender Screening Claims Claims - General Claims - Status	2 1 3 ultural Garm - Not Transger nsgender	3 1 nder 1 3 2 1	4	1 1 1	1 1 1	3 1 1	1 1 1 1	2 2	1	3	1 1	5	8 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Race Civil Rights - Racial Profiling or Discriming Civil Rights - Racial Profiling or Discriming Civil Rights - Servening of Religious or Cu Civil Rights - Sev/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trac Civil Rights - Transgender Screening Claims Claims Claims - General Claims - Status Customer Service Customer Service - Others	2 1 3 ultural Garm - Not Transger nsgender	3 1 1 nder 1 3 2 1 3 3 6 1	5 4 1	1 1 23	1 1 1 27	3 1 1 31	1 1 1 1 20	2 2 34	1 1 30	1 3	1 1 29	5 5	£ £ £ £ £ £ £ £ £ £ £ £ £ £ £ £ £ £ £
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Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Racial Profiling or Discriming Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trac Civil Rights - Sexual Orientation - Not Trac Civil Rights - Transgender Screening Claims Claims Claims - General Claims - Status Customer Service Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	2 1 3 altural Garm - Not Transger nsgender 28 28 1 1 76 - Active Duty I - DoD 3 73 - TSA/DHS En	3 1 1 nder 1 3 2 1 3 3 6 1 3 5 Military 1 5 6 9	31 31 31 1 1 84 1 9 74 Opt In	2 1 1 1 23 23 1 1 68	1 1 1 1 1 27 27 27 87 1 4 82	31 31 31 31 31 31 138 2 2 134	1 1 1 1 20 20 20 108 1 3 104	1 2 2 2 34 34 123	2 1 1 30 30 130	1 3 1 19 19 19 88 1 3 84	29 29 29 113 1 3 108	5 5 26 26 26 133 1	44 44 11 11 12 2 3 33 33 1,23 11 66 1,15
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Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Race Civil Rights - Racial Profiling or Discriming Civil Rights - Racial Profiling or Discriming Civil Rights - Sexyl Gender/Gender Identity Civil Rights - Sexyl Orientation - Not Trat Civil Rights - Sexual Orientation - Not Trat Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service - Others Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	2 1 3 3 Jittural Garm - Not Transger nsgender 28 28 1 1 76 - Active Duty I - DoD 3 73 - TSA/DHS Er ic 1 1 1	3 1 1 3 2 1 36 1 35 85 Willitary 1 15 69 mployees -	31 31 31 1 1 84 1 9 74 Opt In	2 1 1 1 23 23 1 1 68	1 1 1 1 1 27 27 27 87 1 4 82	31 31 31 31 33 138 2 2 134	1 1 1 1 1 20 20 20 108 1 3 104	1 2 2 2 34 34 123	2 1 1 30 30 130 119 1 1 1 1 2	1 3 1 19 19 19 88 1 3 84	29 29 29 113 1 3 108 1	5 5 26 26 133 1 1 2 130	45 45 17 11 2 3 3 3 4 3 3 3 3 3 3 1,23 3 3 1,15 4 4 5 6 6 1,15 6 6 6 1,15 6 6 6 1,15 6 6 6 7 7 8 7 8 7 8 8 7 8 8 7 8 8 8 8 8
Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Racee Civil Rights - Racial Profiling or Discriming Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trac Civil Rights - Sexual Orientation - Not Trac Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service - Others Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screenin	2 1 3 3 altural Garm - Not Transger nsgender 28 28 28 1 1 76 - Active Duty I - DoD 3 73 - TSA/DHS Er ic 1 1 1 1	3 1 1 1 3 2 1 36 1 35 85 Military 1 15 69 mployees -	31 31 31 1 1 84 1 9 74 Opt In	2 1 1 1 23 23 1 1 68 1 3 64	1 1 1 1 1 27 27 27 4 82	31 31 31 31 31 4 138 2 2 134	1 1 1 1 1 20 20 20 108 1 3 104	1 2 2 34 34 123 1 9 113	2 1 1 30 30 130 119 1 1 1 1 2 2	1 3 1 19 19 88 1 3 84	29 29 29 113 1 3 108 1	5 5 26 26 133 1 2 130	8
Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Racee Civil Rights - Racial Profilling or Discriming Civil Rights - Racial Profilling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trac Civil Rights - Sexual Orientation - Not Trac Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service - Others Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	2 1 3 3 Iltural Garm - Not Transger nsgender 28 28 28 1 1 76 - Active Duty I - DoD 3 73 - TSA/DHS En ic 1 1 1 4	3 1 nder 1 3 2 1 36 1 35 85 Millitary 1 15 69 mployees -	31 31 31 1 84 1 9 74 Opt In	2 1 1 1 1 23 23 1 1 68 1 3 64	1 1 1 1 1 27 27 27 87 1 4 82	31 31 31 31 31 138 2 2 134	1 1 1 1 1 20 20 20 108 1 3 104	1 2 2 34 34 123 1 9 113	2 1 1 30 30 130 119 1 1 1 1 2 2 2	1 3 1 19 19 88 1 3 84 1 1	29 29 29 113 1 3 108 1	5 5 26 26 133 1 2 130	88 11 14 45 2 11 33 11 17 12 2 33 11 33 33 31 33 31 1,233 31 10 66 1,154 2 11 11 33 36 97 77
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Cotomorios	10.0	44.51	TSA Conta		•						•••		
Categories	10-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 - Dan	-	-								1			1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-o	n or Checke	d			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					<u>.</u>
Persons w/ Disabilities (PWD)	5		9 3	4	7	8	4	5	6	6	7	4	68
Persons w/ Disabilities (PWD) - Autism S		,	3	4	- '	1	4	1	0	0	1	4	4
. ,	1	Drooot Co	noor			1		ı			ı		
Persons w/ Disabilities (PWD) - Cancer (4	1
Persons w/ Disabilities (PWD) - Cognitive		entai /ivier	nt 2			1				1	1	1	6
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dr	essings/N	lasks			1	2						3
Persons w/ Disabilities (PWD) - General	1				2				1		1	1	6
Persons w/ Disabilities (PWD) - Hearing I	mpairment		1	1		1							3
Persons w/ Disabilities (PWD) - Internal M	/ledical Dev		1					1			1		3
Persons w/ Disabilities (PWD) - Medical I	1				1				2				4
Persons w/ Disabilities (PWD) - Medically	/ Necessarv		3			1	2	1		2	1		10
Persons w/ Disabilities (PWD) - Metal Im				1									1
Persons w/ Disabilities (PWD) - Mobility I	,	t Wheelc	h 1		2				1	1			5
Persons w/ Disabilities (PWD) - Prosthes			1	1						1			3
Persons w/ Disabilities (PWD) - Prostries				1		1							1
		er Equipii			1	- 1					1		
Persons w/ Disabilities (PWD) - Service A			ı		1						1		3
Persons w/ Disabilities (PWD) - Visual Im								_				1	1
Persons w/ Disabilities (PWD) - Wheelch			2	1	1	1		2	1	1	1	1	13
Prohibited & Permitted Items	2		2 2	1									7
Prohibited & Permitted Items - Breast Mill	k/Baby Form		1										1
Prohibited & Permitted Items - Food/Beve	erages		2										2
Prohibited & Permitted Items - General	1		1										2
Prohibited & Permitted Items - Knives/Too	1												1
Prohibited & Permitted Items - Medication		n/Medicall	v Necessarv	1									1
Property - Special Handling	25	(16	7	12	17	9	18	16	168
Property - Special Handling - Damaged It			1 9			10	1	10	6	2			83
Property - Special Handling - Damaged It				1			- '	10	2				
						3				1	4		17
Property - Special Handling - Missing Iter			2 4		5	3	3		8	3	6		42
Property - Special Handling - Missing Iter			2 4		2		3	2	1	3	1	2	26
Screening	14	2	1 7	8	15	13	14	25	17	9	19		177
Screening - Children											1	1	2
Screening - Crew Member or Airline Emp	loyee		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	3 6	5	14	13	9	13	10	4	11	5	109
Screening - Retrieving Abandoned/Confis	cated Items				1			1					2
Screening - Security Breach			1										1
2023	253	210	217	208	223	271	226	232	256	194	196		2,486
Additional Information Required/Insufficient In			1 2		1						1		5
Additional Information Required/Insufficie					1						1		5
Airline			1 1		1								4
Airline - Policy/Regulations/Service			1 1		1						1		4
	1		2 2			2	0	9	3	4			
Civil Rights	1	-		I	3	3	8	9	3	4	2		38
Civil Rights - Civil Rights Violation (TSA E	-mpioyee)						1						1
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin				1				1			1		3
Civil Rights - Perceived Religion					1		2	1					4
Civil Rights - Race	1		2 2		2		4	6	2	3	1		23
Civil Rights - Sex/Gender/Gender Identity	 Not Transg 	ender				1	1	1	1	1			5
Civil Rights - Sexual Orientation - Not Tra	nsgender					1							1
Claims							1		1				2
Claims - General							1		1				2
Customer Service	33	24	1 25	21	20	24	33	31	34	27	31		303
Customer Service - Others	2												2
Customer Service - TCC	_									1			1
Customer Service - TSO	31	24	1 25	21	20	24	33	31	34	26	31		300
Expedited Passenger Screening Program	168	138				170	135	135	167	110	110		1,571
) 147	130	101	170	135		107		110		
Expedited Passenger Screening Program		y Military				4	4	2		1			3
Expedited Passenger Screening Program			3			1	4				1		9
Expedited Passenger Screening Program			7 5			7	1	2	2	1	3		46
Expedited Passenger Screening Program		130			161	162	130	131	165	108	106		1,511
Expedited Passenger Screening Program	- TSA/DHS		1	1									2
Hazardous Materials Safety									1				1
Hazardous Materials Safety - General									1				1
Locks			1		1	3		1		2	2		10
Locks - General											1		1
Locks - Missing or Damaged Lock			1		1	3		1		2	1		9
Lost and Found			. 3					1	1		2		7
Lost and Found - Airport/TSA			3					1	1		2		7
Mishandling of Passenger Property	9	14			8	11	7	7	3	11	8		104
Mishandling of Passenger Property - Dam			5 2			6	4	5	2	6			57
Mishandling of Passenger Property - Dam					4	4	3	2	1	5	4		42
Mishandling of Passenger Property - Disa			1 2			1							5
No Jurisdiction	1		1		1					1	1		5

			TSA Conta	ct Center (1	ГСС) Data ⁻	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction - No Referral										1			1
No Jurisdiction - Refer to CBP											1		1
No Jurisdiction - Refer to Other	1		1		1								3
Ombudsman									1				1
Ombudsman - General									1				1
Patdown	4	3	7	2	1	2	3	1	2	6	3 2		33
Patdown - Children										1			1
Patdown - Flyer	4	3	7	2	1	2	3	1	2	5	5 2		32
Persons w/ Disabilities (PWD)	2	2	3		3	5	2	7	6	1	6		37
Persons w/ Disabilities (PWD) - Autism Sp	pectrum										2		2
Persons w/ Disabilities (PWD) - Diabetes	1				1	2			3				7
Persons w/ Disabilities (PWD) - General							1	1					2
Persons w/ Disabilities (PWD) - Internal M	∕ledical Devi	ices					1						1
Persons w/ Disabilities (PWD) - Medical I	1		1		1				1				
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	1					3			2		(
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)		1										
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	ot Wheelch	air or Scoo	ter)	1			1	2				4
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees	1				1					1		
Persons w/ Disabilities (PWD) - Visual Im	pairment					1							
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	1				1		2		1	1		(
Property - Special Handling	12	8	6	14	4	13	13	13	6	8	3 4		101
Property - Special Handling - Damaged Ite	4	4	3	9	4	4	4	6	2	2	2 3		45
Property - Special Handling - Damaged Ite	1	2	1			4	3	2	2	1	1		17
Property - Special Handling - Missing Item	3		2	3		2	4	4	2	2	2		22
Property - Special Handling - Missing Item	r 4	2		2		3	2	1		3	3		17
Request for Assistance						1				1			2
Request for Assistance - Other						1				1			2
Screening	23	16	13	21	19	39	24	27	31	23	3 26		262
Screening - Crew Member or Airline Empl	2					1			3				6
Screening - Inconsistency	4	2	3	4	4	7	5	1	8	5	5 5		48
Screening - International Screening				1					1				2
Screening - Lengthy Lines	4	2	2	4		1	2	5	2	1			23
Screening - Procedures/Process	12	11	7	11	13	28	16	20	17	17	7 20		172
Screening - Retrieving Abandoned/Confis	1	1	1	1	2	2	1				1		10
Screening - Security Breach								1					1

			ISA Contac	center (ICC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAW	1		2			1	4	2	1	3	1	2	1
2021												1	
Screening												1	
Screening - Procedures/Process												1	
2022	1		1			1		2		2	1	1	
Civil Rights	1												
Civil Rights - Racial Profiling or Discrimina	1												
Customer Service								1					
Customer Service - TSO								1					
Expedited Passenger Screening Program			1			1				2	1		
Expedited Passenger Screening Program	- DoD									1			
Expedited Passenger Screening Program	- TSA PreC	heck	1			1				1	1		
Locks												1	
Locks - Missing or Damaged Lock												1	
Screening								1					
Screening - Procedures/Process								1					
2023			1				4		1	1			
Customer Service										1			
Customer Service - TSO										1			
Expedited Passenger Screening Program			1				3		1				
Expedited Passenger Screening Program	- TSA PreC	heck	1				3		1				
Screening							1						
Screening - Crew Member or Airline Empl	oyee						1						

10 10 10 10 10 10 10 10	Categories	10-Oct	11-Nov	SA Contac 12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Carl Rigital	LAX							•						8,423
Coul legis - Controllation 1														182
Call lights - Soad Perhaptive Characteristics Characteristics														6
Coli sights - Sexistentification contributed in large process	<u> </u>	ation												1
Chein Figures - Transprience Governing Claim Classifier Shortion C			nder											3 1
Colories State		Not Transge	iluei											1
Column Shake														1
Counting Service 780 1948 11 1948 11 1948 11 1948													1	1
Expedited Peaserger Screening Program	Customer Service												21	21
Expeditor Passenger Screening Program T. EA Application Program September 97 15 15 15 15 15 15 15 1														21
Expedited Passenger Screening Program 1 Table Proches 5 1 1 1 1 1 1 1 1 1														104
Secretary 10 Programments - Character 1 3 3 3 4 4 2 1 4 4 5 5 4 4 5 5 5 5				ıram										7
Secretification (D) Requirements - Dimensional Tracest 1 1 1 1 1 1 1 1 1		- TSA PreChe	eck											97 5
General Control (19) Requirements - 10 Machining Tisked and Doubling Please leaves 1 1 1 1 1 1 1 1 1		C												3
			d Boardir	ng Pass Issu	ies									1
Locks - Missing of Passenger Property - Damaged Making Interna-Carry-in Ligagos													1	1
Micharding of Passonger Property Darrospet/Michael Illens-Carry-on Lugage	Locks												1	1
Mishanding of Peasenger Property - Damaged Missing Interns-Checked Segage														1
Mishanding of Passanger Property - Demangabilishing Interns—Checkoe Beggage No Junasdiction - No Referral Persons with Disabilities (PWD) Persons with Disabilities (PWD														5
No Justidiction - No Referral 1 1 1 1 1 1 1 1 1														1
Paidown		aged/iviissing	itemsCi	пескеа вад	gage									<u>4</u>
Peladoren Figer Pensons w/ Deabelinies (PWD) - Service Animals Pensons w														1
Persons Wichaelities (PWD) - Service Armals														1
Persons or Disabilities (PWD) - Service Adminis 2 2 2 2 2 2 2 2 2														1
Persona w Oilsabilities (PWO) - Touch Aversion (pain/trauma)	•												3	3
Prohibited & Permitted Items - Luquids/Gelsis/Acroscols Prohibited & Permitted Items - Medicalistro/Prescription/Mindcally Necessary Items														2
Prohibited & Permitted fores - Liquidac/GelikAnoscola Property - Special Handling	` '	ersion (pain/tr	auma)											1
Probablicida & Permitted Items - Indecident Procescript Medical Necessary Items 1 2 2 2 2 2 2 2 2 2														2
Property - Special Handling - Damaged Illems - Carry-On 3 3 4 4 5 5 5 6 7 1 1 1 1 1 1 1 1 1			Madiaally	Magagaani	Itama									1
Property - Special Handling - Damaged Items - Checked		/Frescription/i	vieuically	Necessary	Items									22
Properly - Special Handling - Missing Items - Checked		ems - Carry-O	n											3
Property - Special Handling - Missing Items - Checked														8
Screening - Incomaistency													8	8
Screening - Longity Lines Streening - Procedures/Process Streening - Process Streening - Program - Streening - Streening - Streening - Program - Streening - Streening - Streening - Streening - Program - Streening - Program - Streening		s - Checked											3	3
Screening - Procedures/Process Screening - Program - Screening Program - Screening Program - Screening Program Screening Program -														10
Streening - Procedures/Process 206 266 276 187 224 385 424 385 418 412 372 4022 3,87														3
2002														1 6
Airline - Lost Baggage	-	206	266	276	187	224	355	424	395	418	412	372		3,937
Aritine - Policy/Regulations/Service 1 3 1 1 2 1 1 1 2 1 1 1														14
Cargo Indirect Air Carrier (IAC)	Airline - Lost Baggage					1				2				3
Carlgo - Indirect Air Carrier (IAC) Civil Rights - Age Civil Rights - Headware Civil Rights - Headware 1	Airline - Policy/Regulations/Service	1		3	1			1	1	2	1		1	11
Civil Rights														1
Civil Rights - Peacewed Religion														1
Civil Rights - Perceived Religion		3	5	5		4	4		9		4	1	5	52
Civil Rights - Perceived Religion		1						1	1	1				3
Civil Rights - Profiling									'				1	1
Civil Rights - Race									1		1			2
Civil Rights - Sex/Gender/Gender Identity						1	3	3	4	1	2	1	2	
Civil Rights - Sexual Orientation - Not Transgender 2		1	4	2		1								8
Claims			1				1				1		1	8
Claims		nsgender		2		1								5
Claims - Status Customer Service 25 26 20 12 12 17 16 24 24 30 22 22 22 22 22 22 23 24 24								1		2			1	6
Customer Service - Others														<u>1</u>
Customer Service - Others		25	26	20	12	12	17	16		24	30	22	22	
Customer Service - TSO 25 26 20 12 12 17 16 24 24 29 22 22 22 24 25 25 26 20 12 12 17 16 24 24 29 22 22 24 25 25 25 25 25		20	20	20	12	12	- 17	10	27	2-1				1
DHS TRIP		25	26	20	12	12	17	16	24	24		22	22	
Duplicate E-mail			1											2
Duplicate E-mail - General 10 Expedited Passenger Screening Program 122 191 197 129 168 289 347 301 339 327 291 334 3,0 3,			1								1			2
Expedited Passenger Screening Program 122 191 197 129 168 289 347 301 339 327 291 334 3,000	·													10
Expedited Passenger Screening Program			404	407	400	400	000	0.47	201	000	007	001	201	10
Expedited Passenger Screening Program 2				197	129	168		347	301		327	291	334	3,035
Expedited Passenger Screening Program 5 31 10 12 10 9 10 9 16 14 6 7 13				1	1	1			2		1			18
Expedited Passenger Screening Program								10				6	7	139
Expedited Passenger Screening Program - TSA/DHS Employee: 2														2,869
Hazardous Materials Safety - General 1														6
Identification (ID) Requirements														3
Identification (ID) Requirements - Domest 2 3 3 1 2 1 1 1 1 1 1 1 1	•	_	1						1			1		3
Locks 2 1 2 3 1 2 1 1 1 Locks - Missing or Damaged Lock 2 1 2 3 1 2 1 1 1 1 Lost and Found 2 4 2 1 2 3 2 1 1 2 2 Lost and Found - Airport/TSA 2 4 2 1 2 3 2 1 1 2 3 2 1 1 2 3 2 1 1 2 3 2 1 1 2 3 2 1 1 1 2 3 3 2 1 1 2 3 3 3 2 1 1 2 3 3 4 4 4 2 4 2 3 3 3 3 4 4 4 2 4 4 4 2 3 3 3 3 4 4 4 2 4 4 2 3 3 <	. , ,													5
Locks - Missing or Damaged Lock 2 1 2 3 1 2 1						-		4			4			5
Lost and Found 2 4 2 1 2 3 2 1 1 2 2 Lost and Found - Airport/TSA 2 4 2 1 2 3 2 1 1 2 2 Mishandling of Passenger Property 2 3 5 3 2 3 9 9 5 7 7 12 6 Mishandling of Passenger Property - Damaged/Missii 1 2 3 1 1 3 3 4 4 4 2 Mishandling of Passenger Property - Damaged/Missii 1 2 3 1 1 6 5 5 3 6 7 3 Mishandling of Passenger Property - Disa 1 1 1 1 1 1 1 1 1														14 14
Lost and Found - Airport/TSA 2 4 2 1 2 3 2 1 1 2 2 Mishandling of Passenger Property 2 3 5 3 2 3 9 9 5 7 7 12 6 Mishandling of Passenger Property - Damaged/Missii 1 2 3 1 1 3 3 4 4 4 2 Mishandling of Passenger Property - Damaged/Missii 1 2 3 1 1 1 1 1 1 1 1 1			Δ					1					2	20
Mishandling of Passenger Property 2 3 5 3 2 3 9 9 5 7 7 12 6 Mishandling of Passenger Property - Damaged/Missii 1 2 3 1 1 3 3 4 4 4 4 Mishandling of Passenger Property - Damaged/Missii 1 2 3 1 6 5 5 3 6 7 3 Mishandling of Passenger Property - Disa 1 1 1 1 1 1 1 1														20
Mishandling of Passenger Property - Dam 1 2 3 1 1 3 3 4 4 4 Mishandling of Passenger Property - Damaged/Missis 1 2 3 1 6 5 5 3 6 7 3 Mishandling of Passenger Property - Disa 1 1 1 1 1 1 1 1				5				9						67
Mishandling of Passenger Property - Damaged/Missi 1 2 3 1 6 5 5 3 6 7 3 Mishandling of Passenger Property - Disa 1 1 1 1 1 1 1 1														22
	Mishandling of Passenger Property - Dam	aged/Missiı			3		1			5	3	6	7	39
No Jurisdiction 1 2 2 6 4 3 3 6 3 3		1					1							6
	No Jurisdiction		1	2		2		6	4	3	3	6	3	30

No Jurisdicine - Refer to 1979 No Jurisdicine - Refer to 1979 No Jurisdicine - Refer to 1974	Catamariaa	40.0-4		SA Contact				04.4	05.14	00 1	07 1.1	00 4	20.0	T-4-1
No. Justication - Protect DEPS	Categories	10-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 Austractices - Parkote 19														
Patient Collision	No Jurisdiction - Refer to CBP			1		1		3	3	3	1	2	3	17
Pactorn	No Jurisdiction - Refer to FAA			1										1
Package Pack	No Jurisdiction - Refer to Other		1			1		2			1	4		9
Patient Page	Patdown	3	5	4	8	2	5	9	6	7	3	4	4	60
Patition Figer as Concerned 2 2 1 1 1 1 1 1 1 1	Patdown - Children				1			1						2
Peachter - Centered	Patdown - Flyer	3	3	4	5	2	5	8	5	5	3	4	4	51
Peterson variabilities (PVIV) - Canter (1 1 2 2 2 2 2 2 2 2	Patdown - Flyer as Observer		2		2									4
Peterson variabilities (PVIV) - Canter (1 1 2 2 2 2 2 2 2 2	•									1				
Persons of Describing (PVD) - Cognitive Cheering 1									1	1				
Personal Probabilities (PVI) - National Spectrum 1	•	8	8	1	Λ	4	8	3			13	5	1	
Personal or Disabilities (PVD) - Combon 1				-					-	- U				
Persona Workshiller (PVO) Dubbers														
Persons on Disabilities (PVD) - Months (PVD) - Mo		Ψ	1			1	1							
Persons of Disabilistic (PVD) - Disabilist 1			1				1	4		- 1		1		
Persone of Disabilities (PVD) - Heartroy 1	. ,		4				4	1				1		
Persons of Disabilities (PVD) - Informal by 1	· · · · · · · · · · · · · · · · · · ·		1			1				1				
Persons w/Dasbidies (PWD) - Medically 1 1 1 3 1 4 3 1 1 1 8 8 9 9 9 9 9 9 9 9														
Persons w/Dasbidise (PWD) - Medically 1					1		1							
Persons w/Dashbier, CPW/D)- Metally Implicate glorilly 1	. ,		ached to the	Body										
Persons w/ Disabbliste (PWD) - Modelly Disability (N)			1		1	1	3	1					1	
Persons w/ Disabblike (PWD) - Colorley/Ocinnets 2 1 1 1 1 1 3 3 3 3 3	Persons w/ Disabilities (PWD) - Metal Im	plants (joint)		1					1		1			3
Persons of Disablibles (PWD) - Footosis 1 1 1 1 1 3 Persons were Disablibles (PWD) - Secretary Annuals 1 1 1 1 1 1 1 1 1 Persons were disablibles (PWD) - Footos Annuals 1 1 1 1 1 1 1 1 1 Persons were disablibles (PWD) - Footos Annuals 1 2 1 1 1 1 1 1 1 1	Persons w/ Disabilities (PWD) - Mobility I	Disability (N∈	1	1					1		3			6
Persons of Disabilities (PVID) - Search of Armalis	Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates	2					1						3
Persons or Disabilities (PAID) - Touch Awarson (pain/thumburs) Persons or Disabilities (PAID) - Visual in 1 2 1 1 1 1 1 1 4 4 Patients of Disabilities (PAID) - Visual in 1 1 1 1 1 4 4 Patients of Disabilities (PAID) - Visual in 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Persons w/ Disabilities (PWD) - Prosthes	i 1			1						1			3
Persons w Disabilities (PWID) - Visual In 1	Persons w/ Disabilities (PWD) - Service A	Animals		1	1		1		1					4
Persons w/ Disabilities (PWD) - Wheelsh 1	Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/	trauma)									1		1
Persons w/ Disabilities (PWD) - Wheelsh 1	Persons w/ Disabilities (PWD) - Visual Im	1									1			2
Probabled & Permitted Items									1	1		1		
Prohibition & Permitted Interns. Eleara Millocally Form			2	1					'	- '		'		
Prohibition & Permitted Interns - Electronic 1														
Property - Special Handling Damaged Items - Carry-On		1 -		1										
Property - Special Handling - Damaged Irems - Carry-On 6					10	10	12	10	11	1/	5	0	7	
Property - Special Handling - Missing Inter											0	9		
Properly - Special Handling - Missing Inter			OII											
Property - Special Handling - Missing Item S			7											
Screening														
Screening - Incinident														
Streening - International Screening			12	15	6	8	10	16	14	10	16	23	11	
Screening - Landgriby Lines														
Screening - Henodering-Processer 1		1	2	5	1		2	2	2	3	3	6		27
Screening - Procedures/Process 5 8 9 5 7 8 13 8 7 11 16 8 105				1										1
Screening - Retrieving Abandoned/Confiscated Items	Screening - Lengthy Lines	1				1			2		1		3	8
Screening Store Screening TWIC -	Screening - Procedures/Process	5	8	9	5	7	8	13	8	7	11	16	8	105
TWIC - General	Screening - Retrieving Abandoned/Confis	cated Items						1	2		1	1		5
TWIC- General	Screening - Shoe Screening		2											2
Modificial Information Required/Insufficient Information 1 1 1 1 1 1 1 1 1	TWIC						1							1
Additional Information Required/Insufficient Information	TWIC - General						1							1
Additional Information Required/Insufficient Informatic 1 1 2 1 1 2 7 7 1 1 1 7 7 1 1 1 1 1 7 7 1 1 1 1	2023	419	399	441	324	299	393	398	432	414	416	369		4,304
Airline	Additional Information Required/Insufficient In	formation	1	1										2
Airline - Lost Baggage	Additional Information Required/Insufficie	nt Informatic	1	1										2
Airline - Policy/Regulations/Service 2	Airline		2					1		2	1	1		7
Airline - Policy/Regulations/Service 2	Airline - Lost Baggage							1		1				2
Civil Rights - Age			2							1	1	1		5
Civil Rights - Naedwear	Civil Rights	3	8	4	4	5	8	6	10	8	7	6		69
Civil Rights - National Origin														
Civil Rights - National Origin										1				
Civil Rights - Not Specified			1					2			1			
Civil Rights - Perceived Religion							1							
Civil Rights - Profiling					1		<u> </u>	1						
Civil Rights - Race					- 1				2			- 1		
Civil Rights - Screening of Religious Cultural and Ceremonial Items			4	2	0	0	4					4		
Civil Rights - Sex/Gender/Gender Identity- Not Transş							4			3	3	4		
Civil Rights - Transgender Screening						4				4				
Claims - General		- NOL Trans(1	1		2	3						
Claims - General			2			2			1		1			
Claims - Status				1								1		
Customer Service - CSM 1 15 15 22 22 19 26 26 19 223 Customer Service - CSM 1 Testing of the state of the s										1				
Customer Service - Others														
Customer Service - Others 1 1 1 1 1 1 1 1 1 1 2 2 2 19 26 26 19 221 2 2 1 2 3 3 3 3 3 3 3 3 3 3 <t< td=""><td></td><td>29</td><td>16</td><td>14</td><td>15</td><td>15</td><td>22</td><td>22</td><td>19</td><td>26</td><td>26</td><td>19</td><td></td><td>223</td></t<>		29	16	14	15	15	22	22	19	26	26	19		223
Customer Service - TSO 28 16 13 15 15 22 22 19 26 26 19 221 DHS TRIP Expedited Passenger Screening Program 344 326 368 259 231 310 319 329 308 308 274 3,376 Expedited Passenger Screening Program 3 3 3 1 3 2 1 <td>Customer Service - CSM</td> <td>1</td> <td></td> <td>1</td>	Customer Service - CSM	1												1
DHS TRIP Ceneral 2 2 2 2 2 2 2 2 2	Customer Service - Others			1										1
DHS TRIP - General Stepedited Passenger Screening Program 344 326 368 259 231 310 319 329 308 308 274 3,376	Customer Service - TSO	28	16	13	15	15	22	22	19	26	26	19		221
Expedited Passenger Screening Program	DHS TRIP										2			2
Expedited Passenger Screening Program - Active Duty Military 1 1 1 1 1 1 1 1 1	DHS TRIP - General										2			2
Expedited Passenger Screening Program - Active Duty Military 1 1 1 1 1 1 1 1 1	Expedited Passenger Screening Program	344	326	368	259	231	310	319	329	308	308	274		3,376
Expedited Passenger Screening Program 3												'		1
Expedited Passenger Screening Program 12 13 7 6 4 1 9 7 5 7 9 80			,				1	3	2	1				10
Expedited Passenger Screening Program 329 313 361 253 226 307 307 319 301 301 265 3,282			13	7	6	4					7	9		
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In														
Freedom of Information Act (FOIA)					200			301		301	301	200		
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 1 2 2 Locks - General 1 3 3 3 3 2 1 2 21 Locks - Missing or Damaged Lock 1 3 3 3 3 3 2 1 2 21		I SAIDI IS I	pioyees	Optill		1	1							
Hazardous Materials Safety 1 2 3 Hazardous Materials Safety - General 1 2 3 Locks 1 3 3 3 3 3 1 2 2 Locks - General 1 3 3 3 3 3 3 2 1 2 21 Locks - Missing or Damaged Lock 1 3 3 3 3 3 2 1 2 21		1												
Hazardous Materials Safety - General 1 2 3 Locks 1 3 3 3 3 3 1 2 22 Locks - General 1 1 1 1 1 1 1 Locks - Missing or Damaged Lock 1 3 3 3 3 2 1 2 21	coeconi or mormalion Act (EUIA) - Gen	aral							1					1
Locks 1 3 3 3 3 3 1 2 22 Locks - General 1 1 1 1 1 1 1 1 1 1 2 2 1 2 2 2 1 2 2 2 1 2 2 2 1 2 2 2 1 2 2 2 1 2	. ,	eral	4							^				^
Locks - General 1 1 1 Locks - Missing or Damaged Lock 1 3 3 3 3 2 1 2 21	Hazardous Materials Safety	eral												
Locks - Missing or Damaged Lock 1 3 3 3 3 2 1 2 21	Hazardous Materials Safety Hazardous Materials Safety - General	eral								2		-		3
	Hazardous Materials Safety Hazardous Materials Safety - General Locks	eral		1	3	3	3	3	3	2	1	2		3 22
Lost and Found 1 2 1 1 3 3 1 5 7 24	Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - General	eral								2 3 1				3 22 1
	Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - General Locks - Missing or Damaged Lock		1	1	3			3	3	2 3 1 2	1	2		3 22 1 21

			SA Contac										
egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found - Airport/TSA	1	2	1	1			3	3	1	5	7		24
Mishandling of Passenger Property	5	8	6	3	11	16	7	16	8	16	13		109
Mishandling of Passenger Property - Dam	2	5	3	2	7	7	2	11	6	8	5		58
Mishandling of Passenger Property - Dam	2	1	3	1	2	8	5	5	2	7	7		43
Mishandling of Passenger Property - Disa	1	2			2	1				1	1		8
No Jurisdiction	1	1	4	3	1	1	2	1	6	3	2		25
No Jurisdiction - No Referral					1				1		1		3
No Jurisdiction - Refer to CBP	1	1	3	1			1	1	3	3			14
No Jurisdiction - Refer to Other			1	2		1	1		2		1		8
Patdown	6	7	6	2	6	3	6	7	8	4	5		60
Patdown - Children						1	2						3
Patdown - Flyer	6	7	6	2	4	2	3	7	8	4	5		54
Patdown - Flyer as Observer					2		1						3
Persons w/ Disabilities (PWD)	3	4	7	3	2	2	1	4	4	5	5		40
Persons w/ Disabilities (PWD) - Autism Si	1	1							1				3
Persons w/ Disabilities (PWD) - Breast Ca	incer			1									1
Persons w/ Disabilities (PWD) - Diabetes										1	2		3
Persons w/ Disabilities (PWD) - General		2											2
Persons w/ Disabilities (PWD) - Internal M	ledical Devi								1				1
Persons w/ Disabilities (PWD) - Medical D			e Body								1		1
Persons w/ Disabilities (PWD) - Medically		1	1		1			2	1	2	1		9
Persons w/ Disabilities (PWD) - Metal Imp					•				•		1		1
Persons w/ Disabilities (PWD) - Mobility D	0 /		2		1	1		1					5
Persons w/ Disabilities (PWD) - Respirato								'					1
Persons w/ Disabilities (PWD) - Service A		or Equipini											1
Persons w/ Disabilities (PWD) - Touch Ave		/trauma)								1			1
Persons w/ Disabilities (PWD) - Visual Im		radina)								•			1
Persons w/ Disabilities (PWD) - Wheelcha		Segway	3	2		1	1	1	1	1			10
Property - Special Handling	8	10	12	10	7	11	14	24	18	16	17		147
Property - Special Handling - Damaged Ite	1	2	2	10	2	4	1	5	5	3	6		32
Property - Special Handling - Damaged Ite		2	1	1	1	2	5	2	3	4	2		23
Property - Special Handling - Missing Item	4	2	5	4	- 1	2	3	15	9	5	6		55
Property - Special Handling - Missing Item	3	4	4	4	4	3	5	2	1	4	3		37
Screening	17	13	16	20	18	17	14	15	19	22	16		187
Screening - Crew Member or Airline Empl	2		1					1		2			6
Screening - Gate Pass										1			1
Screening - Inconsistency	3	3		7	4	1	2	2	1	1	2		26
Screening - International Screening			1	1									2
Screening - Lengthy Lines		1		2		3			1	1			8
Screening - Military									1				1
Screening - Procedures/Process	12	9	12	9		12	12	10	15	16	13		131
Screening - Retrieving Abandoned/Confisc	cated Items		2	1	3	1		2	1	1	1		12
TWIC				1							1		2
TWIC - General				1							1		2

					CC) Data T								
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LBB	12	14	15	10	8	10	15	19	14	13	7		149
2021												3	3
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimin	ation											1	1
Screening												2	2
Screening - Procedures/Process												2	2
2022	5	5	6	7	4	5	3	5	3	4	4	9	60
Civil Rights						1							1
Civil Rights - Race						1							1
Customer Service	2	1		1	1	1	1	1	1			1	10
Customer Service - Others									1				1
Customer Service - TSO	2	1		1	1	1	1	1				1	9
Expedited Passenger Screening Program	2	3	4	5	2	3	2	3	1	3	4	7	39
Expedited Passenger Screening Program	- TSA Appl	1											1
Expedited Passenger Screening Program	2	2	4	5	2	3	2	3	1	3	4	7	38
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dam	naged/Missing	ItemsC	1										1
No Jurisdiction												1	1
No Jurisdiction - No Referral												1	1
Patdown	1		1										2
Patdown - Flyer	1		1										2
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Medically	i / Necessary M	edication a	nd Medica	l Supplies	1								- 1
Property - Special Handling		1	ina moaroa	1									2
Property - Special Handling - Missing Iten	ns - Carry-On			1									1
Property - Special Handling - Missing Iten		1											1
Screening								1	1	1			3
Screening - Procedures/Process								1	1	1			3
2023	7	9	9	3	4	5	12	14	11	9	3		86
Additional Information Required/Insufficient In			1				12						1
Additional Information Required/Insufficie		- FMAII	1										1
Civil Rights		LIVI (IL				1	1			1			3
Civil Rights - Sex/Gender/Gender Identity	l - Not Transger	nder					1			1			2
Civil Rights - Transgender Screening		idoi				1							
Customer Service		1			1		1	2	1	2			8
Customer Service - TSO		1			1		1	2	1	2			8
Expedited Passenger Screening Program	6	5	5	3	2	4	9	6	9	6	2		57
Expedited Passenger Screening Program		5	5	3	1	4	9	6	9	6	2		56
Expedited Passenger Screening Program				3	1	4	9	0	9	0			1
Patdown	- TOAIDHS EI	ilipioyees -	Оргіп		1								1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)		1									1		
,		1											2
Persons w/ Disabilities (PWD) - General	Nanaani :	4									1		1
Persons w/ Disabilities (PWD) - Medically		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

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

			I SA COIILA	ci Center (ICC) Data	1001 - FUI <i>F</i>	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LBF		1			1				2	2	2	1	
2021												1	
Property - Special Handling												1	
Property - Special Handling - Missing Iter	ns - Checke	d										1	
2022		1							1		2		
Expedited Passenger Screening Program									1				
Expedited Passenger Screening Program	i - TSA PreC	Check							1				
Screening		1									2		
Screening - Inconsistency											1		
Screening - Lengthy Lines											1		
Screening - Procedures/Process		1											
2023					1				1	2			
Customer Service										1			
Customer Service - TSO										1			
Expedited Passenger Screening Program					1					1			
Expedited Passenger Screening Program	- TSA PreC	Check			1					1			
Screening									1				
Screening - Procedures/Process									1				

		•	TSA Conta	ct Center (1	「CC) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LCH	2	1		2	3	3	2	3	5	2	4	5	32
2021												1	1
Customer Service												1	
Customer Service - TSO												1	1
2022	1			1	1	1		2			2	4	12
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1				1	1		1			1	2	7
Expedited Passenger Screening Program	1				1	1		1			1	2	7
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Item	s - Checke	d										1	1
Screening								1			1		2
Screening - Procedures/Process								1			1		2
2023	1	1		1	2	2	2	1	5	2	2		19
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program	1	1		1	2	2		1	2	2	1		13
Expedited Passenger Screening Program	1	1		1	2	2		1	2	2	1		13
No Jurisdiction									1				1
No Jurisdiction - No Referral									1				1
Property - Special Handling											1		1
Property - Special Handling - Damaged Ite	ems - Carry-	-On									1		1
Screening							1		1				2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process									1				1

		-	TSA Conta	act Cent	er (T	CC) Data 1	ool - FOIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-J	an	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LCK		2		l	1	2	4	4	6	5	5	7	2	39
2021													1	1
Patdown													1	1
Patdown - Flyer													1	1
2022					1		3	3	3	4	3	2	1	20
Civil Rights								2						2
Civil Rights - Transgender Screening								2						2
Customer Service										1		1		2
Customer Service - TSO										1		1		2
Expedited Passenger Screening Program					1		2	1	3	1	2	1		11
Expedited Passenger Screening Program - 7	TSA Appl	ication Prog	gram		1									1
Expedited Passenger Screening Program - 7							2	1	3	1	2	1		10
Mishandling of Passenger Property											1			1
Mishandling of Passenger Property - Damag	ged/Missi	ng ItemsC	arry-on Lu	ggage							1			1
Patdown													1	1
Patdown - Flyer													1	1
Persons w/ Disabilities (PWD)							1							1
Persons w/ Disabilities (PWD) - Prosthesis/A	Amputees	and Casts					1							1
Property - Special Handling										2				2
Property - Special Handling - Damaged Item	s - Carry	-On								1				1
Property - Special Handling - Missing Items	- Checke	d								1				1
2023		2		l		2	1	1	3	1	2	5		18
Airline											1			1
Airline - Lost Baggage											1			1
Expedited Passenger Screening Program		2		1		1			2		1	2		9
Expedited Passenger Screening Program - 1	TSA Appl	ication Prog	gram			1								1
Expedited Passenger Screening Program - 1	TSA PreC	2		1					2		1	2		8
Mishandling of Passenger Property								1						1
Mishandling of Passenger Property - Damag	ged/Missi	ng ItemsC	hecked Ba	iggage				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	- Checke	d					1							1
Screening									1	1		1		3
Screening - Inconsistency										1				1
Screening - Procedures/Process									1			1		2

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LEB			1			2		2			2		7
2022			1			1		1			1		4
Customer Service						1		1					2
Customer Service - TSO						1		1					2
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Beauty & G	Prooming Ite	ems	1										1
Screening											1		1
Screening - Procedures/Process											1		1
2023						1		1			1		3
Expedited Passenger Screening Program						1		1			1		3
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram			1							1
Expedited Passenger Screening Program	- TSA PreC	Check						1			1		2

egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EX	7	12		9 12	12	13	14	17	10	13	21	16	15
2021												6	
Expedited Passenger Screening Program												5	
Expedited Passenger Screening Program	- TSA Appli	cation Prog	gram									1	
Expedited Passenger Screening Program	- TSA PreC	heck										4	
Property - Special Handling												1	
Property - Special Handling - Damaged It	ems - Check	ed										1	
2022	1	4		4 3	5	6	8	4	6	8	13	10	
Civil Rights											1		
Civil Rights - Race											1		
Claims					1								
Claims - General					1								
Customer Service				1									
Customer Service - TSO				1									
Expedited Passenger Screening Program		3		4 2	4	5	6	4	5	8	11	7	
Expedited Passenger Screening Program	- DoD									1			
Expedited Passenger Screening Program	- TSA Appli	cation Prog	gram								2		
Expedited Passenger Screening Program	- TSA PreC	3		4 2	4	5	6	4	5	7	9	7	
Patdown							1				1		
Patdown - Flyer							1				1		
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway										1	
Property - Special Handling	1												
Property - Special Handling - Damaged It	1												
Screening		1				1	1		1			2	
Screening - Inconsistency						1						1	
Screening - Lengthy Lines							1						
Screening - Procedures/Process		1							1			1	
2023	6	8		5 9	7	7	6	13	4	5	8		
Civil Rights								1					
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender						1					
Customer Service						1		1					
Customer Service - TSO						1		1					
Expedited Passenger Screening Program	6	8		5 9	7	6	6	10	4	5	8		
Expedited Passenger Screening Program	- TSA Appli	cation Prog	gram					1					
Expedited Passenger Screening Program		8	-	5 9	7	6	6	9	4	4	8		
Expedited Passenger Screening Program		Employees	s - Opt In							1			
Patdown								1					
Patdown - Flyer								1					

		1	SA Contac	t Center (1	「CC) Data T	Tool - FOIA	١						
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LFT	10	8	8	7	8	15	14	12	14	14	9	6	12
2021												2	
Expedited Passenger Screening Program												2	
Expedited Passenger Screening Program	- TSA PreC	heck										2	
2022	4	3	2	1	4	6	6	3	6	5	6	4	50
Airline						1							
Airline - Lost Baggage						1							
Civil Rights	1												
Civil Rights - Sex/Gender/Gender Identity	1												
Customer Service							1						
Customer Service - TSO							1						
Expedited Passenger Screening Program	3	3	2	1	4	4	5	3	6	5	4	3	43
Expedited Passenger Screening Program	1		1										
Expedited Passenger Screening Program	2	3	1	1	4	4	5	3	6	5	4	3	4
Property - Special Handling						1							
Property - Special Handling - Missing Iten	ns - Checked	d				1							
Screening											2	1	
Screening - Inconsistency											1		
Screening - Procedures/Process											1	1	
2023	6	5	6	6	4	9	8	9	8	9	3		73
Customer Service		2						1	1				- 4
Customer Service - TSO		2						1	1				
Expedited Passenger Screening Program	5	3	5	6	4	7	8	8	7	8	3		6
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ıram					1					
Expedited Passenger Screening Program	5	3	5	6	4	7	8	7	7	8	3		6
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Bag	gage						1			
Patdown			1										
Patdown - Flyer			1										
Screening	1					2							
Screening - Lengthy Lines	1												1
Screening - Procedures/Process						2							2

Categories	10-Oct 1	I1-Nov	SA Contact (03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LGA	279	344	327	260	267	421	450	392	390	346	426	247	4,149
2021	219	344	321	200	201	421	450	332	330	340	420	72	72
Civil Rights												2	2
Civil Rights - Racial Profiling or Discrimina	l ation											2	2
Customer Service												7	7
Customer Service - TSO												7	7
Expedited Passenger Screening Program												44	44
Expedited Passenger Screening Program	- TSA Applica	tion Progr	ram									6	6
Expedited Passenger Screening Program												38	38
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Mishandling of Passenger Property												2	2
Mishandling of Passenger Property - Dam	naged/Missing	ItemsCa	arry-on Lugga	ge								1	1
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCh	necked Bagga	ige								1	1
Patdown												2	2
Patdown - Children												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)												4	4
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - Prosthesi												2	2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	egway										1	1
Prohibited & Permitted Items												2	2
Prohibited & Permitted Items - Food/Beve	rages											1	1
Prohibited & Permitted Items - General												1	1
Property - Special Handling												4	4
Property - Special Handling - Missing Iten												3	3
Property - Special Handling - Missing Iten	ns - Checked											1	1
Screening												4	4
Screening - Procedures/Process												4	4
2022	93	136	131	104	98	215	224	200	225	178	248	175	2,027
Additional Information Required/Insufficient In				1									1
Additional Information Required/Insufficient	nt Information	- EMAIL C	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 Discrimina		2	2										4
Civil Rights - Sex/Gender/Gender Identity		nder	2		1	2	1		2	1			9
Civil Rights - Sexual Orientation - Not Tra	nsgender						1						1
Civil Rights - Transgender Screening							1						1
Claims				1									1
Claims - Status				1		4							1
CSM/Stakeholder Follow-up						1							1
CSM/Stakeholder Follow-up - General	45	47	40	4.4	0	1	40	44	40	47	4.4	44	1
Customer Service - Others	15	17	19 1	11	6	22	12	11	19	17	11	11	171
	15	17		11	6	22		11	10	17	11	11	160
Customer Service - TSO	15 61	17 91	18 90	11 71	73	22 151	11	11	19 168	17 135	210	11	169
Expedited Passenger Screening Program Expedited Passenger Screening Program	1	91	90	7.1	13	101	173	158	100	133	210	132	1,513
Expedited Passenger Screening Program Expedited Passenger Screening Program	1					- 1			1		4	1	3 4
Expedited Passenger Screening Program Expedited Passenger Screening Program	3	8	5	2	3	4	4	8	8	1	1 4	8	
Expedited Passenger Screening Program		83	85	68	70	146	168	149	158	133	204	123	58 1,443
Expedited Passenger Screening Program				1	70	140	100	149	100	133	1	123	5
Locks	- TOA/DITO LI	Tiployees	1	ı	1		- 1	- 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 - Dam		2	1				1	1	2	4	6	3	20
Mishandling of Passenger Property - Dam				ide		2	2	2	3		2	3	14
Mishandling of Passenger Property - Dam				.3-									1
Mishandling of Passenger Property - Disa		Carry-on	or Checked		1	1		1		1		2	6
No Jurisdiction		1		1	1	1			2			_	6
No Jurisdiction - No Referral				1					2				3
No Jurisdiction - Refer to CBP					1	1							2
No Jurisdiction - Refer to Other		1											1
Notice of Violation/Civil Penalties				1						1			2
Notice of Violation/Civil Penalties - Gener	al			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									2
Persons w/ Disabilities (PWD) - Diabetes		1			2		1						4
Persons w/ Disabilities (PWD) - General							2						2
Persons w/ Disabilities (PWD) - Hearing I	mpairment			1									1
Persons w/ Disabilities (PWD) - Internal N		3							1				4
Persons w/ Disabilities (PWD) - Medically			and Medic	1	1		1						3
Persons w/ Disabilities (PWD) - Metal Imp		1								1		1	4
Persons w/ Disabilities (PWD) - Mobility [1	1				1	2		1			6
Persons w/ Disabilities (PWD) - Ostomy/0						1							1

ories	10 Oct 1	4 Nov. 4	12 Dag	04 lan	-	00I - FOIA	04 Ann	OF Mov	OC lum	07 1	00 4	00 Con	Total
December / Discolativity / (DM/D) - December /			2-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Prosthesis				1		0	1		1				3
Persons w/ Disabilities (PWD) - Respirato		Equipment				2				4			2
Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av		ma\								1		1	
Persons w/ Disabilities (PWD) - Touch Av				1	1	1	4						-
Prohibited & Permitted Items	2	gway	1			1	4						3
Prohibited & Permitted Items - Food/Beve	1		- 1										
Prohibited & Permitted Items - General	'		1										
Prohibited & Permitted Items - Knives/Too	1		- 1										
Property - Special Handling	3	4	4	3	5	12	6	6	4	5	7	7	66
Property - Special Handling - Damaged Ite	1	2	1	2	1	3	3	1	2	5	2		
			l l										20
Property - Special Handling - Damaged Ite		1			1	3	1	1	4				
Property - Special Handling - Missing Item	2	1	1	1	2	2		3	1	4	3		23
Property - Special Handling - Missing Item			2		1	4	2	1	1	1	2		10
Screening	7	11	9	9	3	7	11	11	15	9	6	8	106
Screening - Classified Materials	1												
Screening - Inconsistency	1	4	1	1	1	1	3	1	1		2	1	1
Screening - Lengthy Lines	1	1	2	1	2	1	3	3	4	2			2
Screening - Procedures/Process	4	6	6	6		5	4	6	8	6	3	7	6
Screening - Retrieving Abandoned/Confise	ated Items						1	1	2		1		
Screening - Security Breach										1			
Screening - Traveling with Cash				1									
2023	186	208	196	156	169	206	226	192	165	168	178		2,05
Advanced Imaging Technology (AIT)		1											
Advanced Imaging Technology (AIT) - Fly	er	1											1
Airline	1			1			1			1			
Airline - Lost Baggage										1			
Airline - Policy/Regulations/Service				1			1						2
Airline - Wheelchair Assistance	1			· ·									-
Civil Rights	2	1	3	3	2	1	5	5	7	3	3		35
Civil Rights - Age				1			3	<u> </u>	,	3			
Civil Rights - Age Civil Rights - National Origin					1				1				2
Civil Rights - Perceived Religion		1						1	1				3
Civil Rights - Profiling		1						1	1				
ŭ	4		2			4	0	0		4			
Civil Rights - Race	1	_	3	2	1	1	2	2	4	1			17
Civil Rights - Screening of Religious or Cu	iturai Garmen	S									2		2
Civil Rights - Sex/Gender/Gender Identity	1						2	1		2	1		7
Civil Rights - Sexual Orientation - Not Trai	sgender						1						
Civil Rights - Transgender Screening								1					1
Customer Service	18	9	20	13	14	14	21	12	20	13	14		168
Customer Service - Others	1												
Customer Service - TCC			1										1
Customer Service - TSO	17	9	19	13	14	14	21	12	20	13	14		166
Expedited Passenger Screening Program	146	180	162	115	133	160	168	143	110	125	124		1,566
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	- DoD	1		1			1		1				4
Expedited Passenger Screening Program	6	5	4	5	2		1	3	3	1	2		32
Expedited Passenger Screening Program	139	174	158	108	131	160	166	140	106	124	122		1,528
Expedited Passenger Screening Program	- TSA/DHS Er	nployees - (Opt In	1									1
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												1
Locks				2	1			2					5
Locks - Missing or Damaged Lock				2	1			2					
						4							ŧ
Lost and Found			1	2			1	1			3		
Lost and Found Lost and Found - Airport/TSA			1	2		1	1 1	1			3		ę
Lost and Found - Airport/TSA	2	3	1	2	2	1	1	1	5	Δ	3		
Lost and Found - Airport/TSA Mishandling of Passenger Property	2	3	1 2	2 1	2	1 4	1 5	1 5	5	4	3 2		9 9 35
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	2	2	1 2 1	2	1	1	1	1 5 2	3	4 2	3 2 1		35 24
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	2 aged/Missiı	2	1 2 1	2 1		1 4	1 5	1 5	3 1	2	3 2		9 9 35 24
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	2 aged/Missiı	2	1 2 1 1 Checked	2 1 1	1	1 4 4	1 5 5	1 5 2 3	3 1 1	2	3 2 1		35 24 8
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction	2 aged/Missiı	2	1 2 1 1 Checked	2 1 1	1	1 4 4	1 5 5	1 5 2 3	3 1	2	3 2 1		3! 2 ² 8
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral	2 aged/Missiı	2	1 2 1 1 Checked	2 1 1	1 1	1 4 4	1 5 5	1 5 2 3	3 1 1	2	3 2 1		\$ 35 22 8 35 9 6
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP	2 aged/Missiı	2	1 2 1 1 Checked	2 1 1	1	1 4 4	1 5 5	1 5 2 3	3 1 1 1	2 1	3 2 1		\$ 35 22 8 35 6 6
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa: No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other	2 aged/Missii rayed Itemsi	2	1 2 1 1 Checked	1 1 1	1 1 1	1 4 4	1 5 5	1 5 2 3	3 1 1 1	2 1	3 2 1		35 35 22 8 3 9
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown	2 aged/Missiı	2	1 2 1 1 Checked	2 1 1	1 1	2 2 3	1 5 5	1 5 2 3	3 1 1 1	2 1	3 2 1		35 35 22 8 3 9
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children	2 aged/Missii rayed Itemsi	2	1 2 1 1 Checked	2 1 1 1 1 2	1 1 1 3	1 4 4 2 2 2 3 1	1 5 5	1 5 2 3 1 1	3 1 1 1 1	2 1 1 2	3 2 1		\$ \$ 35 \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$
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Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Cancer (gpersons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Presons w/ Disabilities (PWD) - Presons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Impersons w/	2 aged/Missil rrayed Items 3 3 1 ectrum eneral) Not Br //Development 1 Necessary Melants (joint) iss/Almputees ry and Inhaler nimals pairment	2 1 Carry-on or 2 east Cance al /Mental I 1 edication ar Vheelchair 1 Equipment	1 2 1 1 Checked 1 1 1 Disability	2 1 1 1 1 1 2 2 2 Supplies	1 1 3 3 3 3 3	1 4 4 2 2 2 3 3 1 2 3	1 1 5 5 5 5 1 1 1 1 1 1 1 1	1 5 2 3 1 1 1 2 2 3	3 1 1 1 1 1 1 2	2 1 1 2 2 5 1	3 2 1 1 1		\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Prosthesi. Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im	2 aged/Missii rayed Itemsi 3 3 1 ectrum eneral) Not Br //Development 1 Necessary Mr lants (joint) isability (Not V isabilit	2 1 Carry-on or 2 east Cance al /Mental [1 edication ar Vheelchair 1 Equipment	1 2 1 1 Checked 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 2 2 2 Supplies)	1 1 3 3 3 3 3 1	1 4 4 2 2 2 3 3 1 1 2 3	1 5 5 5 1 1 1 1	1 5 2 3 1 1 1 2 2 3	3 1 1 1 1 1 2 1	2 1 1 2 5 1 1	3 2 1 1 1		\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$
Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Cancer (gpersons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service Persons w/ Disabilities (PWD) - Visual Im	2 aged/Missii rrayed Itemsi 3 3 1 ectrum eneral) Not Br //Development 1 Necessary Me lants (joint) isability (Not Not Amputees ry and Inhaler nimals bairment ir/ Scooter/ Se 5	2 1 Carry-on or 2 east Cance al /Mental [1 edication ar Wheelchair 1 Equipment	1 2 1 1 Checked 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 1 2 2 2 Supplies)	1 1 1 3 3 3 3 3 3 3	1 4 4 2 2 2 3 1 1 2 3	1 5 5 5 1 1 1 1 1 1	1 5 2 3 1 1 1 2 2 3	3 1 1 1 1 1 2 1	2 1 2 2 2 5 1 1 1	3 2 1 1 1 6		\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$
Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Cancer (gpersons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Vivice A	2 aged/Missii rrayed Itemsi 3 3 1 ectrum eneral) Not Br //Development 1 Necessary Me lants (joint) isability (Not Not Amputees ry and Inhaler nimals bairment ir/ Scooter/ Se 5 ms - Carry	2 1 Carry-on or 2 east Cance al /Mental [1 edication ar Vheelchair 1 Equipment	1 2 1 1 Checked 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 2 2 2 Supplies) 9 2	1 1 3 3 3 3 3 1	1 4 4 2 2 2 3 3 1 1 2 3	1 5 5 5 1 1 1 1	1 5 2 3 1 1 1 2 2 3	3 1 1 1 1 1 2 1	2 1 1 2 5 1 1	3 2 1 1 1		\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$
Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Service A	2 aged/Missii rrayed Itemsd 3 3 1 nectrum eneral) Not Br //Development 1 Necessary Me lants (joint) isability (Not V s/Amputees ry and Inhaler nimals bairment ir/ Scooter/ Sc 5 ms - Carry 1	2 1 Carry-on or 2 east Cance al /Mental I 1 edication ar Wheelchair 1 Equipment	1 2 1 1 Checked 1 1 1 Checked 1 1 1 Disability and Medical or Scooter, 4 1 1	2 1 1 1 2 2 2 Supplies)	1 1 1 3 3 3 3 3 3 3	1 4 4 2 2 2 3 1 1 2 3	1 5 5 5 1 1 1 1 1 1 1 1 1 1 4	1 5 2 3 1 1 1 2 2 3	3 1 1 1 1 1 2 1	2 1 2 2 2 5 1 1 1	3 2 1 1 1 6		\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$
Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dian Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Autism Sf Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Concert (g Persons w/ Disabilities (PWD) - Concert (g Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities	2 aged/Missii rrayed Itemsi 3 3 1 ectrum eneral) Not Br //Development 1 Necessary Me lants (joint) isability (Not Not Amputees ry and Inhaler nimals bairment ir/ Scooter/ Se 5 ms - Carry	2 1 Carry-on or 2 east Cance al /Mental [1 edication ar Wheelchair 1 Equipment	1 2 1 1 Checked 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 2 2 2 Supplies)	1 1 1 3 3 3 3 3 3 3	1 4 4 2 2 2 3 1 1 2 3	1 5 5 5 1 1 1 1 1 1	1 5 2 3 1 1 1 2 2 3	3 1 1 1 1 1 2 1	2 1 2 2 2 5 1 1 1	3 2 1 1 1 6		\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Service A	2 aged/Missii rrayed Itemsd 3 3 1 nectrum eneral) Not Br //Development 1 Necessary Me lants (joint) isability (Not V s/Amputees ry and Inhaler nimals bairment ir/ Scooter/ Sc 5 ms - Carry 1	2 1 Carry-on or 2 east Cance al /Mental I 1 edication ar Wheelchair 1 Equipment	1 2 1 1 Checked 1 1 1 Checked 1 1 1 Disability and Medical or Scooter, 4 1 1	2 1 1 1 2 2 2 Supplies)	1 1 3 3 3 3 3 1	1 4 4 2 2 2 3 1 1 2 3	1 5 5 5 1 1 1 1 1 1 1 1 1 1 4	1 5 2 3 1 1 1 2 2 2 3 1 1	3 1 1 1 1 1 2 1	2 1 2 2 5 1 1 1 1	3 2 1 1 1 6 1 4		\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$

10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
										2		2
loyee				1			1	1				3
1	1	1	2	2	3	3	3	3	1			20
						1						1
1	2			1	1	1	5	1	1	3		16
5	5	1	5	3	7	7	3	7	8	11		62
cated Items		1			1	1			1	1		5
								1				1
	loyee 1	10-Oct 11-Nov	10-Oct 11-Nov 12-Dec	10-Oct 11-Nov 12-Dec 01-Jan	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar	loyee 1 1 1 1 2 2 3 3 3 1 1 2 1 1 1 1 5 5 1 5 3 7 7	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 10-yee 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 2	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 09-Sep

pories B			OA COIItac	t Center (1	CC) Data i	Tool - FOIA							
	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	30	36	23	40	46	26	47	29	46	40	34	33	430
2021												4	
Civil Rights												1	
Civil Rights - Racial Profiling or Discrimin	nation											1	
Expedited Passenger Screening Program												3	
Expedited Passenger Screening Program	n - TSA PreCh											3	
2022	10	16	10	16	12	11	19	15	19	18	14	29	18
Civil Rights				1	1						1	3	
Civil Rights - Race											1	2	
Civil Rights - Racial Profiling or Discriming					1								
Civil Rights - Screening of Religious or C	ultural Garme	nts		1									
Civil Rights - Sexual Orientation - Not Tra	ansgender											1	
Customer Service	2	2		3	1		3	4	1	2	2	4	2
Customer Service - TSO	2	2		3	1		3	4	1	2	2	4	2
Expedited Passenger Screening Program	8	11	8	8	7	8	11	4	15	15	10	17	12
Expedited Passenger Screening Program		3	1						2	3	2	2	1
Expedited Passenger Screening Program		8	7	8	7	8	11	4	13	12	8	15	10
Locks	,	1	,	0	'	0			10	12		10	10
		1											
Locks - Missing or Damaged Lock		ı		4				4					
Lost and Found				1				1					
Lost and Found - Airport/TSA				1				1					
Mishandling of Passenger Property	1				1							1	
Mishandling of Passenger Property - Dar					1								
Mishandling of Passenger Property - Dar	maged/Missing	ItemsCl	necked Bag	gage								1	
Patdown				1			1			1		1	
Patdown - Flyer				1			1			1		1	
Persons w/ Disabilities (PWD)						1	2	4	1				
Persons w/ Disabilities (PWD) - Cognitive	e /Developme	ntal /Menta	al Disability				1						
Persons w/ Disabilities (PWD) - Internal									1				
Persons w/ Disabilities (PWD) - Medicall			and Medica	d Sunnlies		1	1	1					
			and Medica	ai oupplies		1	- 1	3					
Persons w/ Disabilities (PWD) - Prosthes	I I							3					
Prohibited & Permitted Items		1											
Prohibited & Permitted Items - Firearm/A	mmunition	1											
Property - Special Handling		1			1	1		1				1	
Property - Special Handling - Damaged I	tems - Carry	1										1	
Property - Special Handling - Damaged I	tems - Checke	ed				1							
Property - Special Handling - Missing Iter	ms - Carry-On				1								
Property - Special Handling - Missing Iter	ms - Checked							1					
Screening			2	2	1	1	2	1	2		1	2	1
Screening - Crew Member or Airline Emp	olovee			1									
Screening - Inconsistency	T			1								2	
Screening - Procedures/Process			2		1	1	2	1	2		1		1
2023	20	20	13	24	34	15	28	14	27	22	20		23
	20	20	13	1	1	13	20	14		22			23
Civil Rights				1					1		1		
Civil Rights - Race					1				1				
Civil Rights - Sex/Gender/Gender Identity				1							1		
Customer Service	2	4	3	2	4	1	2		1	1	2		2
Customer Service - TSO	2	4	3	2	4	1	2		1	1	2		2
Expedited Passenger Screening Program	13	15	8	13	25	12	19	12	20	18	13		16
Expedited Passenger Screening Program	n - TSA Applic	ation Prog	ram	1							1		
Expedited Passenger Screening Program	n 13	15	8	12	25	12	19	12	20	18	12		16
Locks					1				1				
Locks - Missing or Damaged Lock					1				1				
Lost and Found									1				
									1				
Lost and Found - Airport/TSA				4	4	4	4	4		4	4		
Lost and Found - Airport/TSA Mishandling of Passenger Property	3			1	1	1	1	1	1	1	1		
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar	n 1				1	1				1	1		,
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar	n 1			1			1	1	1				1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dis	n 1			1					1		1		1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disa No Jurisdiction	n 1								1				1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disi No Jurisdiction No Jurisdiction - No Referral	n 1			1					1				1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disa No Jurisdiction	n 1			1					1				1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disi No Jurisdiction No Jurisdiction - No Referral	n 1			1 1 1				1	1		1		1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disi No Jurisdiction No Jurisdiction - No Referral Patdown	n 1 n 1			1 1 1 1			1	1	1		1 2		1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dis: No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	n 1 n 1 1 a 1			1 1 1 1 1	1			1	1		2 2		1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Diss No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S	n 1 n 1 a 1 Spectrum			1 1 1 1 1	1		2	1	1 1 2		2 2 1		1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disi No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Medicall	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Sparway		1 1 1 1 1	1		1	1	1		2 2		1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disi No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Wheelch	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Segway		1 1 1 1 1 1 1	1		2	1	1 1 2		2 2 1		1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disi No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling	n 1 n 1 a 1 Spectrum y 1 aair/ Scooter/ \$		1	1 1 1 1 1 1 1 2	1 1 1		2	1	1 1 2		2 2 1		1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disi No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged I	n 1 n 1 a 1 Spectrum y 1 nair/ Scooter/ s 1 tems - Carry-0		1 1	1 1 1 1 1 1 1	1		2	1	1 1 2		2 2 1		1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dis- Mishandling of Passenger Property - Dis- No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Damaged I	n 1 n 1 a 1 spectrum y 1 nair/ Scooter/s 1 tems - Carry-(td 1			1 1 1 1 1 1 2 1	1 1 1		2	1	1 1 2		2 2 1		1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disi No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged I	n 1 n 1 a 1 spectrum y 1 nair/ Scooter/s 1 tems - Carry-(td 1			1 1 1 1 1 1 2 1 1	1 1 1		2	1	1 1 2	1	2 2 1		1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dis- Mishandling of Passenger Property - Dis- No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Damaged I	n 1 n 1 a 1 spectrum y 1 nair/ Scooter/s 1 tems - Carry-(td 1			1 1 1 1 1 1 2 1	1 1 1		2	1	1 1 2		2 2 1		1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dis- Mishandling of Passenger Property - Dis- No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Damaged I Property - Special Handling - Damaged I	n 1 n 1 a 1 spectrum y 1 nair/ Scooter/s 1 tems - Carry-(td 1	On	1	1 1 1 1 1 1 2 1 1	1 1 1	1	2 1 1	1	1 1 2	1	2 2 1		1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dis- Mo Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Missing Iter	n 1 n 1 a 1 spectrum y 1 nair/ Scooter/s 1 tems - Carry-(td 1	On	1	1 1 1 1 1 1 1 2 1	1 1 1	1	2 1 1	1	1 1 2	1	2 2 1		11

	T 40.0 : ::		Contact C	•	•								
ories							<u> </u>				08-Aug	09-Sep	Total
2004	28	33	33	26	35	51	36	60	47	47	39	32	46
2021												11	1
Customer Service												2	
Customer Service - TSO												2	
Expedited Passenger Screening Program												7	
Expedited Passenger Screening Program	n - TSA PreChec	<										7	
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Medicall	y Necessary Med	dication and	Medical S	Supplies								1	
Prohibited & Permitted Items												1	
Prohibited & Permitted Items - Sporting (Goods											1	
2022	12	19	12	15	13	27	23	26	27	26	21	21	24
Airline	1_				2								
Airline - Policy/Regulations/Service					2								
Civil Rights							4	4	4		1		
					1		1	1	1				
Civil Rights - National Origin											1		
Civil Rights - Race							1						
Civil Rights - Racial Profiling or Discriming					1								
Civil Rights - Screening of Religious Cult	ural and Ceremo	nial Items							1				
Civil Rights - Sex/Gender/Gender Identity	/- Not Transgend	er						1					
Customer Service	3	2	2	1	2	6		4	5	2	4	2	
Customer Service - TSO	3	2	2	1	2	6		4	5	2	4	2	
Expedited Passenger Screening Program	8	11	9	12	6	18	17	16	17	20	14	16	1
Expedited Passenger Screening Program				12		1		10	- ''	20		10	
		4				ļ			4		4	- 1	
Expedited Passenger Screening Program		1		40		47	47	40	1		1	1	
Expedited Passenger Screening Program	1 8	10	9	12	6	17	17	16	16	20	13	15	1
Locks							1						
Locks - Missing or Damaged Lock							1						
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dar	naged/Missii	1											
Patdown	1							1	1	1		1	
Patdown - Flyer								1	1	1		1	
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Medicall	y Nooocony Moy	lication and	Madical S	upplies								1	
	y Necessary Med	ilcation and				0		4	4				
Property - Special Handling	1		1	1		2		1	1	2			
Property - Special Handling - Damaged I			1			1		1					
Property - Special Handling - Damaged I										1			
Property - Special Handling - Missing Iter	n 1			1					1				
Property - Special Handling - Missing Iter	ms - Checked					1				1			
Screening		5		1	2	1	4	3	2	1	2	1	
Screening - Inconsistency		2						1					
Screening - Lengthy Lines		1			1	1	2	1	1	1		1	
Screening - Procedures/Process		2		1			2	1	1		2		
Screening - Retrieving Abandoned/Confis	I scated Items				1								
2023	16	14	21	11	22	24	13	34	20	21	18		2
	10	17	41		22	44	13	34	20	21	1		21
Airline Duling (Downloting (Opening													
Airline - Policy/Regulations/Service											1		
Animals					1								
Animals - Carry-On					1								
Civil Rights								1		1	2		
Civil Rights - Screening of Religious Cult	ural and Ceremo	nial Items								1			
Civil Rights - Sex/Gender/Gender Identity	/- Not Transgend	er									2		
Civil Rights - Transgender Screening								1					
Customer Service	3	1	2		4	3		2	1				
	3	1			4				ı				
Customer Service - CSM	-					1							
Customer Service - TSO			2		4	2		2	1				
	3	1			4								
Expedited Passenger Screening Program	10	12	18	10	13	15	9	27	15	16	11		
Expedited Passenger Screening Program Expedited Passenger Screening Progran	10 n - TSA Application	12	18	10			9	27 1	15 1	16 1	11		
Expedited Passenger Screening Program	10 n - TSA Application	12	18	10			9				11		1
Expedited Passenger Screening Program Expedited Passenger Screening Progran Expedited Passenger Screening Progran	10 n - TSA Application	12 on Program	18		13	15		1	1	1			1
Expedited Passenger Screening Program Expedited Passenger Screening Progran Expedited Passenger Screening Progran Locks	10 n - TSA Application	12 on Program	18		13 13 1	15		1	1	1			1
Expedited Passenger Screening Program Expedited Passenger Screening Progran Expedited Passenger Screening Progran Locks Locks - Missing or Damaged Lock	10 n - TSA Application	12 on Program	18		13 13 1	15 15		1	1 14	1	11		1
Expedited Passenger Screening Program Expedited Passenger Screening Progran Expedited Passenger Screening Progran Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	10 n - TSA Application 10	12 on Program	18		13 13 1	15 15 3		1	1	1			1
Expedited Passenger Screening Program Expedited Passenger Screening Progran Expedited Passenger Screening Progran Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dar	10 n - TSA Application 1 10 2	12 on Program	18		13 13 1 1 2	15 15		1	1 14 2	1	11		1
Expedited Passenger Screening Program Expedited Passenger Screening Progran Expedited Passenger Screening Progran Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar	10 n - TSA Application 1 10 2	12 on Program	18		13 13 1	15 15 3 3		1	1 14	1 15	11		1
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Expedited Passenger Screening Program Expedited Passenger Screening Progran Expedited Passenger Screening Progran Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar	10 n - TSA Application 1 10 2	12 on Program	18		13 13 1 1 2	15 15 3 3		1	1 14 2	1 15	11		1
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Expedited Passenger Screening Program Expedited Passenger Screening Progran Expedited Passenger Screening Progran Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Patdown Patdown - Flyer Patdown - Flyer as Observer	10 n - TSA Application 1 10 2	12 on Program	18		13 13 1 1 2	15 15 3 3 2 1		1	2	1 15	11 1 1 1		1
Expedited Passenger Screening Program Expedited Passenger Screening Progran Expedited Passenger Screening Progran Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	10 n - TSA Application 10 2 n 1	12 on Program 12	18		13 13 1 1 2	15 15 3 3 2 1		1	2 2	1 15	11 1 1 1		1
Expedited Passenger Screening Program Expedited Passenger Screening Progran Expedited Passenger Screening Progran Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	10 n - TSA Application 10 2 n 1 n 1 n 1	12 on Program 12	18 18 1 1 1	10	13 13 1 1 2	15 15 3 3 2 1 1		1	1 14 2 2 2	1 15 1 1 1	11 1 1 1		1
Expedited Passenger Screening Program Expedited Passenger Screening Progran Expedited Passenger Screening Progran Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medicall	10 n - TSA Application 10 2 n 1 n 1 e /Developmentary Necessary Med	12 on Program 12	18 18 1 1 1	10	13 13 1 1 2	15 15 3 3 2 1		1	2 2	1 15 1 1 1 2	11 1 1 1		1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Service	10 n - TSA Application 10 2 n 1 n 1 e /Developmentary Necessary Med	12 on Program 12	18 18 1 1 1	10	13 13 1 1 2	15 15 3 3 2 1 1	9	1	1 14 2 2 2	1 15 1 1 1 2 1 1	11 1 1 1		1
Expedited Passenger Screening Program Expedited Passenger Screening Progran Expedited Passenger Screening Progran Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Service - Property - Special Handling	10 n - TSA Application 10 2 n 1 n 1 n 1 y Necessary Med Animals	12 on Program 12	18 18 1 1 1	10	13 13 1 1 2	15 15 3 3 2 1 1	9	1	1 14 2 2 2	1 15 1 1 1 2 1 1 1	11 1 1 1		1
Expedited Passenger Screening Program Expedited Passenger Screening Progran Expedited Passenger Screening Progran Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Service - Property - Special Handling Property - Special Handling - Damaged I	10 n - TSA Application 10 2 n 1 1 n 1 1 e /Developmenta y Necessary Med Animals tems - Carry-On	12 on Program 12	18 18 1 1 1	10	13 13 1 1 2	15 15 3 3 2 1 1	2	1	1 14 2 2 2	1 15 1 1 1 2 1 1	11 1 1 1		1
Expedited Passenger Screening Program Expedited Passenger Screening Progran Expedited Passenger Screening Progran Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Service - Property - Special Handling	10 n - TSA Application 10 2 n 1 1 n 1 1 e /Developmenta y Necessary Med Animals tems - Carry-On	12 on Program 12	18 18 1 1 1	10	13 13 1 1 2	15 15 3 3 2 1 1	9	1	1 14 2 2 2	1 15 1 1 1 2 1 1 1	11 1 1 1		1
Expedited Passenger Screening Program Expedited Passenger Screening Progran Expedited Passenger Screening Progran Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Service - Property - Special Handling Property - Special Handling - Damaged I	10 n - TSA Application 10 2 n 1 1 n 1 1 e /Developmenta y Necessary Med Animals tems - Carry-On	12 on Program 12	18 18 1 1 1	10	13 13 1 1 2	15 15 3 3 2 1 1	2	1	1 14 2 2 2	1 15 1 1 1 2 1 1 1	11 1 1 1		1:
Expedited Passenger Screening Program Expedited Passenger Screening Progran Expedited Passenger Screening Progran Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Service of Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Damaged I Screening	10 10 10 2 11 11 12 12 11 11 11 11 11 11 11 11 1	12 on Program 12 I /Mental Dis	18 18 1 1 1	10 Supplies	13 13 1 1 2 2	15 15 3 3 2 1 1	2 1 1	1 26	1 14 2 2 2	1 15 1 1 1 2 1 1 1	11 1 1 1 1		1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Service Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Damaged I Screening Screening - Crew Member or Airline Emp	10 10 10 2 11 11 12 12 11 11 11 11 11 11 11 11 1	12 on Program 12 I /Mental Dis	18 18 1 1 1	10 Supplies	13 13 1 1 2 2	15 15 3 3 2 1 1	2 1 1	1 26	1 14 2 2 2	1 15 1 1 1 2 1 1 1	11 1 1 1 1		1:
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Service Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Damaged I Screening Screening - Crew Member or Airline Emp	10 n - TSA Application 10 2 n 1 n 1 1 e /Developmenta y Necessary Med Animals Lems - Carry-On tems - Checked 1 loloyee	12 on Program 12 I /Mental Dis	18 18 1 1 1	10 Supplies	13 13 1 1 2 2	15 15 3 3 2 1 1	2 1 1	1 26 4 1	1 14 2 2 2	1 15 1 1 1 2 1 1 1	11 1 1 1 1		1!
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Service Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Damaged I Screening Screening - Crew Member or Airline Emp	10 10 10 2 11 11 12 12 11 11 11 11 11 11 11 11 1	12 on Program 12 I /Mental Dis	18 18 1 1 1	10 Supplies	13 13 1 1 2 2	15 15 3 3 2 1 1	2 1 1	1 26	1 14 2 2 2	1 15 1 1 1 2 1 1 1	11 1 1 1 1		18

ories	10-Oct 11	I-Nov 12	2-Dec 0'	1-Jan 02	2-Feb 03	3-Mar 0	4-Apr 0	5-May 0	6-Jun 0	7-Jul 0	8-Aug	09-Sep	Tot
	33	39	32	33	17	31	26	36	38	32	34	42	
2021	- 55	00	02	00	11	V.	20	00	00	UL.	J-4	11	
Airline												1	
												1	
Airline - Policy/Regulations/Service													
Customer Service												1	
Customer Service - TSO												1	
Expedited Passenger Screening Program												5	
Expedited Passenger Screening Program	- DoD											2	
Expedited Passenger Screening Program		k										3	
Patdown												1	
Patdown - Flyer												1	
Property - Special Handling												1	
Property - Special Handling - Damaged Ite	ems - Carry-On											1	
Screening	ĺ											2	
Screening - Procedures/Process												2	
	40	40	4=	40	4.4	•	40	0.1		0.4	40		
2022	10	10	17	16	11	9	12	21	25	21	19	31	
Civil Rights						1					1		
Civil Rights - Civil Rights Violation (TSA E	mployee)					1							
Civil Rights - Sex/Gender/Gender Identity	- Not Transgend	ler									1		
Customer Service	1	2	2		2		1	3	2	1	2	2	
	ı						1	3					
Customer Service - Others									1				
Customer Service - TSO	1	2	2		2		1	3	1	1	2	2	
Expedited Passenger Screening Program	9	6	15	14	9	6	4	13	14	14	12	24	
Expedited Passenger Screening Program	- Active Duty M	ilitary						1					
		ilital y			0			ļ.					
Expedited Passenger Screening Program					2								
Expedited Passenger Screening Program		1					1				1	1	
Expedited Passenger Screening Program	7	5	15	14	7	6	3	12	14	12	11	23	
Expedited Passenger Screening Program										2			
Locks	. 5. (2.10 EIII	F.0,000 - C	- pro con				4					1	
							1						
Locks - General												1	
Locks - Missing or Damaged Lock							1						
Lost and Found										1			
Lost and Found - Airport/TSA										1			
Mishandling of Passenger Property							1				1	- 1	
	100.00						- 1					1	
Mishandling of Passenger Property - Dam											1	1	
Mishandling of Passenger Property - Dam	aged/Missing It	emsChec	ked Baggag	ge			1						
Patdown									2				
									2				
Patdown - Flyer													
Persons w/ Disabilities (PWD)							2	1		1		1	
•							2	1		1		1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	Disability (Not W	/heelchair d	or Scooter)				1	1				1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility [/heelchair c	or Scooter)				1	1				1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility E Persons w/ Disabilities (PWD) - Visual Im	pairment		or Scooter)					·					
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha	pairment	gway	or Scooter)				1	1		1		1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling	pairment air/ Scooter/ Sec	gway 1	or Scooter)				1	·	4	1	2		
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha	pairment air/ Scooter/ Sec	gway	or Scooter)				1	·	4 3	1	2		
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Visual II Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite	pairment air/ Scooter/ Seg ems - Checl	gway 1	or Scooter)				1	·		1			
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility E Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	pairment air/ Scooter/ Seg ems - Checl ns - Carry-On	gway 1	or Scooter)				1	·	3	2	1		
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	pairment air/ Scooter/ Seg ems - Checl ns - Carry-On	gway 1 1	or Scooter)	2		2	1	1	1	2 1 1	1	1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	pairment air/ Scooter/ Seg ems - Checl ns - Carry-On	gway 1	or Scooter)	2		2	1	·	3 1 3	2	1 1 1		
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	pairment air/ Scooter/ Seg ems - Checl ns - Carry-On	gway 1 1	or Scooter)	2		2 1	1	1	1	2 1 1	1	1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency	pairment air/ Scooter/ Seg ems - Checl ns - Carry-On	gway 1 1	or Scooter)	2			1	1	3 1 3	2 1 1	1 1 1	1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines	pairment air/ Scooter/ Seg ems - Checl ns - Carry-On	gway 1 1	or Scooter)			1	1 1 3 3 1	1 4 3	3 1 3 2	2 1 1 2	1 1 1	2	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility ID Persons w/ Disabilities (PWD) - Visual IID Persons w/ Disabilities (PWD) - Visual IID Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	pairment air/ Scooter/ Seg ems - Checl ns - Carry-On ns - Checked	gway 1 1 1 1 1		2	6	1	3 1 2	1 4 3 1	3 1 3 2	2 1 1 2 2 2	1 1 1 1	1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility E Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	pairment air/ Scooter/ Seg ems - Checl ns - Carry-On	gway 1 1	or Scooter)		6	1 1 22	3 1 2 14	1 4 3	3 1 3 2	2 1 1 2	1 1 1	2	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility E Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights	pairment air/ Scooter/ Seg ems - Checl ns - Carry-On ns - Checked	gway 1 1 1 1 1		2	6	1 1 22 1	3 1 2 14 2	1 4 3 1	3 1 3 2	2 1 1 2 2 2	1 1 1 1	2	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility E Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 023 Civil Rights Civil Rights - Race	pairment air/ Scooter/ Seg ems - Checl ns - Carry-On ns - Checked	gway 1 1 1 1 1		2	6	1 1 22	3 1 2 14	1 4 3 1	3 1 3 2	2 1 1 2 2 2	1 1 1 1	2	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility E Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 023 Civil Rights	pairment air/ Scooter/ Seg ems - Checl ns - Carry-On ns - Checked	gway 1 1 1 1 1		2	6	1 1 22 1	3 1 2 14 2	1 4 3 1	3 1 3 2	2 1 1 2 2 2	1 1 1 1	2	
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Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Wobility E Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Civil Rights Civil Rights - Race Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Respirate Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	pairment air/ Scooter/ Seg ems - Checl ns - Carry-On ns - Checked 23 1 1 13 - DoD - TSA Application 13 aged/Missing Its	gway 1 1 1 1 29 3 3 22 2 on Prog 20 emsCarry emsC 1 1 1 1 1 dication and	12 2 10 1 y-on Luggag 1	2 17 12 12 e e	1 1 4	1 1 22 1 1 1 1 1 1 1 4 2 2	3 1 2 14 2 2 1	1 4 3 1 15 3 1 2 10	3 1 3 2 1 13 10 10 1 1	2 1 1 2 2 11 8 8	1 1 1 15 1 1 13 1 12	2	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Customer - Procedures/Process Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mo Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Respirate Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	pairment air/ Scooter/ Seg ems - Checl ns - Carry-On ns - Checked 23 1 1 13 - DoD - TSA Application 13 agged/Missing It	gway 1 1 1 29 3 3 22 2 on Prog 20 emsCarryy emsC 1 1 1 1 dication and	12 2 10 1 /-on Luggag 1	2 17 12 12 ee	1 1 4 4	1	1 1 1 1 2 14 2 2 1 1 10	1 4 3 1 15 3 1 2 10 10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 2 2 11 1 8 8 8 1 1	1 1 1 15 1 1 13 1 12	2	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Civil Rights Civil Rights - Race Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Respirato Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	pairment air/ Scooter/ Seg ems - Checl ns - Carry-On ns - Checked 23 1 1 13 - DoD - TSA Applicati 13 - agged/Missing It laged/Missing It laged/Missing It laged/Cory and Inhaler E ems - Carry-On 1 ns - Carry-On ns - Checke 8	gway 1 1 1 1 29 3 3 22 2 on Prog 20 emsCarry emsC 1 1 1 1 1 dication and	12 2 10 1 y-on Luggag 1	2 17 12 12 e e	1 1 4	1 1 22 1 1 1 1 1 1 1 4 2 2	3 1 2 14 2 2 1	1 4 3 1 15 3 1 2 10	3 1 3 2 1 13 10 10 1 1	2 1 1 2 2 11 8 8	1 1 1 15 1 1 13 1 12	2	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Customer - Procedures/Process Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mo Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Respirate Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	pairment air/ Scooter/ Seg ems - Checl ns - Carry-On ns - Checked 23 1 1 13 - DoD - TSA Applicati 13 - agged/Missing It laged/Missing It laged/Missing It laged/Cory and Inhaler E ems - Carry-On 1 ns - Carry-On ns - Checke 8	gway 1 1 1 29 3 3 22 2 on Prog 20 emsCarryy emsC 1 1 1 1 dication and	12 2 10 1 /-on Luggag 1	2 17 12 12 ee	1 1 4 4	1	1 1 1 1 2 14 2 2 1 1 10	1 4 3 1 15 3 1 2 10 10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 2 2 11 1 8 8 8 1 1	1 1 1 15 1 1 13 1 12	2	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility ID Persons w/ Disabilities (PWD) - Visual ID Persons w/ Disabilities (PWD) - Visual ID Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights - Race Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mo Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Respirate Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl	pairment air/ Scooter/ Seg ems - Checl ns - Carry-On ns - Checked 23 1 1 13 - DoD - TSA Applicati 13 - Baged/Missing It laaged/Missing It laaged/Missing It laaged	gway 1 1 1 29 3 3 22 2 on Prog 20 emsCarryy emsC 1 1 1 1 dication and	12 2 10 1 /-on Luggag 1	2 17 12 12 e e upplies 1 2 1	1 1 4 4	1 1 22 1 1 1 1 1 1 4 2 2	1 1 1 1 2 14 2 2 1 1 10	1 4 3 1 15 3 1 2 10 10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 2 2 11 1 8 8 8 1 1	1 1 1 15 1 1 13 1 12	2	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Wobility ID Persons w/ Disabilities (PWD) - Visual ID Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights - Race Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Modurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Respirator Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency	pairment air/ Scooter/ Seg ems - Checl ems - Checl as - Carry-On as - Checked 23 1 1 1 13 - DoD - TSA Application 13 aged/Missing It aged/Missing It ems - Carry-On 1 ss - Carry-On 1 ss - Carry-On 1 ss - Carry-On 1 ss - Checke 8 oyee 1	gway 1 1 1 29 3 3 22 2 on Prog 20 emsCarryy emsC 1 1 1 1 dication and	12 2 10 1 /-on Luggag 1	2 17 12 12 e e 1 upplies 1 2 1 1	1 1 4 4	1	1 1 1 1 2 14 2 2 1 1 10	1 4 3 1 15 3 1 2 10 10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 2 2 11 1 8 8 8 1 1	1 1 1 15 1 1 13 1 12	2	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility ID Persons w/ Disabilities (PWD) - Visual ID Persons w/ Disabilities (PWD) - Visual ID Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights - Race Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mo Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Respirate Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl	pairment air/ Scooter/ Seg ems - Checl ns - Carry-On ns - Checked 23 1 1 13 - DoD - TSA Applicati 13 - Baged/Missing It laaged/Missing It laaged/Missing It laaged	gway 1 1 1 29 3 3 22 2 on Prog 20 emsCarryy emsC 1 1 1 1 dication and	12 2 10 1 /-on Luggag 1	2 17 12 12 e e upplies 1 2 1	1 1 4 4	1 1 22 1 1 1 1 1 1 4 2 2	1 1 1 1 2 14 2 2 1 1 10	1 4 3 1 15 3 1 2 10 10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 2 2 11 1 8 8 8 1 1	1 1 1 15 1 1 13 1 12	2	

ategories	10-Oct	11-Nov	12-Dec	01-Jai	02-Fe	b	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LNK	6	5		7	4	1	3	5	8	1	:	2 6	. 8	5
2021													2	
Expedited Passenger Screening Program													1	
Expedited Passenger Screening Program	- TSA PreC	heck											1	
Mishandling of Passenger Property													1	
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or Check	ed									1	
2022	3	1		1	2			2	3			4	6	- 2
Civil Rights													1	
Civil Rights - Race													1	
Customer Service	1	1						1					3	
Customer Service - TSO	1	1						1					3	
Expedited Passenger Screening Program					1			1	2			3	1	
Expedited Passenger Screening Program	- TSA Appli	cation Pro	gram									1		
Expedited Passenger Screening Program	- TSA PreC	heck			1			1	2			2	1	
Mishandling of Passenger Property									1					
Mishandling of Passenger Property - Dan	naged/Missir	g ItemsC	hecked B	aggage					1					
Patdown					1									
Patdown - Flyer					1									
Persons w/ Disabilities (PWD)	1			1										
Persons w/ Disabilities (PWD) - Metal Im	olants (joint)			1										
Persons w/ Disabilities (PWD) - Prosthes	1													
Screening	1											1	1	
Screening - Procedures/Process	1											1	1	
2023	3	4		6	2	1	3	3	5	1	:	2 2		
Customer Service				1	1				1					
Customer Service - TSO				1	1				1					
Expedited Passenger Screening Program	2	3		4	1	1	3	3	1	1		1		
Expedited Passenger Screening Program	- TSA Appli	cation Pro		1										
Expedited Passenger Screening Program	2	3		3	1	1	3	3	1	1		1		
Mishandling of Passenger Property	1	1										1		
Mishandling of Passenger Property - Dan	naged/Missir	g ItemsC	arry-on L	uggage								1		
Mishandling of Passenger Property - Dan	naged/Missir	1												
Mishandling of Passenger Property - Disa	1													
Patdown				1										
Patdown - Flyer				1										
Screening									3			1 1		
Screening - Inconsistency									1			1		
Screening - Lengthy Lines												1		
Screening - Procedures/Process									2					

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

			SA COIIIa	r center (icc, Data	1001 - 1 OIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LRD	2	4	5		1	1	1	1	1	2	3	1	22
2022		3	1			1	1		1	2	2	1	12
Expedited Passenger Screening Program		2	1			1				2	2	1	9
Expedited Passenger Screening Program	- TSA PreC	2	1			1				2	2	1	9
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling		1											1
Property - Special Handling - Missing Item	s - Checke	1											1
Screening									1				1
Screening - Inconsistency									1				1
2023	2	1	4		1			1			1		10
Expedited Passenger Screening Program	2	1	4		1			1			1		10
Expedited Passenger Screening Program	2	1	4		1			1			1		10

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

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

			I SA CUIILA	ci center (ICC) Data	001 - 1 OIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LWS		1			3	2	3				1		10
2022					1								1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program	- TSA Pre(Check			1								1
2023		1			2	2	3				1		9
Customer Service					1		1				1		3
Customer Service - TSO					1		1				1		3
Expedited Passenger Screening Program					1	1							2
Expedited Passenger Screening Program	- TSA Pre(Check			1	1							2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Medical	Devices - At	tached to tl	ne Body				1						1
Property - Special Handling						1	1						2
Property - Special Handling - Damaged It	tems - Chec	ked				1							1
Property - Special Handling - Missing Iter	ns - Carry-C)n					1						1
Screening		1											1
Screening - Procedures/Process		1											1

			ISA Conta	ct Center (ICC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LYH	1		3	1		3		3	3	3	4	5	26
2021												1	1
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	- TSA Appli	cation Pro	gram									1	
2022	1		2			1			1	3	2	4	14
Customer Service											1		1
Customer Service - TSO											1		
Duplicate E-mail			1										
Duplicate E-mail - General			1										
Expedited Passenger Screening Program	1		1						1	3		4	1
Expedited Passenger Screening Program	1		1						1	3		4	1
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dam	aged/Missin	ng ItemsC	Carry-on Lug	gage							1		
Screening						1							
Screening - Procedures/Process						1							
2023			1	1		2		3	2		2		1′
Customer Service								2	1		1		2
Customer Service - TSO								2	1		1		-
Expedited Passenger Screening Program			1	1		2			1				
Expedited Passenger Screening Program	- TSA PreC	heck	1	1		2			1				
Patdown											1		
Patdown - Flyer											1		
Screening								1					1
Screening - Crew Member or Airline Empl	ovee							1					1

				act Center (1									
Categories	10-Oct	11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MAF	5	15		6 13	7	11	21	18	8	11	15		145
2021												5	5
Customer Service												3	3
Customer Service - TSO												3	3
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreC	heck										1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	3	3		5 5	3	5	9	8	5	3	5	10	64
Civil Rights					1		1						2
Civil Rights - Hair Patdowns					1								1
Civil Rights - Transgender Screening							1						1
Customer Service				1 1	1	1					2		6
Customer Service - TSO				1 1	1	1					2		6
Expedited Passenger Screening Program	1	2		2 2		3	6	4	3	2	2		37
Expedited Passenger Screening Program	- DoD					1							1
Expedited Passenger Screening Program		1							1				2
Expedited Passenger Screening Program	1	1		2 2		2	6	4	2	2	2	10	34
Locks	· ·						1					10	1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property								2					2
Mishandling of Passenger Property - Dam	aned/Missir	na ItemsC	arn/-on Li	Iddade				1					1
Mishandling of Passenger Property - Dam								1					1
Patdown	ayeu/iviissii	ig itemsc	ileckeu b	ayyaye				- 1			1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)	1			1		1							3
Persons w/ Disabilities (PWD) - General	1			- 1		ļ.							1
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically		Madiaatian	and Mad	io 4									
			i and ivied	ic 1									1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooler/	Segway		4		1							1
Property - Special Handling		0-		1			1		1				3
Property - Special Handling - Damaged Ite				4			1		1				2
Property - Special Handling - Damaged Ite				1	4			0		-			1
Screening	1	1		2	1			2	1	1			9
Screening - Inconsistency	1								1				2
Screening - Lengthy Lines				1	1			1					3
Screening - Procedures/Process	_	1		1	_			1		1			4
2023	2	12		1 8	4		12	10	3	8	10		76
Customer Service		1		1		1		1					4
Customer Service - TSO		1		1		1		1					4
Expedited Passenger Screening Program	2	9		1 7	3	4	9	4	3	7	9		58
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program	2	7		1 7	3	4	9	4	3	7	9		56
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked B	aggage			1						1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)						1							2
Persons w/ Disabilities (PWD) - Medically							1						1
Persons w/ Disabilities (PWD) - Mobility D	Noohility /NI	ot Wheelch	air or Sco	oter)		1							1
T ersons w/ Disabilities (T VVD) = Wobility L	disability (IN												1
Property - Special Handling	Disability (No							1					1
	,							1					1
Property - Special Handling	,				1		1			1			
Property - Special Handling Property - Special Handling - Damaged Ite	,	-On			1		1	1		1			1
Property - Special Handling Property - Special Handling - Damaged Ite Screening	,	-On			1			1		1			1

			or conta	ct Center (oo, bata	001 1017	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MBS	2	2	1	4	1	3	2	5	1		5	4	30
2021												3	3
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimina	ation											1	1
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program	- TSA PreC	heck										2	2
2022	1			2		1		1			2	1	8
Civil Rights	1			1									2
Civil Rights - Racial Profiling or Discrimina	1			1									2
Expedited Passenger Screening Program				1		1					2	1	5
Expedited Passenger Screening Program	- TSA PreC	heck		1		1					2	1	5
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Bag	ggage				1					1
2023	1	2	1	2	1	2	2	4	1		3		19
Expedited Passenger Screening Program	1	1	1	2	1	1	2	3	1		3		16
Expedited Passenger Screening Program	1	1	1	2	1	1	2	3	1		3		16
No Jurisdiction		1											1
No Jurisdiction - Refer to CBP		1											1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobility D	isability (No	ot Wheelch	air or Scoot	er)		1							1
Screening								1					1
Screening - Procedures/Process								1					1

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

Categories	40.0-4 4		SA Contact Cei		•		04 8	OF Mass	00 1	07 1	00 4	00 0	Total
		1-Nov		Jan		03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCI	89	109	103	82	97	127	112	155	127	108	107		1,303
2021												26	26
Civil Rights												2	2
Civil Rights - Racial Profiling or Discrimina	ation											2	2
Customer Service												4	4
Customer Service - TSO												4	4
Expedited Passenger Screening Program												15	15
Expedited Passenger Screening Program	- TSA PreChed	ck										15	15
Patdown												1	1
Patdown - Flyer as Observer												1	1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - General												1	1
Screening												3	3
Screening - Procedures/Process												3	3
2022	26	44	43	27	30	56	48	74	68	50	51	61	578
Airline								1			• • •	•	1
Airline - Policy/Regulations/Service								1					1
Civil Rights							1	ļ.	1	1		3	6
Civil Rights - National Origin							1		- 1	1		2	2
										4		1	
Civil Rights - Race	N. A.T.	de a					1		4	1		1	3
Civil Rights - Sex/Gender/Gender Identity	- Not Transgen					•			1	_	40		1
Customer Service		3	4	3		3	1	4	4	7	10		45
Customer Service - TSO		3	4	3		3	1	4	4	7	10		45
Expedited Passenger Screening Program	20	36	34	22	27	48	40	44	50	32	34	42	429
Expedited Passenger Screening Program					1	1							2
Expedited Passenger Screening Program		5	5	2	2	1	1		3	2	1	1	24
Expedited Passenger Screening Program		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 - Domest	ic					1							1
Mishandling of Passenger Property	1	1						2				2	6
Mishandling of Passenger Property - Dam	naged/Missir	1						1				2	4
Mishandling of Passenger Property - Dam			necked Rannane					1					1
Mishandling of Passenger Property - Dam		10111301	lcoked baggage										1
No Jurisdiction	'				1					1			2
No Jurisdiction - Refer to Other					1					1			
					I								2
Notice of Violation/Civil Penalties								1					1
Notice of Violation/Civil Penalties - Gener								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 M									1				1
Persons w/ Disabilities (PWD) - Medically			and Medical Su	pplies			1					1	2
Persons w/ Disabilities (PWD) - Touch Av		uma)	1					1					2
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling		1	3			3	2			1		2	12
Property - Special Handling - Damaged Ite	ems - Carry-On		1				1						2
Property - Special Handling - Damaged Ite	ems - Checked		1			1						1	3
Property - Special Handling - Missing Item	ns - Carry-C	1					1						2
Property - Special Handling - Missing Item	ns - 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	
Screening - Retrieving Abandoned/Confis										2			2
TWIC									1				1
TWIC - General									1				
2023	63	65	60	55	67	71	64	81	59	58	56		699
Additional Information Required/Insufficient Inf		03	80	1	01	1	04	01	33	30	30		2
Additional Information Required/Insufficient		EMAIL C	ONII V	1		1							
· · · · · · · · · · · · · · · · · · ·	i i i i i i i i i i i i i i i i i i i	EIVIAIL C		- 1	4						4		2
Civil Rights			1		1	1					1		4
Civil Rights - National Origin	N T	1	1										1
Civil Rights - Sex/Gender/Gender Identity	- Not Transgen	aer			1	1					1		3
Current Topic								1					1
Current Topic - Current Topic								1					1
Customer Service	1	5	4	5	8	6	3	3	1	3	2		41
Customer Service - Others							1						1
Customer Service - TSO	1	5	4	5	8	6	2	3	1	3	2		40
Expedited Passenger Screening Program	49	52	52	45	52	57	52	67	49	45	43		563
Expedited Passenger Screening Program	4	1	4	3	1	1		1	1		1		17
Expedited Passenger Screening Program		51	48	42	51	56	52	66	48	45	42		546
Hazardous Materials Safety	1		-	_									1
Hazardous Materials Safety - General	1												<u>.</u>
Locks					1				1				2
Locks - Missing or Damaged Lock					1				1				2
	4		1		1	2	1	1	2	1			10
Mishandling of Passenger Property	l I	toma C					1						
Mishandling of Passenger Property - Dam		temsCa			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		12

			ISA Conta	ct Center (icc) Data	1001 - FUI <i>P</i>	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes	1									1			2
Persons w/ Disabilities (PWD) - Medically	2	1											3
Persons w/ Disabilities (PWD) - Metal Im	1												1
Persons w/ Disabilities (PWD) - Mobility I	Disability (N∈	1											1
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	and Casts							1				1
Persons w/ Disabilities (PWD) - Wheelch	1										2		3
Property - Special Handling		1		1				2			3		7
Property - Special Handling - Damaged It	ems - Carry	1		1									2
Property - Special Handling - Damaged It	ems - Check	red						2					2
Property - Special Handling - Missing Iter	ns - Carry-O	n									2		2
Property - Special Handling - Missing Iter	ns - Checke	d									1		1
Screening	5	4	2	2	4	3	5	5	4	6	5		45
Screening - Crew Member or Airline Emp	loyee	1											1
Screening - Inconsistency	3		2		1				2	1			9
Screening - Lengthy Lines	1	2						1		2	2		8
Screening - Procedures/Process	1	1		2	3	3	5	4	2	2	3		26
Screening - Retrieving Abandoned/Confis	cated Items									1			1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCK		1	2	1						1			5
2022		1	1										2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	1										1
Property - Special Handling		1											1
Property - Special Handling - Damaged Ite	ems - Carry	1											1
2023			1	1						1			3
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program				1						1			2
Expedited Passenger Screening Program	- TSA PreC	Check		1						1			2

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

ories							04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
)	593	652	700	643	642	868	802	812	676	665	605	430	8,0
2021												124	
Civil Rights												4	
Civil Rights - Constitutional Rights												1	
Civil Rights - Racial Profiling or Discrimina	ition											2	
Civil Rights - Transgender Screening												1	
Claims												1	
Claims - General												1	
Customer Service												19	
Customer Service - TSO												19	
Expedited Passenger Screening Program												61	
Expedited Passenger Screening Program	- DoD											2	
Expedited Passenger Screening Program		Mombor										1	
Expedited Passenger Screening Program			m									4	
Expedited Passenger Screening Program	- TSA PreChed	ck										54	
Hazardous Materials Safety												1	
Hazardous Materials Safety - General												1	
Mishandling of Passenger Property												2	
Mishandling of Passenger Property - Dam	aged/Missing I	temsCarr	y-on Lugga	ge								1	
Mishandling of Passenger Property - Dam												1	
Patdown	agod/Micomig i	torno onot	onou Duggu	.go								5	
Patdown - Flyer												5	
Persons w/ Disabilities (PWD)												7	
Persons w/ Disabilities (PWD) - Diabetes												1	
Persons w/ Disabilities (PWD) - General												1	
Persons w/ Disabilities (PWD) - Internal M	edical Devices											1	
Persons w/ Disabilities (PWD) - Medical D			Rody									1	
` '				Supplies								1	
Persons w/ Disabilities (PWD) - Medically													
Persons w/ Disabilities (PWD) - Mobility D			or Scooter)									1	
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/ Se	gway										1	
Prohibited & Permitted Items												5	
Prohibited & Permitted Items - Beauty & G	rooming Items											1	
Prohibited & Permitted Items - Electronic [1	
Prohibited & Permitted Items - Liquids/Gel												1	
Prohibited & Permitted Items - Medication		odically No	occoon, Ito	me								1	
	i rescription/w	edically 146	cessary ne	1113									
Prohibited & Permitted Items - Remains												1	
Property - Special Handling												9	
Property - Special Handling - Damaged Ite	ms - Carry-On											2	
Property - Special Handling - Damaged Ite	ms - Checked											3	
Property - Special Handling - Missing Item												4	
Screening												10	
Screening - Inconsistency													
Screening - Inconsistency												3	
Screening - Procedures/Process												3 7	
Screening - Procedures/Process 2022	214	254	301	240	236	386	395	402	346	316	313	3 7 306	3
Screening - Procedures/Process		254	301	240	236	386	395	402	346	316	313	3 7	3
Screening - Procedures/Process 2022 Additional Information Required/Insufficient Inf	ormation				236	386	395	402	346	316	313	3 7 306	3
Screening - Procedures/Process 2022 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier	ormation	EMAIL ON	ILY	1	236	386					313	3 7 306 2 2	3
Screening - Procedures/Process 2022 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Airline	ormation			1	236	386	395	1	1	316	313	3 7 306 2 2 2	3
Screening - Procedures/Process 2022 Additional Information Required/Insufficient Inf Additional Information Required/Insufficien Airline Airline - Lost Baggage	ormation	EMAIL ON 1	LY 1	1	236	386	1			1	313	3 7 306 2 2 2 2	3
Screening - Procedures/Process 2022 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service	ormation	EMAIL ON	ILY	1		386		1	1		313	3 7 306 2 2 2	;
Screening - Procedures/Process 2022 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Business, Suggestions, and Ideas	ormation it Information -	EMAIL ON 1	LY 1	1	236	386	1	1	1	1	313	3 7 306 2 2 2 2	;
Screening - Procedures/Process 2022 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service	ormation it Information -	EMAIL ON 1	LY 1	1		386	1	1	1	1	313	3 7 306 2 2 2 2	;
Screening - Procedures/Process 2022 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Business, Suggestions, and Ideas	ormation it Information -	EMAIL ON 1	LY 1	1		386	1	1	1	1	313	3 7 306 2 2 2 2	
Screening - Procedures/Process 2022 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Business, Suggestions, and Ideas Business, Suggestions, and Ideas - Gener Civil Rights	ormation t Information -	EMAIL ON 1	1 1	1	1		1	1	1	1		3 7 306 2 2 2 2 1	;
Screening - Procedures/Process 2022 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Business, Suggestions, and Ideas Business, Suggestions, and Ideas - Gener Civil Rights Civil Rights - Age	ormation It Information -	EMAIL ON 1 1	1 1 7	1	1		1	1	1	1		3 7 306 2 2 2 1 1	;
Screening - Procedures/Process 2022 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Business, Suggestions, and Ideas Business, Suggestions, and Ideas - Gener Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E	ormation It Information -	EMAIL ON 1 1	1 1	1 1	1		1 1 9	1	1 1 5	1	10	3 7 306 2 2 2 1 1	
Screening - Procedures/Process 2022 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Business, Suggestions, and Ideas Business, Suggestions, and Ideas - Gener Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Constitutional Rights	ormation It Information -	EMAIL ON 1 1	1 1 7 1	1	1		1	1	1	1 1 5	10	3 7 306 2 2 2 1 1	
Screening - Procedures/Process 2022 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline - Lost Baggage Airline - Policy/Regulations/Service Business, Suggestions, and Ideas Business, Suggestions, and Ideas - Gener Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Constitutional Rights Civil Rights - National Origin	ormation It Information -	EMAIL ON 1 1	1 1 7	1 1	1		1 1 9	1	1 1 5	1	10	3 7 306 2 2 2 1 1	
Screening - Procedures/Process 2022 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Business, Suggestions, and Ideas Business, Suggestions, and Ideas - Gener Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Constitutional Rights	ormation It Information -	EMAIL ON 1 1	1 1 7 1	1 1	1		1 1 9	1	1 1 5	1 1 5	10	3 7 306 2 2 2 1 1	,
Screening - Procedures/Process 2022 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Business, Suggestions, and Ideas Business, Suggestions, and Ideas - Gener Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Constitutional Rights Civil Rights - National Origin	ormation It Information -	EMAIL ON 1 1	1 1 7 1	1 1	1		1 1 9	1	1 1 5	1 1 5	10	3 7 306 2 2 2 1 1	•
Screening - Procedures/Process 2022 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Business, Suggestions, and Ideas Business, Suggestions, and Ideas Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Profiling Civil Rights - Race	ormation It Information - al 2 mployee)	EMAIL ON 1 1 5 1	1 1 7 1 1 1	5	1 1 2	5	1 1 9 1 1	1 1 4	5	1 1 5	10	3 7 306 2 2 2 1 1	;
Screening - Procedures/Process 2022 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Business, Suggestions, and Ideas Business, Suggestions, and Ideas Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Profiling Civil Rights - Race Civil Rights - Racial Profiling or Discrimina	ormation It Information - al 2 mployee)	EMAIL ON 1 1 5 1 1	1 1 7 1	1 1	1 1 2	5	1 1 9 1 1	1 1 4	5	1 1 5	10 1 1 1 5	3 7 306 2 2 2 1 1 5 1	•
Screening - Procedures/Process 2022 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Airline - Lost Baggage Airline - Policy/Regulations/Service Business, Suggestions, and Ideas Business, Suggestions, and Ideas - Gener Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Profilling Civil Rights - Race Civil Rights - Racial Profilling or Discriming Civil Rights - Sex/Gender/Gender Identity-	ormation al 2 mployee) 1 Not Transgen	EMAIL ON 1 1 5 1 1	1 1 7 1 1 1	5	1 1 2	5	1 1 9 1 1	1 1 4	1 1 5 1	1 1 5	10	3 7 306 2 2 2 1 1	:
Screening - Procedures/Process 2022 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Business, Suggestions, and Ideas Business, Suggestions, and Ideas - Gener Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Race Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Tran	ormation It Information - al 2 mployee) 1 Not Transgeners	EMAIL ON 1 1 5 1	1 1 7 1 1 1	5	1 1 2	5	1 1 9 1 1 6	1 1 4	5	1 1 5 1 2	10 1 1 1 5	3 7 306 2 2 2 1 1 5 1	;
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Screening - Procedures/Process 2022 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Business, Suggestions, and Ideas Business, Suggestions, and Ideas - Gener Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Racial Profiling Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - TCC Customer Servic	al 2 mployee) 1 Not Transgeners 1 46 1 1 1 1 44 99 1 - Known Crew 3 93 2 2 2 2	EMAIL ON 1 5 1 2 der 2 1 1 49 49 112 1 Member 15 95 1	1 1 1 1 5 5 34 156 11 145	1 1 1 5 2 3 3 3 1 1 1 5 115	1 1 2 1 1 1 32 1 31 130 1 8 121	5 4 1 1 1 49 1 1 47 236 3 5 228	1 1 9 1 1 6 1 42 253 3 8 241 1	1 1 1 3 3 1 1 1 1 1 555 1 1 544 244 1 1 1 9 9 232	1 1 1 2 2 53 53 207 1 10 195	1 1 5 1 2 1 1 44 195 1 6 188	10 1 1 1 5 1 2 40 200 2 4 193 1 1 1 1	3 7 306 2 2 2 1 1 1 3 3 1 27 27 202	2
Screening - Procedures/Process 2022 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Business, Suggestions, and Ideas Business, Suggestions, and Ideas - Gener Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Constitutional Rights Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trat Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCO Expedited Passenger Screening Program Expedited Passenger Screening Progra	al 2 mployee) 1 Not Transgeners 1 46 1 1 1 44 99 1 - Known Crew 3 93 2 2 2 2	EMAIL ON 1 1 5 1 2 der 2 1 1 49 49 112 1 Member 15 95 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 2 3 3 36 1 1 35 121 1 5 115	1 1 2 1 1 1 32 1 31 130 1 8 121	5 4 1 1 1 49 1 1 47 236 3 5 228	1 1 9 1 1 6 1 42 253 3 8 241 1	1 1 1 3 3 1 1 1 1 1 555 1 1 544 244 1 1 1 9 9 232	1 1 1 2 2 53 53 207 1 10 195	1 1 1 5 1 2 1 1 44 195 1 6 188	10 1 1 1 2 40 200 2 4 193 1 1 1 1	3 7 306 2 2 2 1 1 1 3 3 1 27 27 202	2
Screening - Procedures/Process 2022 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Business, Suggestions, and Ideas Business, Suggestions, and Ideas - Gener Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Constitutional Rights Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service - CSM Customer Service - CSM Customer Service - TCC Customer Service - TCO Expedited Passenger Screening Program Intranet/Internet Inquiries Identification (ID) Requirements - Domest Intranet/Internet Inquiries - General	al 2 mployee) 1 Not Transgeners 1 46 1 1 44 99 1 - Known Crew 3 93 2 2 2 2 3 3 3	EMAIL ON 1 1 5 1 2 der 2 1 1 1 49 49 112 1 Member 15 95 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 2 3 3 3 121 1 5 115	1 1 2 1 1 1 32 1 31 130 1 8 121	5 4 1 1 1 49 1 1 47 236 3 5 228	1 1 9 1 1 6 1 42 253 3 8 241 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 2 2 53 53 207 1 1 10 195	1 1 1 5 1 2 1 1 44 195 1 6 188	10 1 1 1 5 1 2 40 200 2 4 193 1 1 1	3 7 306 2 2 2 1 1 1 3 3 1 27 27 202	2
Screening - Procedures/Process 2022 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Business, Suggestions, and Ideas Business, Suggestions, and Ideas - Gener Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Constitutional Rights Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trat Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCO Expedited Passenger Screening Program Expedited Passenger Screening Progra	al 2 mployee) 1 Not Transgeners 1 46 1 1 1 44 99 1 - Known Crew 3 93 2 2 2 2	EMAIL ON 1 1 5 1 2 der 2 1 1 49 49 112 1 Member 15 95 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 2 3 3 36 1 1 35 121 1 5 115	1 1 2 1 1 1 32 1 31 130 1 8 121	5 4 1 1 1 49 1 1 47 236 3 5 228	1 1 9 1 1 6 1 42 253 3 8 241 1	1 1 1 3 3 1 1 1 1 1 555 1 1 544 244 1 1 1 9 9 232	1 1 1 2 2 53 53 207 1 10 195	1 1 1 5 1 2 1 1 44 195 1 6 188	10 1 1 1 2 40 200 2 4 193 1 1 1 1	3 7 306 2 2 2 1 1 1 3 3 1 27 27 202	2

		TSA	Contact C		CC) Data Tool	- FOIA	١						
Categories	10-Oct	11-Nov 1	2-Dec 0'	1-Jan	02-Feb 03	-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property	4	5	6	2	4	6	4	9	11	11	14	11	87
Mishandling of Passenger Property - Dan	3	3	2	1		3		3	2	5	4	4	30
Mishandling of Passenger Property - Dan	naged/Missir	2	4		4	2	3	6	7	4	. 10	6	48
Mishandling of Passenger Property - Disa				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	4	1	1	2		- 1	3	3	3	1	8
	1	7			4								
Patdown - Flyer Patdown - Flyer as Observer	1		3	2	1	2	3	6 1	3	5	3	6	42
•		10	1			4.0	40						2
Persons w/ Disabilities (PWD)	11	12	10	8	9	10	12	15	6	9		10	119
Persons w/ Disabilities (PWD) - Autism S				1							1		2
Persons w/ Disabilities (PWD) - Cognitive		ental /Mental D		2	1	1						2	
Persons w/ Disabilities (PWD) - Diabetes			1		1		3	1	3	1			12
Persons w/ Disabilities (PWD) - Diapers/		essings/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 I	Medical Dev	1											1
Persons w/ Disabilities (PWD) - Medical	Devices - Att	ached to th	1			1	1						3
Persons w/ Disabilities (PWD) - Medicall		6	1		1	2	2	10		4	. 3	1	33
Persons w/ Disabilities (PWD) - Metal Im			•	1	•		1						3
Persons w/ Disabilities (PWD) - Mobility			3		1					1	1	2	
Persons w/ Disabilities (PWD) - Prosthes		and Casts	2		'	1		1		'			4
· ,						- 1		- 1	4				
Persons w/ Disabilities (PWD) - Touch A		2					1		1				5
Persons w/ Disabilities (PWD) - Visual Im									1			1	2
Persons w/ Disabilities (PWD) - Wheelch		1	1	2	1	4	2	3		2		3	21
Prohibited & Permitted Items	4	3	2										9
Prohibited & Permitted Items - Alcohol ar	nd Tobacco	1											1
Prohibited & Permitted Items - Electronic	Devices	1											1
Prohibited & Permitted Items - Food/Beve	2												2
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Liquids/Ge	2		1										3
Prohibited & Permitted Items - Marijuana		1											1
Property - Special Handling	20	12	25	16	16	22	18	15	13	12	10	10	
													189
Property - Special Handling - Damaged II		5	6	4	4	3		5	2	3		1	55
Property - Special Handling - Damaged It		4	5	4	4	3			2	2		2	31
Property - Special Handling - Missing Iter		2	9	4	6	12		6	4	5		3	65
Property - Special Handling - Missing Iter	1	1	5	4	2	4	3	4	5	2	3	4	38
Request for Assistance		1	1		2	1	1				1		7
Request for Assistance - Non-Persons w/	Disabilities	1											1
Request for Assistance - Other			1		2	1	1				1		6
Screening	21	39	51	42	32	47	51	46	42	27		26	442
Screening - Children	21	2	01	72	02	41	01	1	72	21	10	20	3
	loves							1	- 1	1			
Screening - Crew Member or Airline Emp	ioyee								1				2
Screening - Gate Pass										1			1
Screening - Inconsistency	2	2	10	7	4	1		6	7	2		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/Confis	1		1	1	1	3		3			2	2	14
TWIC												1	1
TWIC - General												1	1
2023	379	398	399	403	406	482	407	410	330	349	292		4,255
Additional Information Required/Insufficient In		•••	2	2				1					5
Additional Information Required/Insufficie		n - EMAII	2	2				1					5
Advanced Imaging Technology (AIT)	T IIIIOITIIAIIO	II - LIVIAIL				4		1					
			1			1							2
Advanced Imaging Technology (AIT) - Fly						1							1
Advanced Imaging Technology (AIT) - Ge	eneral		1										1
Airline			1	1		2		2		1	2		9
Airline - Lost Baggage								1					1
Airline - Policy/Regulations/Service			1	1		2		1		1	2		8
Civil Rights	2	3	6	8	3	6	5	7	14	7	4		65
Civil Rights - Age	1		2					1	1				5
Civil Rights - Civil Rights Violation (TSA	Employee)		1										1
Civil Rights - Constitutional Rights								1					1
Civil Rights - National Origin			1										1
Civil Rights - Not Specified				1						1	1		3
				1						- 1			1
Civil Rights - Perceived Religion				1									
Civil Rights - Profiling									1	1			2
Civil Rights - Race	1	1	2	2	2	2	3	3	10	1			28
Civil Rights - Screening of Religious Cult									1		1		2
Civil Rights - Screening of Religious or C	ultural Garme	ents						1					1
Civil Rights - Sex/Gender/Gender Identity	/- Not Trans	2		2		4	2	1	1	4	1		17
Civil Rights - Sexual Orientation - Not Tra					1								1
Civil Rights - Transgender Screening				2									2
Claims	1			1				1		1			4
Claims - General	· '			1				1		1			3
	,			1				1		1			
Claims - Status	1	0-		4.0	40								1
Customer Service	35	35	36	46	48	53	54	41	35	40	22		445
Customer Service - CSM	T .							1					1
													2
Customer Service - Others			2										
Customer Service - Others Customer Service - TSO	35	35	34	46	48	53	54	40	35	40	22		442
	35	35		46	48	53	54	40	35	40	22		
Customer Service - TSO	35	35		46	48	53	54	40	35	40			442

			SA Contac										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program	254	270	267	237	263	283	258	254	204	220	192		2,702
Expedited Passenger Screening Program		y Military		1	1								2
Expedited Passenger Screening Program		3	2	4		1	2			2			15
Expedited Passenger Screening Program		11	15	4	4	3	6	7	5	4	5		73
Expedited Passenger Screening Program		255	249	225	257	279	249	247	199	214	187		2,605
Expedited Passenger Screening Program	- TSA/DHS	1	1	3	1		1						7
Hazardous Materials Safety		1		1					1		2		5
Hazardous Materials Safety - General		1		1					1		2		5
Locks	1	2	2	1	2	1	1	2	1	1			14
Locks - General					1								1
Locks - Missing or Damaged Lock	1	2	2	1	1	1	1	2	1	1			13
Lost and Found						2		2		1			5
Lost and Found - Airport/TSA						2		2		1			5
Mishandling of Passenger Property	12	12	7	12	8	13	13	17	11	10	8		123
Mishandling of Passenger Property - Dam	3	7	6	8	3	8	7	10	6	5	4		67
Mishandling of Passenger Property - Dam	6	4	1	3	3	4	5	5	5	5	2		43
Mishandling of Passenger Property - Disa	3	1		1	2	1	1	2			2		13
No Jurisdiction				1	2	2		1	1	1	1		9
No Jurisdiction - No Referral								1					1
No Jurisdiction - Refer to CBP					2	2							4
No Jurisdiction - Refer to Other				1					1	1	1		4
Notice of Violation/Civil Penalties											1		1
Notice of Violation/Civil Penalties - Gener	al										1		1
Patdown	6	3	7	8	8	9	7	11	10	6	5		80
Patdown - Children			1	2	1					1			5
Patdown - Flyer	6	3	5	5	7	9	6	11	10	5	5		72
Patdown - Flyer as Observer			1	1			1						3
Persons w/ Disabilities (PWD)	10	13	8	13	5	19	18	19	17	19	12		153
Persons w/ Disabilities (PWD) - Autism S	2	2	1			2	3	2		6	2		20
Persons w/ Disabilities (PWD) - Breast Ca	ancer		2										2
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	Breast Can	ncer		1								1
Persons w/ Disabilities (PWD) - Cognitive	/Developm	1	2			1		1		1	1		7
Persons w/ Disabilities (PWD) - Diabetes		1	1			1	1	3	1	3	1		12
Persons w/ Disabilities (PWD) - Diapers/0	1												1
Persons w/ Disabilities (PWD) - General		2			1		2	1	1				7
Persons w/ Disabilities (PWD) - Hearing I	mpairment			1			1						2
Persons w/ Disabilities (PWD) - Internal N	Medical Devi	ces		1		1		2					4
Persons w/ Disabilities (PWD) - Medical [1	1		1		1		1			1		6
Persons w/ Disabilities (PWD) - Medically	1	1	1			3	7		7	3	4		27
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)							1	1	1			3
Persons w/ Disabilities (PWD) - Mobility [2		2	1	3	3	3	1	1			17
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates					2	1	1	1	1			6
Persons w/ Disabilities (PWD) - Prosthesi		1	1	1				1	2		1		7
Persons w/ Disabilities (PWD) - Respirato	1									1			2
Persons w/ Disabilities (PWD) - Service A	nimals					1							1
Persons w/ Disabilities (PWD) - Visual Im						1							1
Persons w/ Disabilities (PWD) - Wheelcha	3	2		7	2	3		3	3	2	2		27
Property - Special Handling	14	6	6	19	7	17	5	15	5	9	13		116
Property - Special Handling - Damaged It		2	1	5	2	3		3	2	2	2		27
Property - Special Handling - Damaged It		2		1	2		2	3		3			21
Property - Special Handling - Missing Iten		2	2	6	2	6	1	5	1	2			29
Property - Special Handling - Missing Iten			3	7		5	2		2	2			39
Request for Assistance	1										1		2
Request for Assistance - Other	1										1		2
Screening	43	53	56	52	60	74	46	37	31	33			513
Screening - Children	7.0	00	50	02	00	, 4	70	01	01	00	1		1
Screening - Crew Member or Airline Empl	4		2	6		1			1	1	'		15
Screening - Crew Member of Affiline Employ	1	1	15	6	5		4	4	5	1	4		52
Screening - International Screening	'	ı	13	1	3	0	4	4	3	1	4		1
Screening - International Screening Screening - Lengthy Lines	18	21	21	12	23	18	22	9	12	6	6		168
Screening - Procedures/Process	17	28	13	27	31	45	17	23	12	23			252
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis		3	4	21	1	45	3		12	23			
Screening - Retrieving Abandoned/Conns Screening - Security Breach	3	3	1		1	4	3	- 1	1		1		23
TWIC			1	1									1
TWIC - General				1									1
I WIG - General				1									1

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

Catamania	1001				C) Data To				•••	<u> </u>	•••		
Categories						03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MDT	21	28	15	21	18	30	20	22	20	18	24	25	262
2021												15	15
Civil Rights National Origin												1	1
Civil Rights - National Origin												1 1	1
Customer Service - TSO													1
Expedited Passenger Screening Program												1	1
	, DoD											8 1	8
Expedited Passenger Screening Program		tion Droam	200									1	
Expedited Passenger Screening Program Expedited Passenger Screening Program			alli										1
Locks	1 - TSA FIECH	CK										6 1	6
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disa	 arraved Items	Carry-on o	r Checked									1	1
Screening		ourry orro	ronoonoa									3	3
Screening - Lengthy Lines												1	1
Screening - Procedures/Process												2	2
2022	8	8	7	9	8	14	12	8	10	6	13	10	113
Civil Rights				•			12				10	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		J	J	J	J	10	3	U	U	3	12	3	1
Expedited Passenger Screening Program		ation Proc	1	1			1		1				4
Expedited Passenger Screening Program		5	2	8	5	9	4	8	7	3	12	5	71
Identification (ID) Requirements				0		1	7		'	0	12		1
Identification (ID) Requirements - Domes	tic					1							1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disa	arraved 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 I		es.	1										1
Persons w/ Disabilities (PWD) - Medically			nd Medical	Supplies						1			1
Prohibited & Permitted Items	1		1	- ' '									1
Prohibited & Permitted Items - Liquids/Ge	els/Aerosols		1										1
Property - Special Handling	2				1	1	2			1			7
Property - Special Handling - Damaged It						1							2
Property - Special Handling - Damaged II							1			1			3
Property - Special Handling - Missing Iter					1		1						2
Screening	1				1		2				1		5
Screening - Procedures/Process	1				1		2				1		5
2023	13	20	8	12	10	16	8	14	10	12	11		134
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Customer Service		3	1	2	1	2	1		1				11
Customer Service - TSO		3	1	2	1	2	1		1				11
Expedited Passenger Screening Program	12	14	6	8	7	11	6	14	8	12	9		107
Expedited Passenger Screening Program	n - Active Duty	Military				1							1
Expedited Passenger Screening Program	n - DoD	1	1										2
Expedited Passenger Screening Program	n 1												1
		13	5	8	7	10	6	14	8	12	9		103
Expedited Passenger Screening Program	n 11	13	0										
Expedited Passenger Screening Program Locks	n 11	13		1									1
	n 11	13											
Locks	n 11	13	3	1		1							1
Locks Locks - Missing or Damaged Lock				1		1							1 1
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property				1									1 1 1
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan		ItemsCar		1									1 1 1 2
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Patdown		ItemsCar	ry-on Lugga 1	1							2		1 1 1 2 2
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Patdown Patdown - Flyer	naged/Missing	ItemsCar 1 1	rry-on Lugga 1 1	1 1 ge							2 2		1 1 1 2 2 2
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	naged/Missing	ItemsCar 1 1	rry-on Lugga 1 1	1 1 ge	2								1 1 1 2 2 2 2 2
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically	naged/Missing	ItemsCar 1 1	rry-on Lugga 1 1	1 1 ge	2								1 1 1 2 2 2 2 2 3
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically	naged/Missing y Necessary M	ItemsCar 1 1 edication a	rry-on Lugga 1 1	1 1 ge	2								1 1 1 2 2 2 2 2 3 1
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Missing Iter	naged/Missing y Necessary M	ItemsCar 1 1 edication a	rry-on Lugga 1 1	1 1 ge			1		1				1 1 1 2 2 2 2 2 3 3 1 1 2 6
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter	naged/Missing y Necessary M ms - Carry-C ms - Checked	ItemsCar 1 1 edication a	rry-on Lugga 1 1	1 1 ge		1	1		1				1 1 1 2 2 2 2 2 2 3 3 1 1 2 6
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening	maged/Missing y Necessary M ms - Carry-C ms - Checked	ItemsCar 1 1 edication a	rry-on Lugga 1 1	1 1 ge		2	1		1				1 1 1 2 2 2 2 2 2 3 3 1 1 2

		11-Nov				03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MDW	116	119	138	126	109	139	140	151	151	173	149	100	1,611
2021												35	35
Civil Rights	l											1	1
Civil Rights - Racial Profiling or Discrimin	ation											1	1
Customer Service												3	3
Customer Service - TSO												3	3
Expedited Passenger Screening Program	TO 1 1 11											22	22
Expedited Passenger Screening Program			ram									1	1
Expedited Passenger Screening Program	- TSA PreCh	eck										21	21
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domest	tic											1	1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Food/Beve	erages											1	1
Property - Special Handling												4	4
Property - Special Handling - Damaged It												2	2
Property - Special Handling - Damaged It		d										1	1
Property - Special Handling - Missing Iten	ns - Checked											1	1
Screening												3	3
Screening - Inconsistency												3	3
2022	44	35	46	41	41	48	64	71	69	71	85	65	680
Additional Information Required/Insufficient In	formation											1	1
Additional Information Required/Insufficie	nt Information	- EMAIL C	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			1	1	2			1	4
Civil Rights - Race Civil Rights - Racial Profiling or Discrimin	1		1	1				ı				1	3
Civil Rights - Radial Profiting of Discrimin		nder	1	1							1		3
Claims Claims	- Not Transge	nuei									1		
													1
Claims - General								_	40	40	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						1							1
Expedited Passenger Screening Program		3		3	1	2		6	3	2	1		22
Expedited Passenger Screening Program		25	30	24	26	33	45	47	34	44	52	42	428
Expedited Passenger Screening Program	- TSA/DHS E	mployees	- Opt In				1						1
Locks											1	1	2
Locks - Missing or Damaged Lock											1	1	2
Lost and Found				1			1		1	1	1	1	6
Lost and Found - Airport/TSA				1			1		1	1	1	1	6
Mishandling of Passenger Property		1	2	1			1	2	3	3	4	2	19
Mishandling of Passenger Property - Dam	naged/Missing	ItemsC	1	1				1	1	2	1	2	9
Mishandling of Passenger Property - Dam		1	1				1	1	2	1	3		10
No Jurisdiction	l					1		1	1	1			4
No Jurisdiction - No Referral									1				1
No Jurisdiction - Refer to CBP								1					1
No Jurisdiction - Refer to Other						1				1			2
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - Gener	-ol			1									- 1
			4	ı		4	4				4	4	1
Patdown	1		1			1	1				1	4	9
Patdown - Children			1			1							2
Patdown - Flyer	1						1				1	3	6
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)	2			3	2	4	2	1	1	2	2	1	20
Persons w/ Disabilities (PWD) - Breast Ca							1						1
Persons w/ Disabilities (PWD) - Cognitive													1
Persons w/ Disabilities (PWD) - Diabetes						1		1					2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical [1												1
Persons w/ Disabilities (PWD) - Medically	Necessary M	ledication	and Medical	Supplies	1	1				2	2		6
Persons w/ Disabilities (PWD) - Mobility [Disability (Not	Wheelcha	ir or Scoot	1	1							1	3
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees a	nd Casts							1				1
Persons w/ Disabilities (PWD) - Service A	Animals						1						1
Persons w/ Disabilities (PWD) - Visual Im				1									1
Persons w/ Disabilities (PWD) - Visual III.	air/ Scooter/ S	egway		1		1							2
		-3)	4	1	5		1		2	3	5	2	24
Persons w/ Disabilities (PWD) - Wheelch	1				1		1			1	3	1	10
Persons w/ Disabilities (PWD) - Wheelch: Property - Special Handling	1	n	2	1							9	- '	10
Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It	1 ems - Carry-C		2	1									
Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	1 ems - Carry-C ems - Checke		2 1 1	1					1	1	1	1	
Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten	1 ems - Carry-C ems - Checke ns - Carry-On		1	1	2				1	1	1	1	7
Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	1 ems - Carry-C ems - Checke ns - Carry-On 1	d	1		2	2	E	6	1	1	1		7 6
Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening	1 ems - Carry-C ems - Checke ns - Carry-On 1 4		1	3	2	2	5	6		1 5		3	7 6 47
Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emp	1 ems - Carry-C ems - Checke ns - Carry-On 1 4	d	1	3	2		5		1	1	1 5		7 6 47 1
Persons w/ Disabilities (PWD) - Wheelch: Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empi	1 ems - Carry-C ems - Checke ns - Carry-On 1 4	d	1		2	2	5	6	1 8	1 5	1		7 6 47 1 5
Persons w/ Disabilities (PWD) - Wheelch: Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines	1 ems - Carry-C ems - Checke ns - Carry-On 1 4 loyee	d 2	1 1 2	3	2 2 2	1		2	1 8	1 5 1	1 5	3	7 6 47 1 5
Persons w/ Disabilities (PWD) - Wheelch: Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empi Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	1 ems - Carry-Cems - Checkens - Carry-On 1 4 loyee	d	1	3 1	2		4		1 8	1 5	1 5		7 6 47 1 5 1
Persons w/ Disabilities (PWD) - Wheelch: Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empi Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	1 ems - Carry-Cems - Checkens - Carry-On 1 4 loyee 4 cated Items	d 2	2	3 1 1 1	2 2 2	1	4	2	1 8	1 5 1	1 1 4	3	7 6 47 1 5 1 38
Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empi Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2023	1 ems - Carry-Cems - Checkens - Carry-On 1 4 loyee 4 cated Items 72	d 2	1 1 2	3 1	2 2 2	1	4	4	1 8	1 5 1	1 5	3	7 6 47 1 5 1 38 2
Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empi Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2023 Additional Information Required/Insufficient In	1 ems - Carry-Cems - Checkens - Carry-On 4 loyee 4 cated Items 72	d 2	2	3 1 1 1	2 2 2 2 68	1	4	2 4 80 1	1 8	1 5 1	1 1 4	3	7 6 47 1 5 1 38 2 896
Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empi Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2023	1 ems - Carry-Cems - Checkens - Carry-On 4 loyee 4 cated Items 72	d 2	2	3 1 1 1	2 2 2	1	4	4	1 8	1 5 1	1 1 4	3	7 6 47 1 5 1 38 2
Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empi Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2023 Additional Information Required/Insufficient In	1 ems - Carry-Cems - Checkens - Carry-On 4 loyee 4 cated Items 72	d 2	2	3 1 1 1	2 2 2 2 68	1	4	2 4 80 1	1 8	1 5 1	1 1 4	3	7 6 47 1 5 1 38 2 896
Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2023 Additional Information Required/Insufficient In Additional Information Required/Insufficie	1 ems - Carry-Cems - Checkens - Carry-On 4 loyee 4 cated Items 72	2 2 84	2	3 1 1 1	2 2 2 2 68	1	4	2 4 80 1	1 8	1 5 1	1 1 4	3	7 6 47 1 5 1 38 2 896 3 3

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - National Origin	10 000	111101	12 500	o i oun	02 1 00	oo ma	1	oo may	oo oun	or our	oo Aug	00 оор	10101
Civil Rights - Profiling							'		1				1
Civil Rights - Race		1	1	1					2	1	2		
Civil Rights - Sex/Gender/Gender Identity	l - Not Transo		2					1		2			5
Civil Rights - Sexual Orientation - Not Tra		Cridoi						'					1
Civil Rights - Transgender Screening	'	2		1									3
Customer Service	11	6		13	7	7	12	16	8	16	11		119
Customer Service - TSO	11	6	12	13	7		12	16	8	16			119
Expedited Passenger Screening Program	46	54	60	50	39		44	44	47	58			537
Expedited Passenger Screening Program		54	00	30	33	00	1	44	41	30	52		1
Expedited Passenger Screening Program		1	2	1	1	4	1						12
Expedited Passenger Screening Program	44	53		49	38	59	42	44	47	58	32		524
Locks	44	33	30	1	30	2	42	44	41	30	52		324
Locks - Missing or Damaged Lock				1		2							3
Mishandling of Passenger Property	2	6	3	1	3		4	2	4	5	7		39
Mishandling of Passenger Property - Dam		2			1	2	2	2	2	3			24
Mishandling of Passenger Property - Dam		4		1	2		1		1	2			13
Mishandling of Passenger Property - Disa	U		or Checker				1		1				2
No Jurisdiction	l	5	OI OIICORCC	4			- 1		1				2
No Jurisdiction - No Referral		'							1				1
No Jurisdiction - Refer to Other		1							1				1
Patdown	3	- 1	1		2		1		3	2	2		14
Patdown - Flyer	3		1		2		1		2	2			13
Patdown - Flyer as Observer	3		1				- 1		1				13
Persons w/ Disabilities (PWD)	3	1	4	3	4	3	1	3	4	4	3		33
Persons w/ Disabilities (PWD) - Autism S	-	- 1	1	3	4	3	- 1	3	4	4	3		1
Persons w/ Disabilities (PWD) - Addistrio		ontal /Mont											1
Persons w/ Disabilities (PWD) - Diabetes		entai /ivient	1								2		3
Persons w/ Disabilities (PWD) - Diapers/0		occinac/Mc	noko	1									3
Persons w/ Disabilities (PWD) - General		essings/ivia	3515	- 1		1			1	1			3
Persons w/ Disabilities (PWD) - Medically	1		1	1	2		1	1	1	1			
Persons w/ Disabilities (PWD) - Medically		+ Mhaalah		1		ı	1	1	1	1			10
Persons w/ Disabilities (PWD) - Prosthesi					1			1		1			2
Persons w/ Disabilities (PWD) - Visual Im		anu Casis			1			1	1				
Persons w/ Disabilities (PWD) - Visual IIII Persons w/ Disabilities (PWD) - Wheelcha		1		1	1	1		1	<u>1</u>	1	1		9
Property - Special Handling	2	2		2		3	1	4	4	5			
Property - Special Handling - Damaged Ite	_		2	1	8	1	1	3	3	3			36 17
Property - Special Handling - Missing Item		2		1	3	1		1	1	3	1		11
				1	2	1		1	1				
Property - Special Handling - Missing Item Screening	1 3	40	7	40	4	11	12	9	0	9			8
Screening - Crew Member or Airline Empl	1	10	- /	13 1	1	11	12	9	8	9	4		90
0 1	1	2			1								
Screening - Inconsistency		1	2	1	4	4	1	1	3	1			10
Screening - Lengthy Lines	_	1	4	1	1	1	4	1	_		1		10
Screening - Procedures/Process	2	6	4	7	2	10	6	7	5	8	3		60
Screening - Retrieving Abandoned/Confis	cated Items			3			1						4
Screening - Shoe Screening			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MEI	1		1	1	1		2	1					7
2022				1	1		2	1					5
Civil Rights								1					1
Civil Rights - Not Specified								1					1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program	- TSA PreC	Check					1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checked	d			1						1
Property - Special Handling					1								1
Property - Special Handling - Missing Iten	ns - Checke	d			1								1
Screening				1									1
Screening - Procedures/Process				1									1
2023	1		1										2
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	1		1										2

Categories	10-Oct 1	11-Nov	12-Dec			03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MEM	74	68	60	51	44	61	64	74	86	58	68		772
2021	/4	00	00	31	-1-1	31	0-4	74	00	30	00	22	
Customer Service												5	5
Customer Service - TSO												5	5
Expedited Passenger Screening Program												11	11
Expedited Passenger Screening Program	- TSA Applica	ition Prog	ıram									2	2
Expedited Passenger Screening Program												9	9
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCl	hecked Bagg	age								1	1
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheelcha	air or Scooter)								1	1
Property - Special Handling												3	3
Property - Special Handling - Damaged Ite		d										1	1
Property - Special Handling - Missing Item												2	2
2022	23	21	29	17	16	44	26	46	41	36	36	42	377
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights	2		1			1	1						5
Civil Rights - Headwear							1						1
Civil Rights - National Origin	1												1
Civil Rights - Race						1							1
Civil Rights - Racial Profiling or Discrimina	1		1										2
Claims				1									1
Claims - General				1									1
Customer Service	6	3	4	2	2	4	5	8	5	2	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		Military							1				1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program		2		3	1	1	1	1	2		2		14
Expedited Passenger Screening Program		15	14	10	8	35	17	27	28	26	25	34	251
Expedited Passenger Screening Program	- TSA/DHS E	mployees	2								1		3
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property			1					2	1	1	1		6
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	1							1			2
Mishandling of Passenger Property - Dam				age				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 D	Devices - Attac	hed to th	e Body				1	1					2
Persons w/ Disabilities (PWD) - Medically				Supplies						1			1
Persons w/ Disabilities (PWD) - Wheelcha				- ' '				1					1
Property - Special Handling		1				2		1	1	2		2	9
Property - Special Handling - Damaged Ite	ems - Carry-O	n						1		1		1	3
Property - Special Handling - Damaged Ite						1			1	1			3
Property - Special Handling - Missing Item		1											1
Property - Special Handling - Missing Item						1						1	2
Screening	1		3		2	1	1	3	1	1	1	2	
Screening - Inconsistency					1								1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process	1		3		1	1	1	3	1	1	1	1	14
2023	51	47	31	34	28	17	38	28	45	22	32		373
Additional Information Required/Insufficient Inf	1		J1	J-4	20	17	30	20		22	32		1
Additional Information Required/Insufficier													1
Civil Rights	· '	2				1		1	1		1		6
Civil Rights - Race		1				'		ı	1				2
Civil Rights - Nace Civil Rights - Sex/Gender/Gender Identity	- Not Transc	1				1		1	1		1		4
Claims Claims	. tot Hullot	- 1				- 1		1			1		1
Claims - Status											1		1
Customer Service		9	2	4	2	4	E	2	0	1			
Customer Service - TSO	5	3	2	1	3	1	5	2	6		2		31
	5	3	2	1	3	1 12	5	2	6	1	2		31
Expedited Passenger Screening Program	37 DoD	38	24	28	25	13	27	20	29	20	23		284
Expedited Passenger Screening Program		4		1									1
Expedited Passenger Screening Program		1	2	1	1	40	07	10	2	00	00		9
Expedited Passenger Screening Program	36	37	22	26	24	13	27	19	27	20	23		274
Mishandling of Passenger Property		1	1				1	2	2				7
Mishandling of Passenger Property - Dam			1				1	2	1				5
Mishandling of Passenger Property - Dam	aged/Missii	1							1				2
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									1				1
Patdown	2		1	1					1		1		6
			1	1					1		1		6
Patdown - Flyer	2								4	4	1		6
Patdown - Flyer Persons w/ Disabilities (PWD)		1		1				1	1	1			U
Patdown - Flyer			e Body	1				1	1	1			
Patdown - Flyer Persons w/ Disabilities (PWD)	Devices - Attac	hed to th						1		1	1		1
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D	Devices - Attac Necessary M	hed to th						1					1 2
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically	Devices - Attac Necessary Molants (joint)	ched to th edication	and Medical	Supplies 1				1					1 2 1
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp	Devices - Attac Necessary Molants (joint) Disability (Not	ched to th edication	and Medical	Supplies 1									1 2 1 1

					,								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged It	1			2			1						4
Property - Special Handling - Damaged It	ems - Checl	ked				1							1
Property - Special Handling - Missing Iten	ns - Carry-C)n	1					1					2
Property - Special Handling - Missing Iten	ns - Checke	d					3				1		4
Screening	5	2	2	1		1	1	1	4		2		19
Screening - Lengthy Lines	2	1					1	1	2				7
Screening - Procedures/Process	3	1	2	1		1			2		2		12

egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FE	10	11	9	12	9	6	3	18	9	12	6	4	10
2021												3	
Expedited Passenger Screening Program												3	
Expedited Passenger Screening Program	- TSA PreC	heck										3	
2022	4	6	3	5	5	1	2	15	5	9	4	1	6
Civil Rights	•	•	•	2	•	•			•	•		•	
Civil Rights - Racial Profiling or Discrimina	ation			2									
Customer Service	1	1			1								
Customer Service - TSO	1	1			1								
Expedited Passenger Screening Program	3	4	2	2	3	1	2	13	5	7	2	1	
Expedited Passenger Screening Program	-	1			0	'		10	J	- 1			
Expedited Passenger Screening Program			1		1					1			
Expedited Passenger Screening Program	- 10A Appli 3	3	1	2	2	1	2	13	5		2	1	
Mishandling of Passenger Property	3	3	- 1			- 1		13	5	2		- 1	
Mishandling of Passenger Property - Dam	agad/Missin	a Itama C	orni on Lua	2020									
Mishandling of Passenger Property - Disa													
	rrayed items	sCarry-on	or Checked							1			
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Diabetes				1									
Prohibited & Permitted Items		1											
Prohibited & Permitted Items - Medication	/Prescriptio	1											
Property - Special Handling			1								1		
Property - Special Handling - Damaged Ite											1		
Property - Special Handling - Missing Item	s - Carry-O	n	1										
Screening								2			1		
Screening - Crew Member or Airline Empl	oyee							1					
Screening - Procedures/Process								1			1		
TWIC					1								
TWIC - General					1								
2023	6	5	6	7	4	5	1	3	4	3	2		
Customer Service							1						
Customer Service - TSO							1						
Expedited Passenger Screening Program	6	3	6	6	3	4		1	3	2	2		
Expedited Passenger Screening Program	6	3	6	6	3	4		1	3	2	2		
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	aged/Missir	1											
Patdown					1				1				
Patdown - Non-Flyer					1				1				
Property - Special Handling				1				1					
Property - Special Handling - Damaged Ite	ems - Carry-	On		1									
Property - Special Handling - Missing Item				'				1					
Screening	.s onoonor	1				1		1		1			
Screening - Inconsistency						'		1		1			
Screening - Inconsistency Screening - Lengthy Lines		1						1		- 1			
Screening - Procedures/Process		Į.				1							

					CC) Data 1								
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MFR	8	14	13	15	13	13	17	14	19	11	16	12	16
2021												3	
Customer Service												1	
Customer Service - TSO												1	
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	- TSA PreCh	eck										1	
Screening												1	
Screening - Procedures/Process												1	
2022	3	4	3	6	4	4	12	5	13	5	9	9	7
Civil Rights												1	
Civil Rights - Race												1	
Customer Service	1	2							1			2	
Customer Service - TSO	1	2							1			2	
Expedited Passenger Screening Program	2	1	2	3	3	3	10	4	11	5	7	4	5
Expedited Passenger Screening Program	- TSA Appl	1					3		1	1			
Expedited Passenger Screening Program	2		2	3	3	3	7	4	10	4	7	4	4
Mishandling of Passenger Property							1				1		
Mishandling of Passenger Property - Dam	naged/Missing	ItemsCh	ecked Bag	gage			1				1		
Patdown						1							
Patdown - Flyer						1							
Property - Special Handling		1	1	2			1		1			2	
Property - Special Handling - Damaged It	ems - Carry-C)n	1	2									
Property - Special Handling - Damaged It		1											
Property - Special Handling - Missing Iten							1		1				
Property - Special Handling - Missing Iten												2	
Screening				1	1			1			1		
Screening - Procedures/Process				1	1			1			1		
2023	5	10	10	9	9	9	5	9	6	6	7		8
Civil Rights	1							1					
Civil Rights - Race	1							1					
Customer Service		2		1			1						
Customer Service - TSO		2		1			1						
Expedited Passenger Screening Program	4	5	9	6	8	8		6	5	6	6		6
Expedited Passenger Screening Program	- TSA Applica								1				
Expedited Passenger Screening Program		5	9	6	8	8	3	6		6	6		6
No Jurisdiction				0	0					0	1		- 0
No Jurisdiction - Refer to Other											1		
Persons w/ Disabilities (PWD)		1						1			· ·		
Persons w/ Disabilities (PWD) - Medically	V Necessarv	1						1					
Property - Special Handling	,,								1				
Property - Special Handling - Missing Iten	ns - Checked								1				
Screening		2	1	2	1	1	1	1					
	1	_		_									
Screening - Inconsistency		2		2				1					

			ISA Conta	ct Center (CC) Data	001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MGM	6	4	-	3	3	3	4	6	4	10	7	4	58
2022	2	2			2	2	2	4	2	6	5	4	31
Customer Service					1					1		1	3
Customer Service - TSO					1					1		1	3
Expedited Passenger Screening Program	2	2			1	2	1	2	2	4	4	3	23
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram							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 D	Disability (N	ot Wheelch	air or Scoo	oter)						1			1
Screening								2			1		3
Screening - Lengthy Lines								1					1
Screening - Procedures/Process								1			1		2
2023	4	2	-	. 3	1	1	2	2	2	4	2		27
Civil Rights			•			1							2
Civil Rights - Sex/Gender/Gender Identity	Not Trans	gender				1							2
Customer Service	1	1					1			1			4
Customer Service - TSO	1	1					1			1			4
Expedited Passenger Screening Program	3	1		3	1			2	2	2	2		19
Expedited Passenger Screening Program	- DoD	1											1
Expedited Passenger Screening Program	- TSA Appl	ication Prog											1
Expedited Passenger Screening Program	3		2	2 3	1			2	2	2	2		17
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checke	ed			1						1
Screening										1			1
Screening - Procedures/Process										1			1

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

			SA CUIILA	r center (ICC) Data	1001 - FOIF	.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MHK		2	2	1	4			3	1				13
2022		1	2					2	1				6
Expedited Passenger Screening Program		1	1					2	1				5
Expedited Passenger Screening Program	- TSA PreC	1	1					2	1				5
Property - Special Handling			1										1
Property - Special Handling - Damaged Ite	ems - Check	ed	1										1
2023		1		1	4			1					7
Expedited Passenger Screening Program				1	4								5
Expedited Passenger Screening Program	- TSA PreCl	heck		1	4								5
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsCl	hecked Bag	gage				1					1
Screening		1											1
Screening - Retrieving Abandoned/Confis	cated Items	1											1

			TSA Contac										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MHT	12	15	15	12	13	21	11	13	9	13	18		163
2021												6	6
Expedited Passenger Screening Program												4	4
Expedited Passenger Screening Program			gram									1	1
Expedited Passenger Screening Program	- TSA PreC	heck										3	3
Property - Special Handling												2	2
Property - Special Handling - Missing Iten												1	1
Property - Special Handling - Missing Iten												1	1
2022	4	5	9	4	2	10	4	7	7	7	11	5	75
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights				1						1			2
Civil Rights - Racial Profiling or Discrimina				1									1
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender								1			1
Customer Service								1			1	1	3
Customer Service - TSO								1			1		3
Expedited Passenger Screening Program	2	4		3	1	8	4		6	5	8	3	58
Expedited Passenger Screening Program			•	2				1					3
Expedited Passenger Screening Program	2	4	9	1	1	8	4	4	6	5		3	55
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	aged/Missir	ig ItemsC	arry-on Lug	gage							1		1
Persons w/ Disabilities (PWD)								1	1			1	3
Persons w/ Disabilities (PWD) - Medically			and Medica	al Supplies				1					1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain								1			1	2
Property - Special Handling	1	1								1	1		4
Property - Special Handling - Damaged It		1								1			2
Property - Special Handling - Missing Iten		n									1		1
Property - Special Handling - Missing Iten													1
Screening	1					2							3
Screening - Procedures/Process	1					2	_				_		3
2023	8	10	6	8	11	11	7	6	2	6			82
Customer Service				1	1					1			4
Customer Service - TSO				1	1					1	1		4
Expedited Passenger Screening Program	8 TCA A==1	9		6	8	11	4	5	2	3	5		66
Expedited Passenger Screening Program Expedited Passenger Screening Program		7		0		4.4	4		0				2
Mishandling of Passenger Property	8		5	6	8	11	4	5	2	3	5		64
Mishandling of Passenger Property - Dam			baskad Dan										1
	aged/iviissir	ig itemsC	пескей вад	-						1			1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically	Necessari	Madiaation	and Madia	1									1
Property - Special Handling	Necessary	Medication 1					1	1					3
Property - Special Handling - Damaged It	ome Chock						1	1					1
Property - Special Handling - Missing Iten		.eu 1					1	1					2
	is - Checke	ļ	1		2		2			1	1		7
Screening Screening - Crew Member or Airline Empl	01/00		1				1			Į.	1		1
Screening - Crew Member of Alrilne Empl	oyee				1		Į.			1			2
Screening - Inconsistency Screening - Procedures/Process			1		1		1			I	1		4
Screening - Procedures/Process			- 1		1		- 1				- 1		4

Categories	10-Oct	11-Nov	SA Contac 12-Dec	01-Jan	02-Feb	001 - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MIA	280	343	422	453	413	492	420	407	378	383	360	258	4,609
2021	200	343	422	400	413	432	420	407	370	303	300	87	87
Civil Rights												6	6
Civil Rights - Racial Profiling or Discrimina	ı ation											4	4
Civil Rights - Sex/Gender/Gender Identity		nder										2	
Customer Service	_											10	10
Customer Service - TSO												10	10
Expedited Passenger Screening Program												41	41
Expedited Passenger Screening Program	- TSA PreChe	eck										41	41
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domest	ic											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 - Dam	aged/Missing	itemsC	arry-on Lugo	gage								1	1
Patdown												1	1
Patdown - Flyer Persons w/ Disabilities (PWD)												3	1
Persons w/ Disabilities (PWD) - Diapers/0	Cormonto/Droc	cinac/Ma	noko									1	1
Persons w/ Disabilities (PWD) - General		Siriys/ivia	15/15									1	1
Persons w/ Disabilities (PWD) - Internal N	 edical Device	ie.										1	1
Property - Special Handling	Calcal Device											14	14
Property - Special Handling - Damaged Ite	l ems - Carry-O	n										8	8
Property - Special Handling - Damaged Ite												1	1
Property - Special Handling - Missing Item												3	
Property - Special Handling - Missing Item												2	
Screening												8	8
Screening - Lengthy Lines												1	1
Screening - Opposite Gender												1	1
Screening - Procedures/Process												5	5
Screening - Shoe Screening												1	1
2022	102	132	181	205	186	248	203	189	203	188	171	171	2,179
Additional Information Required/Insufficient Info											1		1
Additional Information Required/Insufficier	nt Information	- EMAIL (ONLY								1		1
Airline					1	1	1	2	1	2	2		11
Airline - Policy/Regulations/Service					1	1	1	2	1	2	1	1	10
Airline - Wheelchair Assistance											1		1
Animals	1												1
Animals - Carry-On	1	0	0	4			40	4	0	0		4	1
Civil Rights Civil Rights - Age	5	3	2	1	5	5	10	4	2	3	3	4	
Civil Rights - Age Civil Rights - Constitutional Rights	1			ı			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 Discrimina	2	3	1	2	3						_		11
Civil Rights - Sex/Gender/Gender Identity			1				3		1		1	2	
Civil Rights - Sexual Orientation - Not Tra					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		1,200
Expedited Passenger Screening Program			1			1	2	1			1	2	
Expedited Passenger Screening Program		4		2	2	7	3	4	7	3	3		
Expedited Passenger Screening Program		72	93	106	102	118	106	106	114	96	84	100	
Expedited Passenger Screening Program		1							1				2
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1	4		4									1
Identification (ID) Requirements		1		1									2
Identification (ID) Requirements - Domest	1	1	1	1 2	1	2	1	1	1	2			12
Locks Locks - General	'		1		ı		1	1	ı	1			12
Locks - General Locks - Missing or Damaged Lock	1		1	2	1	2	1	1	1	1			11
Lost and Found	1	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	
Mishandling of Passenger Property - Dam				1		1	3	1	6	2	3		
Mishandling of Passenger Property - Dam		5	2	3	1	3	5	3		2	5		
Mishandling of Passenger Property - Disa		1			1				1		1	_	4
No Jurisdiction	,	3	3	2	3	4	1	4	3	2	7	2	
No Jurisdiction - No Referral		1			-	1		2			1	_	5
No Jurisdiction - Refer to CBP		1		2	3			2	3	1	6	2	
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	
Patdown - Flyer as Observer						1	1						2
Persons w/ Disabilities (PWD)		1	2	3	4	9	9	5	2	7	2	5	49

ories		107	Contact Cer	iter (100) Data Tool	- FUIA							
·····	10-Oct	11-Nov 1	2-Dec 01-	Jan 0	2-Feb 03	-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Autism S				1	1		1	1					4
Persons w/ Disabilities (PWD) - Cognitive	Developmer	ntal /Mental D	Disability			1							1
Persons w/ Disabilities (PWD) - Diabetes						2	1			1			4
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dre	ssings/Masks	3			1							1
Persons w/ Disabilities (PWD) - General		1			1	1		1		2			6
Persons w/ Disabilities (PWD) - Hearing I	Impairment						2						2
Persons w/ Disabilities (PWD) - Internal N	Medical Device	es								2			2
Persons w/ Disabilities (PWD) - Medical I	Devices - Atta	ched to the B	lody						1				1
Persons w/ Disabilities (PWD) - Medically	Necessary N	Medication and	d Medic	1		1	2				1	3	8
Persons w/ Disabilities (PWD) - Metal Imp					1								1
Persons w/ Disabilities (PWD) - Mobility [Wheelchair o	or Scooter)		1	1	2	1		1		1	7
Persons w/ Disabilities (PWD) - Ostomy/0			,					1				1	2
Persons w/ Disabilities (PWD) - Respirato		r Fauinme	1										1
Persons w/ Disabilities (PWD) - Service A	•	. Ечирии	1						1				2
Persons w/ Disabilities (PWD) - Touch Av		rauma)	'	1			1		'				2
Persons w/ Disabilities (PWD) - Wheelch				1		2	1	1		1	1		5
	I Scoolei/ S	segway	2					· ·		- 1	ı		
Prohibited & Permitted Items	d Tabassa		2										2
Prohibited & Permitted Items - Alcohol an			2										2
Property - Special Handling	14	9	6	18	13	19	8	15	12	17	8	10	149
Property - Special Handling - Damaged It		1	1	6	1	5	1	4	7	6	2	3	40
Property - Special Handling - Damaged It	3	2	2	3	2	1	3	2	2	1	2	3	26
Property - Special Handling - Missing Iten	т 3	3	2	4	5	7	2	6	2	2	1	1	38
Property - Special Handling - Missing Iten		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	10	10	20		44	74	۷۱	17	10	14	19	14	1
	lovos									Į.			
Screening - Crew Member or Airline Emp	ioyee T										1		1
Screening - Cruise Ships							1						1
Screening - Inconsistency	2	3	4	2	4	3	1	2	3	1	2	1	28
Screening - Lengthy Lines	3	1	2	4	10	22	5	6	3		4	2	62
Screening - Procedures/Process	5	9	19	15	10	14	12	7	11	11	11	10	134
Screening - Retrieving Abandoned/Confis	cated Items			1		3	2	2	1	1		1	11
Screening - Shoe Screening											1		1
Transfer to Security Specialist			1										1
Transfer to Security Specialist - Reportab	le Communica	ation	1										1
TWIC	1												1
TWIC - General	1												1
23	178	211	241	248	227	244	217	218	175	195	189		2,343
Additional Information Required/Insufficient In				1							103		2,040
Additional Information Required/Insufficie		- EMAIL ON	LV	1							1		2
•													
Airling	1					- 1		4	2	2			
Airline Regress Requirements	1	1	2	3		1		1	2	2			13
Airline - Baggage Requirements	1		2	3		1		1	2	2			13 1
Airline - Baggage Requirements Airline - Lost Baggage	1	1	1	3									13 1 4
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service	1		2	3		1		1	2	2			13 1 4 8
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo	1	1	1	3	1								13 1 4
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service	1	1	1	3	1 1								13 1 4 8
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo	1	1	1	3			3				2		13 1 4 8 1
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper	1	1	1 1	3 1 2	1	1	3	1	2	2	2		13 1 4 8 1 1
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age	1	1	1 1	3 1 2	1	1	3	1	2	2	2		13 1 4 8 1 1 1 43
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights	1	1 1 5	1 1	3 1 2	1	1 5	3	1	2	9 1 1	2		13 1 4 8 1 1 43 2
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin	1	1 1 5	1 1	3 1 2	1	5	3	1	2	9	2		13 1 4 8 1 1 43 2 3
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Not Specified	1	1 1 5	1 1	3 1 2	1	1 5 1		1	2	9 1 1 2	2		13 1 4 8 1 1 43 2 3 3
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion	1	1 1 5	1 1	3 1 2	1	5	3	1	7	9 1 1	2		13 1 4 8 1 1 43 2 3 3 1
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Profiling	1 1 2	1 5 1	1 1 1	5	1 2	1 5 1 1	2	2	7 1	9 1 1 2			13 1 4 8 1 1 43 2 3 3 3 1 4
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Profiling Civil Rights - Race	2	1 5 1	1 1	5	1	5 1 1 1 1		1 2	7 1 1 1 1	9 1 1 2 1	1		13 1 4 8 1 1 43 2 3 3 1 4 4 1
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity	1 2 2 Not Trans	1 5 1	1 1 1	5	1 2	1 5 1 1	2	2	7 1 1 1 1 3	9 1 1 2			13 1 4 8 1 1 43 2 3 3 1 4 1 1 7
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening	2	1 5 1	1 1 1	5	1 2	5 1 1 1 1	2	1 2	7 1 1 1 1	9 1 1 2 1	1		13 1 4 8 1 1 43 2 3 3 3 1 4 1 17 10
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity	1 2 2 Not Trans	1 5 1	1 1 1	5	1 2	5 1 1 1 1	2	1 2	7 1 1 1 1 3	9 1 1 2 1	1		13 1 4 8 1 1 43 2 3 3 1 4 1 1 7
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening	1 2 2 Not Trans	1 5 1	1 1 1	5	1 2	5 1 1 1 1	2	1 2	2 7 1 1 1 1 3 3 1	9 1 1 2 1	1		13 1 4 8 1 1 43 2 3 3 3 1 4 1 17 10
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims	1 2 2 Not Trans	1 5 1	1 1 1	5	1 2	5 1 1 1 1	2	1 2	2 7 1 1 1 3 3 1	9 1 1 2 1	1		13 1 4 8 1 1 43 2 3 3 1 4 1 17 10 2
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender Screening Claims Claims - General	1 1 2 2 1 1 - Not Trans(1 5 1 3 1	1 1	5	2	1 5 1 1 1 1	2	1 1 1	7 1 1 3 3 1 1	9 1 1 2 1 3 1	1 1		13 1 4 8 1 1 1 43 2 3 3 1 1 4 1 17 10 2 1 10 1 10 1 10 1 10 1 10 1 10
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Customer Service	1 1 2 2 1 1 - Not Trans(1 5 1 3 1	1 1	3 1 2 5 1	2	1 5 1 1 1 1	2	1 1 1 2 28	7 1 1 1 3 3 1 1 1 1 26	9 1 1 2 1 3 1	1 1		13 1 4 8 1 1 43 2 3 3 1 4 1 17 10 2 1 1 345 1
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Customer Service - CSM Customer Service - Others	1 1 2 2 1 1 - Not Trans(1 5 1 3 1	1 1	5	2	1 5 1 1 1 1	2	1 1 1	7 1 1 1 3 1 1 1 26	9 1 1 2 1 3 1	1 1		13 1 4 8 1 1 43 2 3 3 1 4 1 17 10 2 1 1 345 1 2
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Profiling Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TCC	1 1 2 2 1 1 Not Trans(1 1 31	1 1 5 1 3 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 5 1 2 2 2	2	1 5 1 1 1 1 1	2 1 32	1 1 1 2 28 1	2 7 1 1 1 3 1 1 1 26 1	9 1 1 2 1 3 1	1 1		13 1 4 8 1 1 43 2 3 3 1 4 1 17 10 2 1 1 345 1 2
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Onstitutional Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Profiling Civil Rights - Pacceived Religion Civil Rights - Profiling Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO	1 1 2 2 1 1 - Not Trans(1 5 1 3 1	1 1	3 1 2 5 1	2	1 5 1 1 1 1	32	1 1 1 2 28	2 7 1 1 1 1 3 3 1 1 1 26 1 24	9 1 1 2 1 3 1	1 1		13 1 4 8 1 1 43 2 3 3 1 4 1 17 10 2 1 1 345 1 2 1 345 1 1 1 1 1 1 1 1 1 1 1 1 1
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO DHS TRIP	1 1 2 2 1 1 Not Trans(1 1 31	1 1 5 1 3 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 5 1 2 2 2	2	1 5 1 1 1 1 1	32	1 1 1 2 28 1	2 7 1 1 1 1 3 3 1 1 1 26 1 24	9 1 1 2 1 3 1	1 1		13 1 4 8 1 1 1 43 2 3 3 3 1 1 4 1 17 10 2 1 1 345 1 2 1 341 2 3
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Profiling Civil Rights - Fordiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - General Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General	1 1 2 2 1 1 Not Trans(1 31 31	1 1 5 1 3 1	1 1 19 19	3 1 2 5 1 2 2 2 32 1 31	2 32 32	1 5 1 1 1 1 1 40	32 32 1	1 1 1 1 2 28 1 27	7 1 1 1 3 1 1 1 26 1 1	9 1 1 2 1 3 1	1 1 47		13 1 4 8 1 1 43 2 3 3 1 4 1 17 10 2 1 1 345 1 2 1 345 1 2 3 3 3 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Net Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Profiling Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program	1 1 2 2 1 1 Not Trans(1 1 31 31 31 102	1 1 5 1 3 1 31	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 5 1 2 2 2	2	1 5 1 1 1 1 1	2 1 32 32 1 1 139	1 1 1 2 28 1	2 7 1 1 1 1 3 3 1 1 1 26 1 24	9 1 1 2 1 3 1	1 1		13 1 4 8 1 1 1 43 2 3 3 3 1 4 1 17 10 2 1 1 345 1 2 1 341 2 2 1,349
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Profiling Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - General Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 1 3 1 31 31 129 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 5 1 2 2 2 32 1 31	2 32 32	1 5 1 1 1 1 1 40 40	2 1 32 32 1 1 139 1	1 1 1 1 2 2 8 1 2 7 1 2 9	7 1 1 1 3 1 1 1 26 1 1	2 9 1 1 2 1 3 1 27	1 1 47 47		13 1 4 8 1 1 1 43 2 3 3 3 1 4 1 17 10 2 1 1 345 1 2 1 341 2 2 1,349
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - General Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 1 3 1 31 31 129 1 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 5 1 2 2 2 32 1 31	2 32 32 131	1 5 1 1 1 1 1 1 40 40	32 32 1 1 139 1 3	1 1 1 1 1 28 1 1 27 129 5	1 1 1 3 1 1 26 1 1 24 1 1 94	2 9 1 1 2 1 3 1 27 27	1 1 47 47 88		13 1 4 8 1 1 1 43 2 3 3 3 1 4 1 17 10 2 1 1 345 1 2 1 341 2 2 1,349 3 40
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Profiling Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - General Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 1 3 1 31 31 129 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 5 1 2 2 2 32 1 31	2 32 32	1 5 1 1 1 1 1 40 40	2 1 32 32 1 1 139 1	1 1 1 1 2 2 8 1 2 7 1 2 9	7 1 1 1 3 1 1 1 26 1 1	2 9 1 1 2 1 3 1 27	1 1 47 47		13 1 4 8 1 1 1 43 2 3 3 3 1 4 1 17 10 2 1 1 345 1 2 1 341 2 2 1,349
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perfiling Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 2 2 1 1 - Not Trans(1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 1 3 1 31 31 129 1 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 5 1 2 2 2 32 1 31	2 32 32 131	1 5 1 1 1 1 1 1 40 40	32 32 1 1 139 1 3	1 1 1 1 1 28 1 1 27 129 5	1 1 1 3 1 1 26 1 1 24 1 1 94	2 9 1 1 2 1 3 1 27 27	1 1 47 47 88		13 1 4 8 1 1 1 43 2 3 3 3 1 4 1 17 10 2 1 1 345 1 2 1 341 2 2 1,349 3 40
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Face Civil Rights - Pace Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Face Civil Rights - Transgender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - General Customer Service - CSM Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 2 2 1 1 - Not Trans(1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 1 3 1 31 31 129 1 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 5 1 2 2 2 32 1 31	2 32 32 131	1 5 1 1 1 1 1 1 40 40	32 32 1 1 139 1 3	1 1 1 1 1 28 1 1 27 129 5	1 1 1 3 1 1 26 1 1 24 1 1 94	2 9 1 1 2 1 3 1 27 27	1 1 47 47 88		13 1 4 8 1 1 1 43 2 3 3 3 1 4 1 17 10 2 1 1 345 1 2 1 341 2 2 1,349 3 40 1,305
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - General Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program	1 1 2 2 1 1 - Not Trans(1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 1 3 1 31 31 129 1 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 5 1 2 2 2 32 1 31	2 32 32 131	1 5 1 1 1 1 1 40 40	32 32 1 1 139 1 3	1 1 1 1 1 28 1 1 27 129 5	1 1 1 3 1 1 26 1 1 24 1 1 94	2 9 1 1 2 1 3 1 27 27	1 1 47 47 88		13 1 4 8 1 1 4 43 2 3 3 1 4 1 17 10 2 1 345 1 2 1 341 2 2 1,349 3 40 1,305
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program	1 1 2 2 1 1 - Not Trans(1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 1 3 1 31 31 129 1 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 5 1 2 2 2 32 1 31	2 32 32 131	1 5 1 1 1 1 1 1 40 40 40	32 32 1 1 139 1 3 135	1 1 1 1 1 28 1 1 27 129 5	1 1 1 3 1 1 26 1 1 24 1 1 94	2 9 1 1 2 1 3 1 27 27 106 3 103	1 1 47 47 88		13 1 4 8 1 1 1 43 2 3 3 3 1 4 1 17 10 2 1 1 345 1 2 2 1 341 2 2 1,349 3 40 1,305 1 1
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Profiling Civil Rights - From Service Civil Rights - Race Civil Rights - Transgender Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - General Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TCC Customer Service - TCO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program	1 1 2 2 1 1 - Not Trans(1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 1 3 1 31 31 129 1 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 5 1 2 2 2 32 1 31	2 32 32 131	1 5 1 1 1 1 1 1 40 40 40	2 1 32 32 1 1 139 1 3 135	1 1 1 1 1 28 1 1 27 129 5	1 1 1 3 1 1 26 1 1 24 1 1 94	2 9 1 1 1 2 1 3 1 1 2 2 7 2 7 106 3 103 103	1 1 47 47 88		13 1 4 8 1 1 1 43 2 3 3 3 1 4 1 17 10 2 1 1 345 1 2 1 341 2 2 1,349 3 40 1,305 1 1 1 2
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Fransgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program	1 1 2 2 1 1 - Not Trans(1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 1 3 1 31 31 129 1 5 123	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 5 1 2 2 32 1 31 141 4 137	2 32 32 131	1 5 1 1 1 1 1 1 40 40 40	32 32 1 1 139 1 3 135	1 1 2 28 1 27 129 5 124	2 7 1 1 1 1 26 1 1 24 1 94	2 9 1 1 2 1 3 1 27 27 106 3 103	1 1 47 47 88		13 1 4 8 1 1 1 43 2 3 3 3 1 4 1 17 10 2 1 1 345 1 2 1 341 2 2 1,349 3 40 1,305 1 1 2 2
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Frofiling Civil Rights - Race Civil Rights - From Service - Civil Rights - From Service Customer Service - CSM Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program	1 1 2 2 1 1 - Not Trans(1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 1 3 1 31 31 129 1 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 5 1 2 2 2 32 1 31	2 32 32 131	1 5 1 1 1 1 1 1 40 40 40	2 1 32 32 1 1 139 1 3 135	1 1 1 1 1 28 1 1 27 129 5	1 1 1 3 1 1 26 1 1 24 1 1 94	2 9 1 1 1 2 1 3 1 1 2 2 7 2 7 106 3 103 103	1 1 47 47 88		13 1 4 8 1 1 4 43 2 3 3 3 1 4 1 17 10 2 1 345 1 2 2 1,349 3 40 1,305 1 1 1 2 2 8
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Face Civil Rights - Race Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger	1 1 2 2 1 1 - Not Trans(1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 1 3 1 31 31 129 1 5 123	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 5 1 2 2 32 1 31 141 4 137	2 32 32 131	1 5 1 1 1 1 1 1 40 40 40	2 1 32 32 1 1 139 1 3 135	1 1 2 28 1 27 129 5 124 1	2 7 1 1 1 1 3 1 1 1 26 1 1 94	2 9 1 1 1 2 1 3 1 1 2 2 7 2 7 106 3 103 103	1 1 47 47 88		13 1 4 8 1 1 4 43 2 3 3 1 4 4 1 17 10 2 1 1 345 1 2 2 1,349 3 3 40 1,305 1 1 2 2 8 1
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Race Civil Rights - Race Civil Rights - Transgender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - General Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Safety Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - General Locks - Missing or Damaged Lock	1 1 2 2 1 1 - Not Trans(1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 1 3 1 31 31 129 1 5 123	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 5 1 2 2 32 1 31 141 4 137	2 32 32 131	1 5 1 1 1 1 1 1 40 40 40	2 1 32 32 1 1 139 1 3 135	1 2 1 1 1 1 28 1 27 129 5 124	2 7 1 1 1 1 3 1 1 1 26 1 1 1 94 94	2 9 1 1 1 2 1 3 1 1 2 2 7 2 7 106 3 103 103	1 1 47 47 88		13 1 4 8 1 1 1 43 2 3 3 1 4 4 1 17 10 2 1 1 345 1 2 2 1,349 3 40 1,305 1 1 2 2 8 1 7
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Profiling Civil Rights - Race Civil Rights - Transgender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited	1 1 2 2 1 1 - Not Trans(1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 1 3 1 31 31 129 1 5 123	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 5 1 2 2 32 1 31 141 4 137	2 32 32 131	1 5 1 1 1 1 1 1 40 40 40	2 1 32 32 1 1 139 1 3 135	1 1 2 28 1 27 129 5 124 1	2 7 1 1 1 1 3 1 1 1 26 1 1 94	2 9 1 1 1 2 1 3 1 1 2 2 7 2 7 106 3 103 103	1 1 47 47 88		13 1 4 8 1 1 4 43 2 3 3 1 4 4 1 17 10 2 1 1 345 1 2 2 1,349 3 3 40 1,305 1 1 2 2 8 1
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program	1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 1 3 1 31 31 129 1 5 123	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 5 1 2 2 32 1 31 141 4 137	2 32 32 131	1 5 1 1 1 1 1 1 1 40 40 40 134 2 132	2 1 32 32 1 1 139 1 3 135	1 2 1 1 1 1 28 1 27 129 5 124	2 7 1 1 1 1 3 1 1 1 26 1 1 1 94 94	2 9 1 1 1 2 1 3 1 1 2 2 7 2 7 106 3 103 103	1 1 47 47 88 1 87		13 1 4 8 1 1 1 43 2 3 3 1 4 4 1 17 10 2 1 1 345 1 2 2 1,349 3 40 1,305 1 1 2 2 8 1 7
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Profiling Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims Claims - General Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program	1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 1 3 1 31 31 129 1 5 123	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 5 1 2 2 32 1 31 141 4 137	2 32 32 131 5 126	1 5 1 1 1 1 1 1 40 40 40 134 2 132	2 1 32 32 1 1 139 1 3 135	1 1 2 2 8 1 2 7 1 2 9 5 1 2 4 1 1 1 3 3 3 3	2 7 1 1 1 3 1 1 1 26 1 1 1 94 94	2 9 1 1 2 1 3 1 1 2 27 27 27 106 3 3 103 1 1 1 1	1 1 47 47 88 1 87		13 1 4 8 1 1 1 43 2 3 3 3 1 4 1 17 10 2 1 345 1 2 2 1,349 3 40 1,305 1 1 1 2 2 8 8 1 7 8 8
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Property	1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 1 3 1 31 31 129 1 5 123	2 1 1 1 1 19 19 156 6 150 2 1 1 1 1 1 1 1	3 1 2 5 1 2 2 2 32 1 31 141 4 137	2 32 32 131 5 126	1 5 1 1 1 1 1 1 1 1 1 1 1 1 1 5 5 1 1 1 1 1 5 5 1 1 1 1 1 5 1 1 1 1 1 5 1	2 1 32 32 1 1 139 1 3 135	1 1 2 2 3 4 1 2 7 1 1 2 9 5 1 2 4 1 1 3 3 3 4 4	2 7 1 1 1 1 26 1 1 24 1 1 94 94	2 9 1 1 1 2 1 1 2 1 1 2 1 1 1 1 1 1 1 1	1 1 47 48 1 87 1 1 1 1		13 1 4 8 1 1 1 43 2 3 3 3 1 4 1 1 17 10 2 1 1 345 1 2 1 341 2 2 1,349 3 40 1,305 1 1 1 7 8 8 8 65
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Frofiling Civil Rights - Race Civil Rights - Frofiling Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Customer Service - CSM Customer Service - Others Customer Service - TCC Fixed Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property	1 1 2 2 3 1 3 1 3 1 3 1 3 1 3 1 1 0 2 1 6 9 4 1 1 1 1 7 2 2 1 1 1 7 2 2 1 1 1 1 7 2 2 1 1 1 1	1 1 5 1 3 1 31 31 31 129 1 5 123	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 5 1 2 2 32 1 31 31 4 137	2 32 32 131 5 126	1 5 1 1 1 1 1 1 1 40 40 40 134 2 132 1 1 1	2 1 32 32 1 1 139 1 3 135	1 1 2 2 8 1 1 2 7 1 2 9 5 1 2 4 1 1 1 3 3 3 4 4 2 2	2 7 1 1 1 1 1 26 1 1 1 94 24 1 1 1 8 22 2	2 9 1 1 1 2 1 1 2 2 7 27 106 3 103 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 47 48 1 87 1 1 1 7 6		13 1 4 8 1 1 4 43 2 3 3 3 1 4 1 17 10 2 1 345 1 2 2 1,349 3 3 40 1,305 1 1 1 2 2 8 1 7 8 8 6 5 3 0
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Profiling Civil Rights - From Service Religion Civil Rights - Race Civil Rights - Transgender Screening Claims Claims - General Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TCO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Safety Hazardous Materials Safety Hazardous Materials Safety Hazardous Materials Safety Hazardous Materials Safety Hazardous Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 1 2 2 3 1 3 1 3 1 3 1 1 0 2 1 6 9 4 1 1 1 1 7 7 2 5 5	1 1 5 1 3 1 31 31 129 1 5 123	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 5 1 2 2 2 32 1 31 141 4 137	2 32 32 131 5 126	1 5 1 1 1 1 1 1 1 1 1 1 1 1 1 5 5 1 1 1 1 1 5 5 1 1 1 1 1 5 1 1 1 1 1 5 1	2 1 32 32 1 1 139 1 3 135	1 1 2 2 3 4 1 2 7 1 1 2 9 5 1 2 4 1 1 3 3 3 4 4	2 7 1 1 1 1 3 1 1 1 26 1 1 1 94 94 94 2 2 1 1 8 8 2 3	2 9 1 1 1 2 1 1 2 1 1 2 1 1 1 1 1 1 1 1	1 1 47 48 1 87 1 1 1 1		13 1 4 8 1 1 4 43 2 3 3 3 1 4 4 1 17 10 2 1 345 1 2 2 1,349 3 3 40 1,305 1 1 1 7 8 8 65 30 27
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Net Specified Civil Rights - Perceived Religion Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Race Civil Rights - Fransgender Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - General Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TCO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Safety Hazardous Materials Safety Hazardous Materials Safety Locks Locks - General Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam	1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 1 3 1 31 31 129 1 5 123 1 1 1 1 10 4 3 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 5 1 2 2 32 1 31 31 4 137	2 32 32 131 5 126	1 5 1 1 1 1 1 1 1 40 40 40 134 2 132 1 1 1	2 1 32 32 1 1 139 1 3 135	1 1 2 2 8 1 1 2 7 1 2 9 5 1 2 4 1 1 1 3 3 3 4 4 2 2	2 7 1 1 1 1 3 1 1 1 26 1 1 1 94 94 94 94 94	29 11 12 11 27 27 27 27 106 3 103	1 1 47 48 1 87 1 1 1 7 6		13 1 4 8 1 1 1 43 2 3 3 1 4 4 1 17 10 2 1 1 345 1 2 1 341 2 2 1,349 3 40 1,305 1 1 2 2 8 8 6 5 3 0 2 7 4
Airline - Baggage Requirements Airline - Lost Baggage Airline - Policy/Regulations/Service Cargo Cargo - Known Shipper Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Fransgender Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Safety Hazardous Materials Safety Hazardous Materials Safety Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property	1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 1 3 1 31 31 129 1 5 123	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 5 1 2 2 32 1 31 31 4 137	2 32 32 131 5 126	1 5 1 1 1 1 1 1 1 40 40 40 134 2 132 1 1 1	2 1 32 32 1 1 139 1 3 135	1 1 2 2 8 1 1 2 7 1 2 9 5 1 2 4 1 1 1 3 3 3 4 4 2 2	2 7 1 1 1 1 3 1 1 1 26 1 1 1 94 94 94 2 2 1 1 8 8 2 3	2 9 1 1 1 2 1 1 2 2 7 27 106 3 103 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 47 48 1 87 1 1 1 7 6		13 1 4 8 1 1 4 43 2 3 3 3 1 4 4 1 17 10 2 1 345 1 2 2 1,349 3 3 40 1,305 1 1 1 2 2 8 1 7 8 8 6 5 3 0 27

egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-Mav	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction - No Referral				2			1				2		5
No Jurisdiction - Refer to CBP	3	1	3	2	3	4	1	3		1	3		24
No Jurisdiction - Refer to Other			3		1	1				1			6
Patdown	1	1	4	5	2	6	2	2	1	2	3		29
Patdown - Flyer		1	4	5	2	6		2	1	2	3		26
Patdown - Flyer as Observer	1						2						3
Persons w/ Disabilities (PWD)	3	3	5	5	2	4	8	3	5	7	2		47
Persons w/ Disabilities (PWD) - Autism S	1						2		1	2			6
Persons w/ Disabilities (PWD) - Diabetes			1				3	1	1	2			8
Persons w/ Disabilities (PWD) - Hearing In	mpairment		1										1
Persons w/ Disabilities (PWD) - Internal M	ledical Devi	ces	1	1									2
Persons w/ Disabilities (PWD) - Medical D	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) - Service A	nimals	1											1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)								1			1
Persons w/ Disabilities (PWD) - Wheelcha	1		1	1	1	4		1	1		1		11
Property - Special Handling	7	8	10	15	7	2	8	10	4	5	6		82
Property - Special Handling - Damaged Ite	ems - Carry	2	3	3			1	3	1	2	2		17
Property - Special Handling - Damaged Ite	3			4	1	1		2					11
Property - Special Handling - Missing Item	1	5	2	3	3		2	2	2	2	2		24
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		310
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		45
Screening - International Screening						1							1
Screening - Lengthy Lines	4	4	2	4	14	6	3	5	2	6	4		54
Screening - Procedures/Process	10	10	14	13	22	29	13	21	13	17	19		181
Screening - Retrieving Abandoned/Confise	cated Items			2	2				1	1			6

Section Sect	Categories	10-Oct 1	11-Nov	12-Dec	ct Center (TC 01-Jan			04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Coll Digital Coll								•						766
Cold Rights Record Profiting of Decembration		33	31	30	77	33	04	13	33	, ,	02	73		21
Dut Rights - Shade Proteining of Discontinuation														2
Oxide Rights - Seachers Center I bentile). Not Transporce		ation												1
Custome Person			nder										1	1
Equation Property Security Program TSA Aprication Program		Ü											2	2
Exposition Processory Streaming Programs - This Application Programs - The Processory Streaming Programs - This Application Programs - This Processory Streaming of Processory Programs - This Processory - This	Customer Service - TSO												2	2
Eugrelise Placements Sciencing Program 17 KA Pro-Drieck 1 1 1 1 1 1 1 1 1	Expedited Passenger Screening Program												14	14
Eugrelise Placements Sciencing Program 17 KA Pro-Drieck 1 1 1 1 1 1 1 1 1	Expedited Passenger Screening Program	- TSA Applica	tion Pro	gram									3	3
Mishanding of Processing Property - Durruged-Wissing Interne. Checked Baggage 1 1 1 1 1 1 1 1 1														11
Mishanding of Processing Property - Durruged-Wissing Interne. Checked Baggage 1 1 1 1 1 1 1 1 1	Mishandling of Passenger Property												1	1
Peadson		aged/Missing	ItemsC	Checked Bag	ggage								1	1
Property - Speak Handling Minoray library (Service Carry Crit 1970 14 15 46 16 42 29 44 19 19 19 19 19 19 1	Patdown												1	1
Property - Special Hardings - Marcing Interest Curry Core 20 22 29 13 14 35 46 26 42 28 44 48	Patdown - Flyer												1	1
Property - Special Marching - Marcing Marching - Marcine - Carry-Original 1	Property - Special Handling												1	1
Maintain		ns - Carry-On											1	1
Authrie — Lott Biggspape			22	29	13	14	35	46	26	42	28	44	48	367
Covid Rights	Airline								1					1
Coli Rights - Race Face	Airline - Lost Baggage								1					1
Cliff flights - Road Polluling or Discrimin Child Rights - Transgrader Scareving Colline Service - TSO Colline Service - TSO Solid Sol		1					1		1		2	1		6
Civil Rights - France plant Severaling 1	<u> </u>													3
Cult Rights - Transported Sciencing 1		1					•							1
Customer Service - TSO 3 1 1 2 3 2 1 1 2 3 2 1 1 2 3 2 1 1 2 3 2 1 1 2 3 2 1 1 2 3 2 1 1 2 3 2 1 1 2 3 2 1 1 2 3 2 1 1 2 3 2 1 1 2 3 2 1 3 3 3 4 3 3 3 3 4 3 3		'							1			1		2
Customer Service - TSO				3	1			1	1	2	3		1	14
Expedited Passenger Screening Program														
Expedition Passagney Screening Program - TSA Appl 5 2 1 1 1 1 1 1 1 1 1		15	20			10	20							14
Expedited Passanger Screening Program - TSA Appl			20	22	10	10		39		30	19	35	40	296
Expedited Passagner's Screening Program 1 15 20 8 7 28 38 18 35 18 35 39 Expedited Passagner's Screening Program 1 TA/CHS Employees - Opt In 1			_	_					1					2
Expedited Passenger Storening Program - TSA/DHS Employees - Opl In														16
Lockie - Missing or Damaged Lock Lots and Found - Airport/TSA						7	28	38		35	18	35	39	276
Locks - Missing no Damaged Lock		- ISA/DHS E	mployee	s - Opt In	1				1					2
Lots and Found														1
Lost and Found - Airport/TSA												1		1
Mishandriling of Passenger Property 2	Lost and Found		1									1		2
Mishandling of Passenger Property - Damaged Missing Interse—C 1 1 1 1 1 1 1 1 1	Lost and Found - Airport/TSA		1									1		2
Mishandling of Passenger Property - Damaged Mismis planes—C 1 3 3 1 3 3 7 1 3 3 7 1 3 3 7 3 3 3 3 3 3 3	Mishandling of Passenger Property			2			1	1		1			1	6
Mishandling of Passenger Property - Disarrayed Hense-Carry-on or Checked Patdown - Children	Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	1				1						2
Patdown - Children	Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	1			1			1				3
Patdown - Children	Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or Checke	d								1	1
Patdown - Children		,						3			1	1	3	8
Persons w Disabilities (PWD)								1						1
Persons w Disabilities (PWD)											1	1	3	7
Persons w Disabilities (PWD) Caleners	•		1			1			2					5
Persons w Disabilities (PWD) - General	. ,	l Parments/D				•								1
Persons w/Disabilities (PMD) - Internal Medical Devices		Jannonto, B	- '			1								1
Persons w Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) 1	, ,	Andical Device	6									1		1
Prohibited & Permitted Items NewSToole Razors/Sharp Objec Property - Special Handling 2	, ,			oir or Socot	tor)				2			- 1		2
Prohibited & Permitted Items - Knives (Fols)Razons/Sharp Object 1		Isability (Not	VVIICEICI	1	iei)									1
Property - Special Handling - Damaged Items - Carry-On		la/Dazara/Chr	rn Obio	- 1										
Property - Special Handling - Damaged Items - Carry-On) S/Razo(S/S) a	irp Objec	. 1						0		4	4	1
Property-Special Handling - Damaged It 1		2			1		- 1					- 1		11
Property - Special Handling - Missing Item - Checked			n					1		1			1	3
Property - Special Handling - Missing Items - Checked 1					1									2
Screening 2						2								3
Screening - Inconsistency 1														3
Screening - Lengthy Lines 1		2		1	1	1			1	1	3	1	2	16
Screening - Procedures/Process 2	, ,						1	1						2
2023						1								1
Civil Rights - National Origin	<u>~</u>	2		1			1		1	1	3		2	13
Civil Rights - National Origin 1	2023	39	29	29	31	41	49	33	33	29	34	31		378
Civil Rights - Race	Civil Rights	1			1	1				1		1		5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	Civil Rights - National Origin									1				1
Customer Service					1	1								3
Customer Service - TSO	Civil Rights - Sex/Gender/Gender Identity	 Not Transger 	nder									1		1
Expedited Passenger Screening Program 30 26 23 24 31 38 30 31 23 28 23	Customer Service	3	2		2	3	1	2	1	1	1	6		22
Expedited Passenger Screening Program	Customer Service - TSO	3	2		2	3	1	2	1	1	1	6		22
Expedited Passenger Screening Program	Expedited Passenger Screening Program	30	26	23	24	31	38	30	31	23	28	23		307
Expedited Passenger Screening Program 1 2 1 2 2 38 30 29 23 28 22 22 29 38 30 29 23 28 22 22 28 28 22 28		- DoD												1
Expedited Passenger Screening Program 29 24 23 22 29 38 30 29 23 28 22			2		1	2			2			1		9
Locks - Missing or Damaged Lock							38	30		23	28	22		297
Locks - Missing or Damaged Lock Mishandling of Passenger Property 2 1 1 1 1 3 1 3 1 1														2
Mishandling of Passenger Property 2 1 1 1 3 1 Mishandling of Passenger Property - Dam 1 1 1 1 1 Mishandling of Passenger Property - Dam 1 1 2 1 1 Mishandling of Passenger Property - Dam 1 1 2 1 1 Mishandling of Passenger Property - Dam 1 1 2 1 1 Mishandling of Passenger Property - Dam 1 1 2 1 1 Patdown - Flyer as Observer Patdown - Flyer Property - Mishandling (PWD) - Mobility [Image: Patdown - Flyer as Observer Patdown - Flyer Patdow														2
Mishandling of Passenger Property - Dam 1 1 1 2 1 1		2					3				1			9
Mishandling of Passenger Property - Dam 1 2 1 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked 1							- 0				'			3
Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked				ı		1	2				4			5
Patdown 2 1 1 Patdown - Flyer 2 1 1 Patdown - Flyer as Observer 1 1 1 Persons w/ Disabilities (PWD) 1 1 1 Persons w/ Disabilities (PWD) - Mobility I 1 1 1 Persons w/ Disabilities (PWD) - Service Animals 1 2 1 3 Property - Special Handling 1 1 2 1 3 Property - Special Handling - Damaged It 1 1 1 1 3 Property - Special Handling - Missing Items - Checked 1 1 1 1 2 Property - Special Handling - Missing Items - Checked 1 1 1 1 1			Carryor	or Checko							- 1			1
Patdown - Flyer 2 1 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Mobility □ 1 1 Persons w/ Disabilities (PWD) - Mobility □ 1 2 1 Persons w/ Disabilities (PWD) - Service Animals 1 2 1 2 1 3 Property - Special Handling 1 1 2 1 3 4 Property - Special Handling - Damaged It □ 1 1 1 1 2 1 Property - Special Handling - Missing Items - Checked 1 1 1 1 2 1 Property - Special Handling - Missing Items - Checked 1 1 1 1 2 1		nayou nems	Jan y-Ul	. OI OIIEUNE	u			4				4		4
Patdown - Flyer as Observer 1 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Mobility I 1 1 Persons w/ Disabilities (PWD) - Service Animals 1 2 1 2 1 3 Property - Special Handling 1 1 2 1 3 3 Property - Special Handling - Damaged Items - Checked 1 1 1 1 1 Property - Special Handling - Missing Items - Carry-On 1 1 1 1 Property - Special Handling - Missing Items - Checked 1 1 1 1								l l						3
Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Mobility I 1 1 Persons w/ Disabilities (PWD) - Service Animals 1 2 Property - Special Handling 1 1 2 1 3 Property - Special Handling - Damaged Items - Checked 1 1 1 1 1 1 Property - Special Handling - Missing Items - Checked 1 1 1 1 1 2 1								4				1		
Persons w/ Disabilities (PWD) - Mobility	•							1						1
Persons w/ Disabilities (PWD) - Service Animals 1 Property - Special Handling 1 1 2 1 2 1 3 Property - Special Handling - Damaged Items - Checked 1 1 1 1 2 Property - Special Handling - Damaged Items - Checked 1 1 1 1 2 Property - Special Handling - Missing Items - Checked 1 1 1 1 Property - Special Handling - Missing Items - Checked 1 1 1		-		1										2
Property - Special Handling 1 1 2 1 2 1 3 Property - Special Handling - Damaged Items - Checked 1 1 1 1 2 Property - Special Handling - Damaged Items - Checked 1 1 1 1 2 Property - Special Handling - Missing Items - Checked 1 1 1 1 Property - Special Handling - Missing Items - Checked 1 1 1 1														1
Property - Special Handling - Damaged It 1 1 Property - Special Handling - Damaged Items - Checked 1 1 1 1 Property - Special Handling - Missing Items - Carry-On 1 1 1 Property - Special Handling - Missing Items - Checked 1 1														1
Property - Special Handling - Damaged Items - Checked 1 1 1 1 2 Property - Special Handling - Missing Items - Carry-On 1 1 1 Property - Special Handling - Missing Items - Checked 1 1				1	2	1	2		1					11
Property - Special Handling - Missing Items - Carry-On 1 1 1 Property - Special Handling - Missing Items - Checked 1														2
Property - Special Handling - Missing Items - Checked 1			t	1		1	1				2			6
					1				1					2
Screening 1 1 2 1 3 3 4 1	Property - Special Handling - Missing Iten	ıs - Checked												1
	Screening	1	1	2	1	3	3			4	1			16

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency				1					3				4
Screening - Procedures/Process	1	1	2		3	3				1			11
Screening - Retrieving Abandoned/Confis	cated Items								1				1

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

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

			ΓSA Contac	t Center (1	CC) Data 1	ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MLB	6	7	8	4	2	4	11	7	7	11	1	3	70
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreC	heck										1	1
2022	1		2	2	1	3	6	4	1	3	3	2	25
Customer Service				1								1	2
Customer Service - TSO				1								1	2
Expedited Passenger Screening Program	1		2	1		2	6	2		3	3	1	18
Expedited Passenger Screening Program	1		2	1		2	6	2		3	3	1	18
Mishandling of Passenger Property								1	1				2
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	arry-on Lug	gage				1	1				2
Patdown								1					1
Patdown - Flyer								1					1
Screening					1	1							2
Screening - Procedures/Process					1	1							2
2023	5	7	6	2	1	1	5	3	6	8	3		44
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
Customer Service	3	1	1							2	2		7
Customer Service - Others			1										1
Customer Service - TSO	3	1								2	2		6
Expedited Passenger Screening Program	1	4	5	2	1	1	5	3	3	3	3		28
Expedited Passenger Screening Program	- TSA Appli	cation Prog	Jram							1	1		1
Expedited Passenger Screening Program	1	4	5	2	1	1	5	3	3	2	2		27
Mishandling of Passenger Property		1							1	1	1		3
Mishandling of Passenger Property - Dam	aged/Missii	1								1	1		2
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Bag	gage					1				1
Persons w/ Disabilities (PWD)		1							1				2
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Medically	Necessary	1											1
Property - Special Handling									1				1
Property - Special Handling - Missing Iten	ns - Checke	d							1				1
Screening										2	2		2
Screening - Procedures/Process										2	2		2

			TSA Contac	t Center (1	ГСС) Data 1	ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MLI	3	4	4	6	11	8	12	12	8	10	14	1	93
2021												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	1	1	2	4	1	6	10	6	5	3	12		51
Customer Service									1		1		2
Customer Service - TSO									1		1		2
Expedited Passenger Screening Program	1	1	2	4	1	6	9	4	4	3	11		46
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ıram 💮 💮				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 - Dam	aged/Missir	g ItemsC	arry-on Lug	gage				1					1
Screening							1	1					2
Screening - Procedures/Process							1	1					2
2023	2	3	2	2	10	2	2	6	3	7	2		41
Civil Rights						1							1
Civil Rights - Race						1							1
Customer Service	1	1								1			3
Customer Service - TSO	1	1								1			3
Expedited Passenger Screening Program	1	2	1	2	10	1	2	5	3	5	1		33
Expedited Passenger Screening Program	- TSA Appli	cation Prog	Jram		1								1
Expedited Passenger Screening Program	1	2	1	2	9	1	2	5	3	5	1		32
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dam	aged/Missir	g ItemsC	1										1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	t Wheelch	air or Scoot	er)							1		1
Property - Special Handling								1					1
Property - Special Handling - Damaged Ite	ems - Carry-	On						1					1

				ct Center (ГСС) Data	Tool - F	OIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-M	ar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MLU	3		5	3	1	ı	5	2	6	2	2	3	6	38
2021													3	3
Expedited Passenger Screening Program													1	1
Expedited Passenger Screening Program	- TSA PreCl	heck											1	1
Screening													2	2
Screening - Inconsistency													1	1
Screening - Procedures/Process													1	1
2022			3				2	2	1	2			3	13
Customer Service			1				1							2
Customer Service - TSO			1				1							2
Expedited Passenger Screening Program			1					1	1	2			2	7
Expedited Passenger Screening Program	- TSA Applic	cation Proç	1											1
Expedited Passenger Screening Program	- TSA PreCl	heck						1	1	2			2	6
Notice of Violation/Civil Penalties			1											1
Notice of Violation/Civil Penalties - Gener	al		1											1
Patdown							1						1	2
Patdown - Flyer							1						1	2
Screening								1						1
Screening - Inconsistency								1						1
2023	3		2	3	1	I	3		5		2	3		22
Airline	1													1
Airline - Policy/Regulations/Service	1													1
Expedited Passenger Screening Program	1		1	1		1	2		3		1	2		12
Expedited Passenger Screening Program	1		1	1		1	2		3		1	2		12
Patdown											1			1
Patdown - Flyer											1			1
Persons w/ Disabilities (PWD)							1							1
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not	Breast Car	ncer				1							1
Property - Special Handling			1						1					2
Property - Special Handling - Damaged Ite	ems - Check	ed							1					1
Property - Special Handling - Missing Item	s - Checked		1											1
Screening	1			2					1			1		5
Screening - Crew Member or Airline Empl	oyee											1		1
Screening - Inconsistency				1										1
Screening - Lengthy Lines	1													1
Screening - Procedures/Process				1					1					2

ata a a via a	40.0-4			tact Center (T				05.14-	00 1	07 1	00.4	00.0	T.4.1
ategories	10-Oct	11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MOB	3	3		9 1	8	13	10	7	6	8	11	7	8
2021												1	
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	- TSA PreC											1	
2022	1	1		4	4	7	8	1	2	5	7	6	4
Additional Information Required/Insufficient Inf												1	
Additional Information Required/Insufficier	nt Informatio	n - EMAIL	ONLY									1	
Civil Rights					1						1		
Civil Rights - Race											1		
Civil Rights - Transgender Screening					1								
Customer Service							3		1				
Customer Service - TSO							3		1				
Expedited Passenger Screening Program	1			3	2	7	3			5	5	3	
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ıram 💮								2		
Expedited Passenger Screening Program	1			3	2	7	3			5	3	3	
Locks							1						
Locks - Missing or Damaged Lock							1						
Mishandling of Passenger Property							1					1	
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	arry-on L	uggage								1	
Mishandling of Passenger Property - Dam							1						
Patdown	3	J		1								1	
Patdown - Flyer				1								1	
Property - Special Handling								1	1				
Property - Special Handling - Damaged Ite	ems - Carry-	On						1					
Property - Special Handling - Missing Item									1				
Screening		1			1						1		
Screening - Inconsistency		•			1								
Screening - Procedures/Process		1									1		
2023	2	2		5 1	4	6	2	6	4	3	4		
Civil Rights				J 1	-		1	U	-	J	-		
Civil Rights - Perceived Religion							1						
Customer Service	1						<u>'</u>				1		
Customer Service - TSO	1										1		
Expedited Passenger Screening Program	1	2		5 1	4	5	1	5	4	2	1		
Expedited Passenger Screening Program Expedited Passenger Screening Program	TCA Appli			5 1	4	1	ı	5	4		1		
Expedited Passenger Screening Program		2		5 1	4	4	1		4	0	1		
				5 1	4	4	1	5	4	2	1		
Mishandling of Passenger Property	1										1		
Mishandling of Passenger Property - Dam	1										1		
Patdown								1					
Patdown - Flyer								1					
Screening						1				1	1		
Screening - Procedures/Process						1				1	1		

Categories MOT 2022	10-Oct 2	11-Nov 3	12-Dec 6 2	01-Jan 2	02-Feb 5	03-Mar 4	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
-	2	3	6 2	2	5	4	4	•		_			
2022			2				4	3	4	5	8		40
					4	1	2	1	4	3	1		18
Customer Service										1			
Customer Service - TSO										1			
Expedited Passenger Screening Program			1		4	1	2	1	2		1		13
Expedited Passenger Screening Program	- DoD						1						
Expedited Passenger Screening Program	- TSA PreC	heck	1		4	1	1	1	2		1		1
Property - Special Handling			1							1			
Property - Special Handling - Damaged Ite	ems - Check	ed								1			
Property - Special Handling - Missing Item	ns - Checked	d	1										
Screening									2	1			
Screening - Procedures/Process									2	1			
2023	2	3	4	2	1	3	2	2		2	7		2
Customer Service		1									1		
Customer Service - CSM											1		
Customer Service - TSO		1											
Expedited Passenger Screening Program	1	2	4	2	1	3	2	2		2	2		2
Expedited Passenger Screening Program	- DoD							1					
Expedited Passenger Screening Program	1	2	4	2	1	3	2	1		2	2		2
Screening	1										4		
Screening - Procedures/Process	1										4		

ategories	10-Oct	11-Nov	12-Dec	act Center (⁻ 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	10-Oct 7			01-Jan 6 4	02-reb 5	U3-Mar 7			06-Jun 5				
MRY	7	5		6 4	5	7	3	6	5	7	9	8	7
2021												4	
Expedited Passenger Screening Program												3	
Expedited Passenger Screening Program			r									1	
Expedited Passenger Screening Program	- TSA PreC	heck										2	
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Medically	Necessary			ical Supplies								1	
2022	5	3		1	4	5	1	3	3	4	5	4	3
Additional Information Required/Insufficient Inf	1												
Additional Information Required/Insufficier	1												
Civil Rights					1								
Civil Rights - Transgender Screening					1								
Customer Service									1				
Customer Service - TSO									1				
Expedited Passenger Screening Program	4	3		1	3	5	1	3	2	3	5	3	3
Expedited Passenger Screening Program	- DoD	1											
Expedited Passenger Screening Program	4	2		1	3	5	1	3	2	3	5	2	
Expedited Passenger Screening Program	- TSA/DHS	Employees	- Opt In									1	
Patdown												1	
Patdown - Flyer												1	
Property - Special Handling										1			
Property - Special Handling - Missing Item	ns - Carry-O	n								1			
2023	2			6 3	1	2	2	3	2	3	4		3
Customer Service								1					
Customer Service - TSO								1					
Expedited Passenger Screening Program	2	1		4 3		1	2		1	1	4		
Expedited Passenger Screening Program	- DoD	1											
Expedited Passenger Screening Program		cation Proc		1									
Expedited Passenger Screening Program	2	`		3 3		1	2		1	1	4		
Mishandling of Passenger Property	_					1		1		1			
Mishandling of Passenger Property - Dam	aged/Missir	na ItemsC	arry-on Lu	iggage		1							
Mishandling of Passenger Property - Dam								1		1			
Patdown	-9	.5		1					1				
Patdown - Flyer				1					1				
Persons w/ Disabilities (PWD)								1	'				
Persons w/ Disabilities (PWD) - Service A	nimals							1					
Screening		1		1	1					1			
Screening - Inconsistency		'			1								
Screening - Inconsistency Screening - Lengthy Lines					- 1					1			
Screening - Procedures/Process		1		1						- 1			

					,								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSL						1		1		1	2		5
2022						1		1			2		4
Expedited Passenger Screening Program						1		1			1		3
Expedited Passenger Screening Program	- TSA PreC	Check				1		1			1		3
Screening											1		1
Screening - Children											1		1
2023										1			1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program	- TSA PreC	Check								1			1

Categories	10-Oct	11-Nov	12-Dec	t Center (T 01-Jan	02-Feb	001 - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	00 4	00 800	Total
											08-Aug	09-Sep	
MSN 2021	22	26	22	23	28	58	29	28	27	22	24	21 4	330 4
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program	TCA DroCl	a a a l											2
	- TSA PreCi	1еск										2	
Patdown												1	1
Patdown - Flyer												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	8	12	13	8	8	30	16	11	15	7	10	17	155
Civil Rights			1					1	2				4
Civil Rights - Race								1	2				3
Civil Rights - Sex/Gender/Gender Identity-		ender	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 - Disar	raved 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 Item	s - Carry-Or	1	1						1				2
Screening	o ourry or					1	1	2		1	1	1	7
Screening - Children												1	1
Screening - Crew Member or Airline Emplo	OVAA									1		<u> </u>	1
Screening - Inconsistency	bycc							1					1
Screening - Procedures/Process						1		1			1		3
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc	noted Items					- 1	1	- 1			- 1		1
2023		14	9	15	20	28	13	17	12	15	14		171
Civil Rights	14	14	9	15	20	28	13		12	15	14		
Ü								1					3
Civil Rights - Profiling						1							1
Civil Rights - Race						1		1					2
Customer Service	1			1		2	1	1	3	3	2		14
Customer Service - TSO	1			1		2	1	1	3	3	2		14
Expedited Passenger Screening Program	11	11	9	14	18	23	11	13	5	8	11		134
Expedited Passenger Screening Program			1		2			1	1				5
Expedited Passenger Screening Program	11	11	8	14	16	23	11	12	4	8	11		129
Human Capital										1			1
Human Capital - Prospective Employment	with TSA									1			1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsCa	arry-on Lug	gage							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	/Developme	ntal /Menta	l Disability					1					1
Persons w/ Disabilities (PWD) - Medically				al Supplies				1	1				2
Persons w/ Disabilities (PWD) - Metal Imp									1				1
Screening	1	2			1	1	1		1	3			10
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency	'	1											1
Screening - Procedures/Process		1			1	1	1		1	2			7
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc	cated Items	'								1			1
Screening - Retrieving Abandoned/Confisc	Lateu Items									1			

			TSA Cont	act Center (1	CC) Data 1	ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSO	13	6		1 14	11	6	9	12	15	12	16	18	133
2021												4	4
Expedited Passenger Screening Program												4	4
Expedited Passenger Screening Program	- TSA PreC	heck										4	4
2022	3	3		7	6	5	3	6	7	5	8	14	67
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program	3	3		7	6	5	3	4	6	4	8	11	60
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram		1								
Expedited Passenger Screening Program	3	3		7	5	5	3	4	6	4	8	11	59
Locks												1	
Locks - Missing or Damaged Lock												1	
Screening								2				1	
Screening - Inconsistency								1					
Screening - Lengthy Lines												1	
Screening - Procedures/Process								1					
2023	10	3		1 7	5	1	6	6	8	7	8		62
Civil Rights										1	1		2
Civil Rights - Race										1	1		2
Customer Service	1									1	1		;
Customer Service - TSO	1									1	1		;
Expedited Passenger Screening Program	9	3		1 6	4	1	6	6	8	4	4		52
Expedited Passenger Screening Program	1				1		1	1					4
Expedited Passenger Screening Program	8	3		1 6	3	1	5	5	8	4	4		48
Patdown				1									1
Patdown - Flyer				1									1
Screening					1					1	2		
Screening - Crew Member or Airline Empl	oyee										1		1
Screening - Inconsistency											1		1
Screening - Procedures/Process					1					1			2

			Contact C		•								
Categories							-	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSP	285	314	303	345	320	370	367	322	329	310	338	249	3,852
2021												89	89
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimin	ation											1	1
Customer Service												8	8
Customer Service - Others												1	1
Customer Service - TSO												7	7
Expedited Passenger Screening Program												59	59
Expedited Passenger Screening Program	- TSA Applica	tion Progran	n									8	8
Expedited Passenger Screening Program												51	51
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Patdown												2	2
Patdown - Children												1	1
												1	
Patdown - Flyer													1
Persons w/ Disabilities (PWD)	NI.		1.84 - 311.0									2	2
Persons w/ Disabilities (PWD) - Medically			d Medical S	supplies								1	1
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees ai	nd Casts										1	1
Prohibited & Permitted Items												2	2
Prohibited & Permitted Items - Liquids/Ge	els/Aerosols											2	2
Property - Special Handling												3	3
Property - Special Handling - Damaged It	ems - Checked	i										1	1
Property - Special Handling - Missing Iter	ns - Carry-On											1	1
Property - Special Handling - Missing Iter	ns - Checked											1	1
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening												10	10
Screening - Lengthy Lines												2	2
Screening - Procedures/Process												8	8
2022	102	143	123	134	139	184	163	158	165	151	201	160	1,823
Additional Information Required/Insufficient In		1			.00		. 30	.00	.00	101	201	100	2
Additional Information Required/Insufficie		1										1	2
Airline	Inclinionnatio	'	1								1	- '	2
Airline - Policy/Regulations/Service			1								- 1		1
Airline - Policy/Regulations/Service Airline - Wheelchair Assistance			- 1								1		
													1
Civil Rights	2	2	2		2	2	3		3	2	2	3	23
Civil Rights - Age	1 1						1						2
Civil Rights - Civil Rights Violation (TSA I	-mployee)		1										1
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns		1										1	2
Civil Rights - Perceived Religion							1						1
Civil Rights - Race						2			2	1	1	2	8
Civil Rights - Racial Profiling or Discrimin	1	1			1								3
Civil Rights - Sex/Gender/Gender Identity	- Not Transger	nder			1		1						2
Civil Rights - Sexual Orientation - Not Tra	ınsgender								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 - DoD	107	92	100	118	159	127	130	130	120	163	119	1,437
Expedited Passenger Screening Program		1		_	1		1	4			1		8
Expedited Passenger Screening Program		13	6	7	5	400	6	9	6	3	5	1	63
Expedited Passenger Screening Program		93	86	93	112	159	120	116	123	117	157	118	1,364
Expedited Passenger Screening Program	ı - TSA/DHS Er)pt 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 - Dan	naged/Missing	ItemsCarry	-on Lug	1	1		1		1	1		1	6
Mishandling of Passenger Property - Dan		1	2	1	2		1	3	1	1	1		13
Mishandling of Passenger Property - Disa		1	•		1			1			2	1	6
No Jurisdiction	,	1		1	•	1	2				1		6
No Jurisdiction - No Referral		!		1							'		1
No Jurisdiction - No Referral		1		1		1	2						4
No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other		ļ				ļ					1		1
	2	6	2	A	2		A	4	2			7	
Patdown Children	3	6	2	4	2		4	1	3	2	7	7	41
Patdown - Children									1				1
Patdown - Flyer	1	4	2	4	2		4	1	2	2	6	7	35
Patdown - Flyer as Observer	2	2									1		5
Persons w/ Disabilities (PWD)	4	4	3	3	1	1	3	1		2	4	2	28
Persons w/ Disabilities (PWD) - Autism S				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Bi	east Cancer	r									1	1
Persons w/ Disabilities (PWD) - Cognitive		1	1										2
Persons w/ Disabilities (PWD) - Diabetes				2						1			3
Persons w/ Disabilities (PWD) - Diapers/		sings/Masks	3	-		1							1
Persons w/ Disabilities (PWD) - General			1										<u>_</u>
Persons w/ Disabilities (PWD) - Medical I	ι Devices - Δttac	hed to the R									1		<u>_</u>
. 5.55110 W Disabilities (1 WD) - Wedical	_ 5555 Alla0		,								- 1		

		T		t Center (1	CC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medically		1					1	1		1		1	
Persons w/ Disabilities (PWD) - Mobility I			1		1		2						
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirato		1									2		
Persons w/ Disabilities (PWD) - Respirate		1									1		
Prohibited & Permitted Items		1									1		
Prohibited & Permitted Items - Breast Mill	r/Baby Form	1											
Property - Special Handling	5	1	7	4	2	3	2	3		4	4	3	
Property - Special Handling - Damaged It	1		3		1			3					
Property - Special Handling - Damaged It			1	1	1	1				2			
Property - Special Handling - Missing Iter	3		1	2		1	1				3	2	1:
Property - Special Handling - Missing Iter	ns - Checke	1	2	1		1	1			2	1	1	1
Screening	6	6	9	8	4	3	12	9	11	12	7	7	9
Screening - Inconsistency	2	1		1	1	1	2	1		2		1	1:
Screening - International Screening						1							
Screening - Lengthy Lines	1	1	2	3		1	1	1	3	1	3		1
Screening - Procedures/Process	3	4	5	3	3		9	7	7	8	4	6	5
Screening - Retrieving Abandoned/Confis	cated Items		2	1					1	1			
2023	183	171	180	211	181	186	204	164	164	159			1,94
Additional Information Required/Insufficient In											1		
Additional Information Required/Insufficie	nt Informatio	n - EMAIL (ONLY								1		
Airline				1									
Airline - Wheelchair Assistance				1									
Civil Rights	3	3	3	2	1	3	6	3	2	4			3
Civil Rights - Age											1		
Civil Rights - Constitutional Rights		1							1	1			
Civil Rights - National Origin	1									1			
Civil Rights - Not Specified		1											
Civil Rights - Profiling											1		
Civil Rights - Race	1	1	3	1	1	1	4	2	1	1	2		1
Civil Rights - Screening of Religious Cultu			ns	1									
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender				2	2	1		1			
Civil Rights - Transgender Screening	1												
Customer Service	14	8	11	10	6		13	20	10	8			11
Customer Service - TSO	14	8	11	10	6		13	20	10	8			11
Expedited Passenger Screening Program	148	144	152	180	157	149	173	123	123	116			1,56
Expedited Passenger Screening Program	3	5	6	3	2		3	1	2	1			3
Expedited Passenger Screening Program		138	146	177	154		170	122	121	115	100		1,53
Expedited Passenger Screening Program	- ISA/DHS	1			1								
Locks		2								1	1		
Locks - General		1											
Locks - Missing or Damaged Lock		1								1			
Mishandling of Passenger Property	2	1	3		3			1	4	3			2
Mishandling of Passenger Property - Dam					3	3			2	2			1
Mishandling of Passenger Property - Dan		1						1	2	1	1		
Mishandling of Passenger Property - Disa			3										
No Jurisdiction	1	1	1	2		1			2	1			1
No Jurisdiction - No Referral	4	4		1		4			1	1			
No Jurisdiction - Refer to CBP	1	1		1		1			1		1		
No Jurisdiction - Refer to Other		0	1	0	4	0			0	0	1		
Patdown	2	3		3	1	2		3	3	2			2
Patdown - Children								1			1		
Patdown - Flyer	2	2		2	1			2	2	2	2		1
Patdown - Flyer as Observer		4		1		1			1				
Patdown - General		1	0	4			0			0			
Persons w/ Disabilities (PWD)	3		2	1		6	3	3	4	2			2
Persons w/ Disabilities (PWD) - Autism S			I D1 1 100 -			3				1			
Persons w/ Disabilities (PWD) - Cognitive		entai /ivienta	al Disability			2			1		1		
Persons w/ Disabilities (PWD) - Diabetes			1				1		0				
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically	_		4	4				0	2	4			
. , ,		4 \ \ \ \ \ \	1				1		4	1			
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirato				cı)		1		1	1				
Persons w/ Disabilities (PWD) - Respirato			rit.			1					2		
Persons w/ Disabilities (PWD) - Touch AV Persons w/ Disabilities (PWD) - Wheelch							1						
Property - Special Handling	2	Segway 2	3	2	3	1	2	4	3	5	3		3
Property - Special Handling - Damaged It		1	1		3	ı	1	2	1	1			1
Property - Special Handling - Damaged It			- 1				- 1		ı	3			ı
Property - Special Handling - Missing Iter		1	1		2		1	1		1			
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter			1	2	1		- 1	1	2	1	1		
r roperty - opedial mandling - missing iter	8	7	5	10	10		7		13	17			10
Screening	. 0	- 1	5	10	10	1.1	- /		13	17	10		
Screening	- 1							- 1					
Screening - Crew Member or Airline Emp		2		1	2	2		1	Λ	1	2		
Screening - Crew Member or Airline Emp Screening - Inconsistency	1	2	1	1 2				1	4	4			2
Screening - Crew Member or Airline Emp		2	1 3	1 2 7	3 1 5		1 6	1	4	4 3 10	2		2: 1: 6:

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

jories						03-Mar			06-Jun	07-Jul	08-Aug	09-Sep	Tot
Υ	162	150	142	143	149	191	218	211	188	161	162	119	1,
2021												22	
Customer Service												3	
Customer Service - TSO												3	
Expedited Passenger Screening Program												13	
Expedited Passenger Screening Program	- TSA PreChe	eck										12	
Expedited Passenger Screening Program	- TSA/DHS E	mployees -	Opt In									1	
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Dama	aged/Missing	ItemsCar	ry-on Luggag	е								1	
Patdown			, , ,									2	
Patdown - Flyer												2	
Property - Special Handling												2	
Property - Special Handling - Damaged Ite	me Chocke	d										1	
		u										1	
Property - Special Handling - Missing Item	s - Checked												
Screening												1	
Screening - Lengthy Lines												1	
2022	39	50	55	44	48	97	106	109	88	83	74	97	
Airline			1								1		
Airline - Policy/Regulations/Service			1										
Airline - Wheelchair Assistance											1		
Civil Rights	2	1					1		1	1		3	
Civil Rights - Race							1		1	•		1	
ŭ .							- 1		- 1				
Civil Rights - Racial Profiling or Discrimina	2												
Civil Rights - Sex/Gender/Gender Identity-	Not Transge									1		2	
Civil Rights - Transgender Screening		1											
Customer Service	2	3	3	2	4	5	10	10	9	7	2	7	
Customer Service - TSO	2	3	3	2	4	5	10	10	9	7	2	7	
Expedited Passenger Screening Program	28	36	44	36	40	79	76	86	68	64	59	74	
Expedited Passenger Screening Program			77	00	70	10	70	00	00	04	00	1	
				4									
Expedited Passenger Screening Program		1		1			4						
Expedited Passenger Screening Program	3	1	2		1		4	8	3	2	1	2	
Expedited Passenger Screening Program	24	34	41	35	39	79	68	78	65	62	58	71	
Expedited Passenger Screening Program	1		1										
Locks			2				1						
Locks - Missing or Damaged Lock			2				1						
Lost and Found					1								
Lost and Found - Airport/TSA					1								
·		4		4	ı	4			4				
Mishandling of Passenger Property		1		1		1	3	3	1	2		1	
Mishandling of Passenger Property - Dama		ItemsCar	ry-on Luggag	е				1					
Mishandling of Passenger Property - Dama	aged/Missii	1		1		1	2	2	1	2		1	
Mishandling of Passenger Property - Disar	rayed Items-	-Carry-on o	r Checked				1						
No Jurisdiction												2	
No Jurisdiction - Refer to Other												2	
		4	4		4	- 1	2	4	4		_		
Patdown		1	1		1	1	2	1	1		5	6	
Patdown - Flyer		1			1	1	2	1	1		5	6	
Patdown - Non-Flyer			1										
Persons w/ Disabilities (PWD)	1	2			1	3	5	1	3	3	1		
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not	1											
Persons w/ Disabilities (PWD) - Cognitive	/Developmer	tal /Mental	Disability						1	1			
Persons w/ Disabilities (PWD) - Diabetes			,				1						
The state of the s	adical Davier	20					1						
Persons w/ Disabilities (PWD) - Internal M			D. de				ı						
Persons w/ Disabilities (PWD) - Medical D		ched to the	Воду						1				
Persons w/ Disabilities (PWD) - Medically		1				1				1			
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)						1						
Persons w/ Disabilities (PWD) - Mobility D	isability (Not	Wheelchai	r or Scooter)				1		1				
Persons w/ Disabilities (PWD) - Prosthesi	1							1					
Persons w/ Disabilities (PWD) - Service A							1						
· · · · · · · · · · · · · · · · · · ·		coumo)			1	1	- '						
Persons w/ Disabilities (PWD) - Touch Ave		auma)			ı	- 1							
Persons w/ Disabilities (PWD) - Visual Imp										1			
Persons w/ Disabilities (PWD) - Wheelcha	ır/ Scooter/ S	egway				1					1		
Prohibited & Permitted Items	11												
Prohibited & Permitted Items - Food/Beve	1												
Property - Special Handling	4	3	2	3		2	1	1		3	1		
Property - Special Handling - Damaged Ite	1		1	2						3	1		
Property - Special Handling - Damaged Ite	1		*			1				- 3	1		
		0		4		1							
Property - Special Handling - Missing Item	-	2		1									
Property - Special Handling - Missing Iten	2	1	1			1	1	1					
	1	3	2	2	1	6	7	7	5	3	5	4	
Screening											1		
Screening Screening - Cruise Ships			1				2	1	1				
9					1	5	2	1	1		1	1	
Screening - Cruise Ships Screening - Inconsistency				2		1	3	5	3	2	3	3	
Screening - Cruise Ships Screening - Inconsistency Screening - Lengthy Lines	1	3	1			1	J	J	J	1	3		
Screening - Cruise Ships Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process		3	1										
Screening - Cruise Ships Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc	ated Items				404		440	400	400				
Screening - Cruise Ships Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc	tated Items	3 100	87	99	101	94	112	102	100	78	88		
Screening - Cruise Ships Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Info	cated Items 123 ormation	100	87		101	94	1	102	1	78	1		
Screening - Cruise Ships Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc	cated Items 123 ormation	100	87		101	94		102		78			
Screening - Cruise Ships Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Info	cated Items 123 ormation	100	87		101	94	1	102	1	78	1		
Screening - Cruise Ships Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Airline	cated Items 123 ormation	100	87 NLY	99	101	94	1 1 1	102	1	78	1		
Screening - Cruise Ships Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage	cated Items 123 promation It Information	100 - EMAIL O	87 NLY 1	99 1 1			1 1 1	102	1		1		
Screening - Cruise Ships Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Civil Rights	cated Items 123 ormation	100	87 NLY	99	101	94	1 1 1	102	1	2	1		
Screening - Cruise Ships Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Civil Rights Civil Rights - Age	cated Items 123 cormation It Information	100 - EMAIL O	87 NLY 1	99 1 1			1 1 1	102	1 1 5		1		
Screening - Cruise Ships Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E	cated Items 123 cormation It Information	100 - EMAIL O	87 NLY 1	99 1 1		1	1 1 1	102	1	2	1		
Screening - Cruise Ships Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Civil Rights Civil Rights - Age	cated Items 123 primation It Information	100 - EMAIL O	87 NLY 1	99 1 1			1 1 1	102	1 1 5	2	1		
Screening - Cruise Ships Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Airline Airline Airline - Lost Baggage Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E	cated Items 123 primation It Information	100 - EMAIL O	87 NLY 1	99 1 1		1	1 1 1	102	1 1 5	2	1		1
Screening - Cruise Ships Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Perceived Religion Civil Rights - Race	tated Items 123 permation It Information 4 Imployee)	100 - EMAIL O 3 1	87 NLY 1 1	99 1 1 1		1	1 1 1 1 2	102	5	2	1 1		
Screening - Cruise Ships Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Perceived Religion	pated Items 123 primation It Information 4 Imployee) 2 ral and Ceren	100 - EMAIL O 3 1 nonial Items	87 NLY 1 1	99 1 1 1		1	1 1 1 1 2	102	5	2	1 1 4		

			TSA Contac										
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Sexual Orientation - Not Trai	nsgender										1		1
Customer Service	5	8	8	8	9	8	5	4	8	10	11		84
Customer Service - Others			1										1
Customer Service - TSO	5	8	7	8	9	8	5	4	8	10	11		83
Expedited Passenger Screening Program	100	74	67	79	81	68	77	69	79	47	61		802
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	3	2	3	1	1	1		1	1	1			14
Expedited Passenger Screening Program	96	72	63	78	80	67	77	67	78	46	61		785
Expedited Passenger Screening Program	- TSA/DHS	Employees	s - Opt In					1					1
Locks					1	1	2	1	1		1		
Locks - Missing or Damaged Lock					1	1	2	1	1		1		
Lost and Found										1			
Lost and Found - Airport/TSA										1			
Mishandling of Passenger Property	2	3	1	1		4	4	4	1	3	2		2
Mishandling of Passenger Property - Dam	1	1				2	3	1	1		2		1
Mishandling of Passenger Property - Dam	1	2	1	1		1		3		2			1
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checked	l		1	1			1			
No Jurisdiction			1				3						
No Jurisdiction - No Referral							1						
No Jurisdiction - Refer to Other			1				2						
Notice of Violation/Civil Penalties					1								
Notice of Violation/Civil Penalties - General	al				1								
Patdown	4	2	3	2		3	2	2	1	4	3		2
Patdown - Children		_					_			1			
Patdown - Flyer	4	1	3	2		3	2	2	1	3	2		2
Patdown - Flyer as Observer											1		
Patdown - General		1											
Persons w/ Disabilities (PWD)		2			2	2	4	5		2	1		1
Persons w/ Disabilities (PWD) - Autism Sp	pectrum							1			'		
Persons w/ Disabilities (PWD) - Cancer (g		Breast Car	ncer				1						
Persons w/ Disabilities (PWD) - Diabetes	, o o	Diodot odi			1								
Persons w/ Disabilities (PWD) - General		1											
Persons w/ Disabilities (PWD) - Hearing II	mnairment	'					1						
Persons w/ Disabilities (PWD) - Medical D		ached to th	e Body		1	1	'				1		;
Persons w/ Disabilities (PWD) - Medically				al Sunnlies		'	1			1	'		
Persons w/ Disabilities (PWD) - Metal Imp			and modici	аг очррпоо				1					
Persons w/ Disabilities (PWD) - Mobility D	,		air or Scoot	er)				3					
Persons w/ Disabilities (PWD) - Visual Im		ot vviiccion	all of occor	01)		1		J					
Persons w/ Disabilities (PWD) - Wheelcha		1					1			1			
Property - Special Handling	2	2	1	2	1	3		3	1	2	1		2
Property - Special Handling - Damaged Ite		1		1	1	3		1	1		1		
Property - Special Handling - Damaged Ite				1	1	3	1				- '		
Property - Special Handling - Missing Item				- '	- '	3	- 1	1	1				
Property - Special Handling - Missing Item		1	1				1		'	2			
Screening	6	6	4	4	4	4	9		3	7			6
Screening - Inconsistency	0	3		4	4	1	5		3	3			1
Screening - Inconsistency Screening - International Screening		3				1	5			3			I
Screening - International Screening Screening - Lengthy Lines	2		1			1	1	1			1		
ŭ ,	4	3		3	A	1	3		3	A			
Screening - Procedures/Process		3	1	1	4	1	3	11	3	4	2		4
Screening - Retrieving Abandoned/Confisc	Jaled Hems		1										
TWIC				1	1								
TWIC - General				1	1								2

				t Center (T								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr 05-	May 06-Jun	07-Jul	08-Aug	09-Sep	Total
MTJ	1	5	17	23	14	15	5	8	6	12	10	116
2021											3	3
Expedited Passenger Screening Program											3	3
Expedited Passenger Screening Program	- TSA PreCl	heck									3	3
2022	1	1	8	20	6	9	3	2	2		7	59
Customer Service		1	2	3	2			1	1		1	11
Customer Service - TSO		1	2	3	2			1	1		1	11
Expedited Passenger Screening Program			5	11	3	7	3	1			6	36
Expedited Passenger Screening Program			1									1
Expedited Passenger Screening Program			2									2
Expedited Passenger Screening Program	- TSA PreCl	heck	2	11	3	7	3	1			6	33
Mishandling of Passenger Property			1									1
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	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 It	ems - Carry-	On		1								1
Screening	1			3	1	2			1			8
Screening - Inconsistency				2		1			1			4
Screening - Lengthy Lines					1							1
Screening - Procedures/Process	1			1		1						3
2023		4	9	3	8	6	2	6	4	12		54
Customer Service					2			2	1	2		7
Customer Service - TSO					2			2	1	2		7
Expedited Passenger Screening Program		4	5	3	4	3	2	3	2	5		31
Expedited Passenger Screening Program	- TSA PreC	4	5	3	4	3	2	3	2	5		31
Mishandling of Passenger Property						2						2
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsCl	hecked Bag	gage		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 I	mpairment		1									1
Property - Special Handling					2							2
Property - Special Handling - Damaged It	ems - Carry-	On			2							2
Screening			2			1			1	1		5
Screening - Lengthy Lines			2						1	1		4
Screening - Procedures/Process						1						1

			I SA COIILA	ci Center (icc, Data	1001 - 1 012	•						
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MVY										6	7	4	17
2022											4	4	8
Customer Service											1		
Customer Service - TSO											1		
Expedited Passenger Screening Program											2	4	(
Expedited Passenger Screening Program	- TSA PreC	Check									2	4	(
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	arry-on Lug	gage							1		
2023										6	3		9
Civil Rights											1		
Civil Rights - Race											1		
Customer Service										3			
Customer Service - TSO										3			(
Expedited Passenger Screening Program										2	1		(
Expedited Passenger Screening Program	- TSA PreC	Check								2	1		(
Patdown											1		
Patdown - Flyer											1		
Screening										1			
Screening - Procedures/Process										1			

			on conta	0. 00	oo, bata		•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MWA			1	1			3		1				6
2022				1			1						2
Civil Rights							1						1
Civil Rights - Not Specified							1						1
Customer Service				1									1
Customer Service - TSO				1									1
2023			1				2		1				4
Expedited Passenger Screening Program			1				2		1				4
Expedited Passenger Screening Program	- TSA PreCh	neck	1				2		1				4

Categories	10-Oct		12-Dec (3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MYR	54	33	22	24	22	31	41	54	55	43		45	479
2021						٠.						16	16
Civil Rights												3	3
Civil Rights - Racial Profiling or Dis	crimination											2	2
Civil Rights - Sex/Gender/Gender Id	dentity- Not Transge	nder										1	1
Customer Service												3	3
Customer Service - TSO												3	3
Expedited Passenger Screening Progra												8	8
Expedited Passenger Screening Pro	ogram - TSA PreChe	eck										8	8
Patdown												1	1
Patdown - Non-Flyer												1	1
Property - Special Handling												1	1
Property - Special Handling - Missir	ng Items - Checked											1	1
2022	17	12	14	12	10	13	9	27	34	18		29	223
Civil Rights	1		1					1		2		1	6
Civil Rights - Civil Rights Violation ((TSA Employee)		1										1
Civil Rights - Race								1		1			2
Civil Rights - Racial Profiling or Dis													1
Civil Rights - Sex/Gender/Gender Id		nder								1			1
Civil Rights - Sexual Orientation - N	lot 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 Progra		9	12	8	6	10	7	24	24	15		19	166
Expedited Passenger Screening Pro		1							2	2	1	2	10
Expedited Passenger Screening Pro	ogram 11	8	12	8	6	10	7	24	22	13	18	17	156
Human Capital					1								1
Human Capital - Prospective Emplo	oyment 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	ItemsCar	ry-on Lugga	ge							1	1	2
Mishandling of Passenger Property	- Damaged/Missing	ItemsChe	ecked Bagga	age							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) - Co	gnitive /Developmer	ital /Mental	Disability									1	1
Persons w/ Disabilities (PWD) - Dia	abetes	1					1						2
Persons w/ Disabilities (PWD) - Me	edical Devices - Atta	ched to the	Body	1									1
Persons w/ Disabilities (PWD) - Me				Supplies							1		1
Persons w/ Disabilities (PWD) - Pro	osthesis/Amputees a	nd Casts										1	1
Property - Special Handling								1				3	4
Property - Special Handling - Dama	aged Items - Carry-O	n										3	3
Property - Special Handling - Dama	aged Items - Checke	d						1					1
Screening		1		3		2	1	1	5	1	2	2	18
Screening - Inconsistency									1			1	2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process		1		3		1	1	1	4	1	2	1	15
2023	37	21	8	12	12	18	32	27	21	25			240
Additional Information Required/Insuffici	ient Information			1									1
Additional Information Required/Ins		- EMAIL O	NLY	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 Screenin			1										1
Customer Service	1	1		1			1		2	3	1		10
Customer Service - TSO	1	1		1			1		2	3			10
Expedited Passenger Screening Progra	-	15	6	9	10	16	25	22	13	19			182
Expedited Passenger Screening Program				3	10	10	20	1	10	13			2
		15	6	9	10	16	25	21	13	18			180
Fynedited Passenger Screening Pr	ogranij 29	10	U	9	10	10	20	1	13	18	18		180
Expedited Passenger Screening Pro								1					1
Locks								1					
Locks Locks - Missing or Damaged Lock			1						2		2		E
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	- Damaged/Missing	Items_C	1						2		2		
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property			1	age					2		1		3
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property	- Damaged/Missing	ItemsChe	1 ecked Bagga	age					1				3 1
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property	- Damaged/Missing	ItemsChe	1 ecked Bagga	age							1		3 1 1
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property No Jurisdiction	- Damaged/Missing	ItemsChe	1 ecked Bagga	age					1		1 1		3 1 1 1
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property No Jurisdiction No Jurisdiction - Refer to Other	- Damaged/Missing	ItemsChe	1 ecked Bagga	age			2		1		1		3 1 1 1
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property No Jurisdiction No Jurisdiction - Refer to Other Patdown	- Damaged/Missing	ItemsChe	1 ecked Bagga	age			2		1 1		1 1		3 1 1 1 1 3
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children	- Damaged/Missing	ItemsChe	1 ecked Bagga	age			1		1		1 1		3 1 1 1 1 3 2
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer	- Damaged/Missing	ItemsChe Carry-on o	1 ecked Bagga	age					1 1 1		1 1 1 1		3 1 1 1 1 3 2
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD)	- Damaged/Missing - Disarrayed Items-	ItemsChe	1 ecked Bagga	age		1	1		1 1 1 1	2	1 1 1 1		3 1 1 1 1 3 2 1 5
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Aut	- Damaged/Missing - Disarrayed Items-	ItemsChe Carry-on o	1 ecked Bagga	age		1	1		1 1 1		1 1 1		3 1 1 1 1 3 2 1 5
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Aut Persons w/ Disabilities (PWD) - Dia	- Damaged/Missing - Disarrayed Items	ItemsChe Carry-on o	1 ecked Bagga r Checked	age		1	1		1 1 1 1	1	1 1 1		3 1 1 1 1 3 2 1 5
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Aut Persons w/ Disabilities (PWD) - Dia Persons w/ Disabilities (PWD) - Dia	- Damaged/Missing - Disarrayed Items- tism Spectrum abetes dical Devices - Attac	ItemsChe Carry-on o	1 ecked Baggar r Checked				1		1 1 1 1		1 1 1		3 1 1 1 1 3 2 1 5 1 1
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Aur Persons w/ Disabilities (PWD) - Dia Persons w/ Disabilities (PWD) - Me Persons w/ Disabilities (PWD) - Me	- Damaged/Missing - Disarrayed Items- tism Spectrum abetes dical Devices - Attacedically Necessary M	ItemsChe Carry-on o	1 ecked Baggar r Checked			1	1		1 1 1 1	1	1 1 1		5 1 1 1 1
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Aut Persons w/ Disabilities (PWD) - Dia Persons w/ Disabilities (PWD) - Dia	- Damaged/Missing - Disarrayed Items- tism Spectrum abetes dical Devices - Attacedically Necessary M	ItemsChe Carry-on o	1 ecked Baggar r Checked		1		1	2	1 1 1 1	1	1 1 1		3 1 1 1 1 3 2 1 5 1 1

			I SA CUIILA	ct center (i CC) Data	1001 - 1 014							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Ite	ems - Carry	-On		1	1			1					3
Property - Special Handling - Damaged Ite	1					1							2
Property - Special Handling - Missing Item	ns - Carry-C)n							1				1
Property - Special Handling - Missing Item	ns - Checke	d						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 Empl	1												1
Screening - Inconsistency	1	1						1			1		4
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	3	1			1			1	1		2		9

			TSA Conta	ct Center (*	TCC) Data T	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
NYL		3		1	2		2	3	3	3	2	3	22
2021												3	3
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program	n - TSA PreC	Check										2	2
2022		3		1	1		1		1	1	1		9
Expedited Passenger Screening Program		1					1				1		3
Expedited Passenger Screening Program	n - TSA PreC	1					1				1		3
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Service	Animals									1			1
Screening		2		1					1				4
Screening - Procedures/Process		2							1				3
Screening - Shoe Screening				1									1
2023					1		1	3	2	2	1		10
Expedited Passenger Screening Program								2	2	1	1		6
Expedited Passenger Screening Program	n - TSA PreC	Check						2	2	1	1		6
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling								1					1
Property - Special Handling - Missing Itel	ms - Carry-C	n						1					1
Screening					1		1						2
Screening - Inconsistency					1								1
Screening - Procedures/Process							1						1

					TCC) Data								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OAJ	4	5	5		3	6	4	10	2	9	7	1	5
2022	2	3	3	1	1	5	3	5		2		1	20
Civil Rights				1				2				1	4
Civil Rights - Profiling								1					
Civil Rights - Race								1					
Civil Rights - Racial Profiling or Discrimina				1									
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender										1	
Customer Service	1	1	1					1					
Customer Service - TSO	1	1	1					1					
Expedited Passenger Screening Program		1				1	2	1					
Expedited Passenger Screening Program	- TSA PreC	1				1	2	1					
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	naged/Missii	1											
Persons w/ Disabilities (PWD)					1	2							
Persons w/ Disabilities (PWD) - Prosthesi						1							
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway			1	1							
Property - Special Handling	1												
Property - Special Handling - Damaged Ite	1												
Screening			2			2	1	1		2			
Screening - Crew Member or Airline Empl	loyee		1										
Screening - Inconsistency			1										
Screening - Procedures/Process						2	1	1		2			
2023	2	2	2		2	1	1	5	2	7	7		3.
Civil Rights								1		1			
Civil Rights - Age								1					
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender								1			
Customer Service								1	1		1		;
Customer Service - TSO								1	1		1		
Expedited Passenger Screening Program	1		1		1		1	3		2	4		1:
Expedited Passenger Screening Program	- DoD										1		
Expedited Passenger Screening Program	1		1		1		1	3		2	3		1:
Patdown										2	1		
Patdown - Flyer										2	1		
Persons w/ Disabilities (PWD)	1	1									1		
Persons w/ Disabilities (PWD) - Medical [Devices - Att	ached to th	e Body								1		
Persons w/ Disabilities (PWD) - Prosthesi	i 1	1											
Property - Special Handling										1			
Property - Special Handling - Damaged Ite	ems - Carry-	On								1			
Screening		1	1		1	1			1	1			
Screening - Crew Member or Airline Empl	loyee				1								
Screening - Inconsistency		1											
Screening - Procedures/Process			1			1			1	1			

K							•		6-Jun		08-Aug	09-Sep	Total
	82	95	93	70	66	80	98	101	89	90	88	83	1,03
2021												30	3
Customer Service												2	
Customer Service - TSO												2	
Expedited Passenger Screening Program	TCA Applicati	D	_									20	2
Expedited Passenger Screening Program			1									4	
Expedited Passenger Screening Program	- TSA PreChec	K										16	1
Identification (ID) Requirements												1	
Identification (ID) Requirements - Domesti	С											1	
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/ Seg	gway										1	
Prohibited & Permitted Items												1	
Prohibited & Permitted Items - Electronic I	Devices											1	
Property - Special Handling												3	
Property - Special Handling - Damaged Ite	ms - Checked											1	
Property - Special Handling - Missing Item												2	
Screening	o Onoonou											2	
Screening - Procedures/Process												2	
-	26	26	40	22	ne.	20	46	47	40	46	40		
2022	26	36	40	23	25	28	46	47	43	46	48	53	46
Airline					1			1		1			
Airline - Policy/Regulations/Service					1			1		1			
Civil Rights	2	1		1	1	1			2	2			
Civil Rights - Age	1												
Civil Rights - Perceived Religion									1				
Civil Rights - Race						1			1	1			
									- 1				
Civil Rights - Racial Profiling or Discrimina	1	1		1									
Civil Rights - Screening of Religious Cultu		niai Items			1								
Civil Rights - Sexual Orientation - Not Trans	ısgender									1			
Claims										1			
Claims - Status										1			
Customer Service	4	2	1		1	2	2	4	5	1	3	1	
Customer Service - TSO	4	2	1		1	2	2	4	5	1	3	1	
Expedited Passenger Screening Program	10	31	35	17	19	20	38	32	31	38	41	44	3
Expedited Passenger Screening Program	- TSA Appl	2	2		1		5		3	2	4	3	
Expedited Passenger Screening Program	10	29	33	17	18	20	33	32	28	36	36	41	3
Expedited Passenger Screening Program	- TSA/DHS Em	ployees - C)pt In								1		
Mishandling of Passenger Property		2	1	3		1	1	2	1				
Mishandling of Passenger Property - Dam	aned/Missir	2		2		1	1	2	1				
Mishandling of Passenger Property - Disa	•		1	1		'	- 1		- '				
	rayeu itemsC	arry-orr											
Notice of Violation/Civil Penalties					1								
Notice of Violation/Civil Penalties - General	al .				1								
Patdown	1						1		3			2	
Patdown - Flyer	1						1		3			1	
Patdown - General												1	
Persons w/ Disabilities (PWD)			1				1	1	1	1	1	1	
Persons w/ Disabilities (PWD) - Cognitive	Developments	al /Mont	- 1				'	1					
			1.84 - 15 - 1.6	S			4	'					
Persons w/ Disabilities (PWD) - Medically		dication and	i Medical S	upplies			1		1	1			
Persons w/ Disabilities (PWD) - Service A	nimals										1	1	
Prohibited & Permitted Items	1												
Prohibited & Permitted Items - Knives/Tod	1												
Property - Special Handling	1		1	2		1	1	1			1	1	
Property - Special Handling - Damaged Ite	1												
Property - Special Handling - Damaged Ite						4	4	4					
						1	1	1			1		
			1										
Property - Special Handling - Missing Item													
Property - Special Handling - Missing Item Property - Special Handling - Missing Item	s - Checked			2								1	
1 1 1 0 0	s - Checked			2								1	
Property - Special Handling - Missing Item Request for Assistance	s - Checked			2									
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other				2	2	3	2	6		2	2	1	
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening	s - Checked		1	2	2	3	2	6		2	2		
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency				2	2		2	6 2		2		1	
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines	7		1	2	1	1	1	2			1	1 3	
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	7		1		1	1 2	1	2		2	1	1	
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines	7	59	1	2 47	1	1	1	2	46		1	1 3	Ę
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	7	59	1		1	1 2	1	2	46	2	1	1 3	Ę
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Airline	7	59	1		1	1 2	1	2	46	2	1 1 40	1 3	ę
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service	7 7 56		1	47	1 1 41	1 2 52	1 1 52	2 4 54		2 44	1 1 40 1	1 3	ţ
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights	7	2	1		1	1 2	1	2	46	2	1 1 40 1	1 3	Ę
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age	7 7 56		1	47	1 1 41	1 2 52	1 1 52	2 4 54	2	2 44	1 1 40 1	1 3	ę
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Not Specified	7 7 56	2	1	47	1 1 41	1 2 52	1 1 52	2 4 54		2 44	1 1 40 1	1 3	ę
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race	7 7 56 2	2	1	47	1 1 41	1 2 52 2	1 1 52	2 4 54	2	2 44	1 1 40 1	1 3	ę
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Not Specified	7 7 56 2	2	1	47	1 1 41	1 2 52	1 1 52	2 4 54	2	2 44	1 1 40 1	1 3	ţ
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race	7 7 56 2	2	1	47	1 1 41	1 2 52 2	1 1 52	2 4 54	2	2 44	1 1 40 1	1 3	
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-	7 7 56 2 2 Not Transgence	2 1	1	1	1 1 41	1 2 52 2	1 1 52	2 4 54 2	2	2 44	1 1 40 1	1 3	i
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service	7 7 56 2 1 Not Transgeno 1 3	2 1 der 1 4	1 53 1	47 1 1 5	1 1 41 1	1 2 52 2 2	1 52 1	2 4 54 2	2 2	2 44	1 1 40 1	1 3	
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO	7 7 56 2 1 Not Transgeno	2 1 der 1 4	1 53	1	1 1 41	1 2 52 2	1 52 1	2 4 54 2	2	2 44	1 1 40 1 1	1 3	
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO DHS TRIP	7 7 56 2 1 Not Transgeno 1 3	2 1 der 1 4 4	1 53 1	47 1 1 5	1 1 41 1	1 2 52 2 2	1 52 1	2 4 54 2	2 2	2 44	1 1 40 1 1	1 3	
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General	7	2 1 der 1 4 4 1	1 53 1 1 1	47 1 1 5 5	1 1 1 1 1 1	1 2 52 2 2 1 1 1	1 1 52 1	2 2 1 1 4 4 4	2 2 4 4	3	1 40 1 1	1 3	
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Face Civil Rights - Transgender Screening Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program	7	2 1 der 1 4 4	1 1 53 1 1 1 1 1 46	47 1 1 5	1 1 41 1	1 2 52 2 2	1 52 1	2 4 54 2	2 2	2 44	1 1 40 1 1	1 3	
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General	7	2 1 der 1 4 4 1	1 53 1 1 1	47 1 1 5 5	1 1 1 1 1 1	1 2 52 2 2 1 1 1	1 1 52 1	2 2 1 1 4 4 4	2 2 4 4	3	1 40 1 1	1 3	
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program	7	2 1 der 1 4 4 1	1 1 53 1 1 1 1 1 46	47 1 1 5 5	1 1 1 1 1 1	1 2 52 2 2 1 1 1	1 1 52 1	2 2 1 1 4 4 4	2 2 4 4	3	1 40 1 1	1 3	
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program	7	2 1 der 1 4 4 1 1 1 43	1 1 53 1 1 1 1 1 46	1 1 5 5 5	1 1 1 1 1 1	1 2 52 2 1 1 1 2 2	1 1 52 1	2 2 1 1 4 4 4	2 2 4 4	2 44 3 3	1 40 1 1 1	1 3	
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-Civil Rights - Transgender Screening Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program	7	2 1 der 1 4 4 1 1 1 43	1	1 1 5 5 1	1 41 1 1 1 1 32	1 2 52 2 2 1 1 1 2 2 2 36 1	1 1 52 1	2 4 54 2 2 1 1 1 4 4 4 339	2 2 4 4 4 32	2 44 3 3	1 1 40 1 1 1 1 1 29	1 3	
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Race Civil Rights - Transgender Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program	7	2 1 der 1 4 4 1 1 1 43	1	1 1 5 5 1	1 41 1 1 1 1 32	1 2 52 2 2 1 1 1 2 2 2 36 1	1 1 52 1	2 4 54 2 2 1 1 1 4 4 4 339	2 2 4 4 4 32	2 44 3 3 35 1 34	1 1 40 1 1 1 1 1 29	1 3	4
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program	7	2 1 der 1 4 4 1 1 1 43	1	1 1 5 5 1	1 41 1 1 1 1 32	1 2 52 2 2 1 1 1 2 2 2 36 1	1 1 52 1	2 4 54 2 2 1 1 1 4 4 4 339	2 2 4 4 4 32	2 44 3 3 3 35 1 34	1 1 40 1 1 1 1 1 29	1 3	2
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program	7 56 2 1 Not Transgence 1 3 3 42 - DoD 1 41 - TSA/DHS Em	2 1 der 1 4 4 1 1 43 3 40 uployees - C	1	1 1 5 5 1 35 1 34	1 1 41 1 1 1 32	1 2 52 2 1 1 1 2 2 2 36 1 35	1 1 52 1 1 1 1 1 1 1 35 35 35	2 4 54 2 2 1 1 4 4 4 39	2 2 4 4 4 32 32 32	2 44 3 3 35 1 34	1 40 1 1 1 1 29	1 3	4
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program	7 56 2 1 Not Transgence 1 3 3 3 42 - DoD 1 41 - TSA/DHS Em	2 1 der 1 4 4 1 1 1 43 3 40 aployees - C	1 1 53 1 1 1 1 1 46 1 1 45 Opt In	1 1 5 5 5 1 34	1 41 1 1 1 32 31 1	1 2 52 2 2 1 1 1 2 2 2 36 1	1 1 52 1 1 1 1 1 1 1 1 1 1 35 35 35 35	2 2 2 1 1 1 4 4 4 3 3 9 3 9 3 9	2 2 4 4 4 32	2 44 3 3 3 35 1 34	1 40 1 1 1 1 29 1 28	1 3	4
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	7 56 2 1 Not Transgence 1 3 3 3 42 - DoD 1 41 - TSA/DHS Em	2 1 der 1 4 4 1 1 1 43 3 40 aployees - C	1 1 53 1 1 1 1 1 46 1 1 45 Opt In	1 1 5 5 1 35 1 34	1 1 41 1 1 1 32	1 2 52 2 1 1 1 2 2 2 36 1 35	1 1 52 1 1 1 1 1 1 1 35 35 35	2 4 54 2 2 1 1 4 4 4 39	2 2 4 4 4 32 32 32	2 44 3 3 3 35 1 34	1 40 1 1 1 1 29	1 3	4
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program	7 56 2 1 Not Transgence 1 3 3 3 42 - DoD 1 41 - TSA/DHS Em	2 1 der 1 4 4 1 1 1 43 3 40 aployees - C	1 1 53 1 1 1 1 1 46 1 1 45 Opt In	1 1 5 5 5 1 34	1 41 1 1 1 32 31 1	1 2 52 2 1 1 1 2 2 2 36 1 35	1 1 52 1 1 1 1 1 1 1 1 1 1 35 35 35 35	2 2 2 1 1 1 4 4 4 3 3 9 3 9 3 9	2 2 4 4 4 32 32 32	2 44 3 3 3 35 1 34	1 40 1 1 1 1 29 1 28	1 3	4
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	7 56 2 1 Not Transgeno 1 3 3 3 42 - DoD 1 41 - TSA/DHS Em	2 1 1 4 4 1 1 43 3 40 aployees - C	1 1 53 1 1 1 1 1 46 1 1 45 Opt In	1 1 5 5 5 1 34	1 1 41 1 1 1 32 31 1	1 2 52 2 2 1 1 1 2 2 2 36 1 35 2 2	1 1 52 1 1 1 1 1 35 35	2 4 54 2 2 1 1 4 4 4 39	2 2 4 4 4 32 32	2 44 3 3 3 35 1 34	1 1 1 1 1 1 1 2 2 9 1 2 8 1 2 8 1 1	1 3	4

		-	TSA Conta	ct Center (1	ГСС) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction - Refer to FAA							1						1
No Jurisdiction - Refer to Other										1			1
Patdown	1	1	3	1	1			2		1			10
Patdown - Flyer	1	1	2	1	1			2		1			9
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	1				1	3	1		1		1		8
Persons w/ Disabilities (PWD) - Autism S	pectrum					1							1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies	1		1		1				3
Persons w/ Disabilities (PWD) - Mobility I	Disability (No	ot Wheelch	air or Scoo	ter)		2							2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway									1		1
Property - Special Handling	3	3	2		1		1	1	2		1		14
Property - Special Handling - Damaged Ite	1								1				2
Property - Special Handling - Damaged Ite	ems - Checl	2			1		1				1		
Property - Special Handling - Missing Iten	ns - Carry-O	n	1										
Property - Special Handling - Missing Iten	2	1	1					1	1				(
Request for Assistance						1							1
Request for Assistance - Other						1							
Screening	2	4	1	3	2	6	9	4	4	3	5		43
Screening - Crew Member or Airline Empl	1										1		2
Screening - Inconsistency										1	1		2
Screening - Lengthy Lines						1	2	1	1				5
Screening - Opposite Gender						1							1
Screening - Procedures/Process	1	4	1	3	2	4	6	3	3	2	3		32
Screening - Retrieving Abandoned/Confis	cated Items						1						1

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

ories 3 2021 Civil Rights						I - FOIA							
2021 Civil Rights								05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights	106	85	88	117	68	104	103	111	99	103	85		1,16
												15	1
0: 1: 0: 1: 0: 1: 1: 1: 1: 1: 1:												1	
Civil Rights - Constitutional Rights												1	
Customer Service												1	
Customer Service - TSO												1	
Expedited Passenger Screening Program												9	
Expedited Passenger Screening Program	m - TSA PreChect	<										9	
Property - Special Handling												1	
Property - Special Handling - Damaged	Items - Carry-On											1	
Screening	Tichis - Garry-Off											3	
Screening - Children													
<u> </u>													
Screening - Procedures/Process												2	
2022	35	33	29	53	30	47	50	58	55	64	65	79	59
Airline										1			
Airline - Policy/Regulations/Service										1			
Civil Rights	2	1			2	1	1		1	3	1		1
Civil Rights - Hair Patdowns	1												
Civil Rights - Race						1	1			1			
Civil Rights - Racial Profiling or Discrimi	ination	1			1								
Civil Rights - Screening of Religious or (1	1		
					1				1	1			
Civil Rights - Sex/Gender/Gender Identi			7	40		_	0	0					
Customer Service	2	4	7	10	2	5	6	6	2	6	4		į
Customer Service - TSO	2	4	7	10	2	5	6	6	2	6	4		
Expedited Passenger Screening Program	24	26	18	36	21	33	34	44	49	49	54	40	42
Expedited Passenger Screening Program	m - Active Duty M	litary									1		
Expedited Passenger Screening Program										1			
Expedited Passenger Screening Program		/lember						1					
Expedited Passenger Screening Program		5	1	5		1	2	1	1	3	1		
					04							40	
Expedited Passenger Screening Program	m 22	21	17	31	21	32	32	42	48	45	52	40	40
Locks					1								
Locks - Missing or Damaged Lock					1								
Mishandling of Passenger Property	1		1	1			1			2		1	
Mishandling of Passenger Property - Da	maged/Missing Ite	emsC	1	1			1					1	
Mishandling of Passenger Property - Da										2			
Mishandling of Passenger Property - Dis			3348	-									
No Jurisdiction	74			1				1					
No Jurisdiction - Refer to CBP								1					
No Jurisdiction - Refer to Other				1									
Patdown		1				2	2	2		1			
Patdown - Children										1			
Patdown - Flyer		1				2	2	2					
Persons w/ Disabilities (PWD)	2			1		2		1	1		2	28	3
Persons w/ Disabilities (PWD) - Breast													
. , ,						1					1		
Persons w/ Disabilities (PWD) - Diabete						- 1							
Persons w/ Disabilities (PWD) - Genera												3	
Persons w/ Disabilities (PWD) - Internal								1				1	
Persons w/ Disabilities (PWD) - Metal Ir	nplants (joint)											23	2
Persons w/ Disabilities (PWD) - Mobility	Disability (Not W	heelchair (or Scoot	1		1			1				
Persons w/ Disabilities (PWD) - Service											1		
Persons w/ Disabilities (PWD) - Wheeld		ıwav										1	
Property - Special Handling	1	way	1	2	3		1	2	1		1		
	1				3				- 1				1
Property - Special Handling - Damaged				2			1	1					
			1		1								
Property - Special Handling - Damaged					1								
Property - Special Handling - Missing Ite											1		
	ems - Checked				1			1	1		1		
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite		1	2	2	<u> </u>	4	5		1	2			
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening	3	1	2	2		4	5	1 2		2	3	7	3
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency		1	2	2	1	4	1		1	2	3	7	
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines	3			1		1	1 2	2			3	7 1 1	
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	3 1 2	1	2	1	1	3	1 2 2	2	1	2	3 2 1	7 1 1 5	2
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	3	1 52	2 59	1	1	1	1 2	2	1		3	7 1 1 5	2 55
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights	3 1 2	1 52 2	2 59 1	1	1	3	1 2 2	2	1	2	3 2 1	7 1 1 5	2
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights Civil Rights - Race	3 1 2	1 52	2 59	1	1	3	1 2 2	2	1	2	3 2 1	7 1 1 5	2
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights	3 1 2	1 52 2	2 59 1	1	1	3	1 2 2	2	1	2	3 2 1	7 1 1 5	1
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights Civil Rights - Race	3 1 2 71	1 52 2 1	2 59 1	1 64	1 1 38	3 57	1 2 2 53	2 53	1 1	2 39	3 2 1 20	7 1 1 5	58
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service	3 1 2	1 52 2	2 59 1	1	1	3	1 2 2 53	2	1	2	3 2 1	7 1 1 5	5
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC	2 71	1 52 2 1 1	2 59 1 1	1 1 64	1 1 38	3 57	1 2 2 53 8 1	2 53	1 44 2	2 39	3 2 1 20	7 1 1 5	5
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO	2 71	1 52 2 1 1 2	2 59 1 1 4	1 1 64 8 8	1 1 38 3	1 3 57	1 2 2 53 8 1 7	2 53 5	1 1 44 2 2 2	2 39 6	3 2 1 20 3 3	7 1 1 5	55
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program	2 71 2 2 50	1 52 2 1 1	2 59 1 1	1 1 64	1 1 38	3 57	1 2 2 53 8 1	2 53	1 44 2	2 39	3 2 1 20	7 1 1 5	2 58 2 2 38
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	3 1 2 71 2 2 2 50 m 1	1 52 2 1 1 2 2 33	2 59 1 1 4 4	1 1 64 8 8 42	1 1 38 3	3 57 3 3 41	1 2 2 53 8 1 7	2 53 5	1 1 44 2 2 35	2 39 6	3 2 1 20 3 3	7 1 1 5	5
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	3 1 2 71 2 2 2 50 m 1 m - TSA Appl	1 52 2 1 1 2 2 33	2 59 1 1 4 4 42	1 1 64 8 8 42 3	1 1 38 3 3 25	3 57 3 3 41	1 2 2 53 8 1 7	2 53 5 5 5	1 1 44 2 2 35	2 39 6 6 29	3 2 1 20 3 3	7 1 1 5	31
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	3 1 2 71 2 2 2 50 m 1 m - TSA Appl	1 52 2 1 1 2 2 33	2 59 1 1 4 4	1 1 64 8 8 42	1 1 38 3	3 57 3 3 41	1 2 2 53 8 1 7	2 53 5	1 1 44 2 2 35	2 39 6	3 2 1 20 3 3	7 1 1 5	2 2 38
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	3 1 2 71 2 2 50 m 1 m - TSA Appl m 49	1 52 2 1 1 1 2 2 33 3 3 3 3 3 3 3 3 3 3 3 3	2 59 1 1 4 4 4 42	1 1 64 8 8 42 3	1 1 38 3 3 25	3 57 3 3 41	1 2 2 53 8 1 7 36	2 53 5 5 5	1 1 44 2 2 35	2 39 6 6 29	3 2 1 20 3 3	7 1 1 5	5: 5:
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program	3 1 2 71 2 2 50 m 1 m - TSA Appl m 49	1 52 2 1 1 1 2 2 33 3 3 3 3 3 3 3 3 3 3 3 3	2 59 1 1 4 4 4 42	1 1 64 8 8 42 3	1 1 38 3 3 25	3 57 3 41 2 38	1 2 2 53 8 1 7 36	2 53 5 5 5	1 1 44 2 2 35	2 39 6 6 29	3 2 1 20 3 3	7 1 1 5	5
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Exp	3 1 2 71 2 2 50 m 1 m - TSA Appl m 49	1 52 2 1 1 1 2 2 33 3 3 3 3 3 3 3 3 3 3 3 3	2 59 1 1 4 4 4 42	1 1 64 8 8 42 3	1 1 38 3 3 25	3 57 3 41 2 38	1 2 2 53 8 1 7 36	2 53 5 5 5	1 1 44 2 2 35	2 39 6 6 29	3 2 1 20 3 3	7 1 1 5	5: 5:
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Exp	2 71 2 2 50 m 1 m - TSA Appl m 49 m - TSA/DHS Emp	1 52 2 1 1 1 2 2 33 3 3 3 3 3 3 3 3 3 3 3 3	2 59 1 1 4 4 4 42 1 41 Dpt In	1 1 64 8 8 42 3 39	1 1 38 3 3 25	3 57 3 3 41 2 38 1	1 2 2 53 8 1 7 36	2 53 5 5 5 39	1 1 44 2 2 35	2 39 6 6 29	3 2 1 20 3 3 15	7 1 1 5	3
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program	3 1 2 71 2 2 50 m 1 m - TSA Appl m 49 m - TSA/DHS Emp	1 52 2 1 1 1 2 2 33 3 30 30oloyees - 0	2 59 1 1 1 4 4 42 1 1 41 Opt In	1 1 64 8 8 42 3	1 1 38 3 3 25 25	3 57 3 41 2 38	1 2 2 53 8 1 7 36	2 53 5 5 5 39	1 1 44 2 2 35	2 39 6 6 29 29	3 2 1 20 3 3	7 1 1 5	33
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property	3 1 2 71 2 71 2 2 50 m 1 m - TSA Appl m 49 m - TSA/DHS Emp 1 amaged/Missing Ite	1 52 2 1 1 1 2 2 33 3 30 30oloyees - 0	2 59 1 1 4 4 4 42 1 41 Dpt In	1 1 64 8 8 42 3 39	1 1 38 3 3 25	3 57 3 3 41 2 38 1	1 2 2 53 8 1 7 36	2 53 5 5 5 39	1 1 44 2 2 35	2 39 6 6 29	3 2 1 20 3 3 15	7 1 1 5	3
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da	3 1 2 71 2 71 2 2 50 m 1 m - TSA Appl m 49 m - TSA/DHS Emp 1 amaged/Missing Ite	1 52 2 1 1 1 2 2 33 3 30 30oloyees - 0	2 59 1 1 1 4 4 42 1 1 41 Opt In	1 1 64 8 8 42 3 39	1 1 38 3 3 25 25	3 57 3 3 41 2 38 1	1 2 2 53 8 1 7 36	2 53 5 5 5 39	1 1 44 2 2 2 35 1 34	2 39 6 6 29 29	3 2 1 20 3 3 15	7 1 1 5	33
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property	3 1 2 71 2 71 2 2 50 m 1 m - TSA Appl m 49 m - TSA/DHS Emp 1 amaged/Missing Ite	1 52 2 1 1 1 2 2 33 3 30 30oloyees - 0	2 59 1 1 1 4 4 42 1 1 41 Opt In	1 1 64 8 8 42 3 39	1 1 38 3 3 25 25	3 57 3 3 41 2 38 1	1 2 2 53 8 1 7 36	2 53 5 5 5 39	1 1 44 2 2 35	2 39 6 6 29 29	3 2 1 20 3 3 15	7 1 1 5	3
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da	3 1 2 71 2 71 2 2 50 m 1 m - TSA Appl m 49 m - TSA/DHS Empl 1 amaged/Missing Ite	1 52 2 1 1 1 2 2 33 3 30 30oloyees - 0	2 59 1 1 1 4 4 42 1 1 41 Opt In	1 1 64 8 8 42 3 39	1 1 38 3 3 25 25	3 57 3 3 41 2 38 1	1 2 2 53 8 1 7 36	2 53 5 5 5 39	1 1 44 2 2 2 35 1 34	2 39 6 6 29 29	3 2 1 20 3 3 15	7 1 1 5	3
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property	3 1 2 71 2 71 2 2 50 m 1 m - TSA Appl m 49 m - TSA/DHS Empl 1 amaged/Missing Ite	1 52 2 1 1 1 2 2 33 3 30 30oloyees - 0	2 59 1 1 1 4 4 42 1 1 41 Opt In	1 1 64 8 8 42 3 39	1 1 38 3 3 25 25	3 57 3 3 41 2 38 1	1 2 2 53 8 1 7 36	2 53 5 5 5 39	1 1 44 2 2 2 35 1 34	2 39 6 6 29 29	3 2 1 20 3 3 15	7 1 1 5	33
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other	3 1 2 71 2 71 2 2 50 m 1 m - TSA Appl m 49 m - TSA/DHS Empl 1 amaged/Missing Ite	1 52 2 1 1 2 2 33 3 30 oloyees - C	2 59 1 1 4 4 42 1 41 Opt In	1 1 64 8 8 42 3 39	1 1 38 3 3 25 25	3 57 3 3 41 2 38 1	1 2 2 53 8 1 7 36	2 53 5 5 39	1 44 2 2 2 35 1 34	2 39 6 6 29 29	3 2 1 20 3 3 15	7 1 1 5	31
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other	3 1 2 71 2 71 2 2 50 m 1 m - TSA Appl m 49 m - TSA/DHS Empl 1 amaged/Missing Ite	1	2 59 1 1 4 4 42 1 41 Opt In	1 1 64 8 8 42 3 39	1 1 38 3 3 25 25	1 3 57 3 3 41 2 38 1	1 2 2 53 8 1 7 36	2 53 5 5 39 39	1 1 44 2 2 35 1 34	2 39 6 6 29 29	3 2 1 20 3 3 15 15	7 1 1 5	36
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger	3 1 2 71 2 2 50 m 1 m - TSA Appl m - TSA/DHS Emp m - TSA/DHS Emp 1 1 1 1 1 1 1	1	2 59 1 1 4 4 42 1 41 Opt In	1 1 64 8 8 42 3 39	1 1 38 3 3 25 25	1 3 57 3 3 41 2 38 1	1 2 2 53 8 1 7 36 36 1 1 1 2 1	2 53 5 5 5 39 39	1 1 44 2 2 35 1 34	2 39 6 6 29 29	3 2 1 20 3 3 15	7 1 1 5	2 55 55 55 55 55 55 55 55 55 55 55 55 55
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	3 1 2 71 2 71 2 2 50 m 1 m - TSA Appl m 49 m - TSA/DHS Empl 1 amaged/Missing Ite	1	2 59 1 1 4 4 42 1 41 Opt In	1 1 64 8 8 42 3 39	1 1 38 3 3 25 25 1 1 1	1 3 57 3 3 41 2 38 1	1 2 2 53 8 1 7 36	2 53 5 5 39 39	1 1 44 2 2 35 1 34	2 39 6 6 29 29	3 2 1 20 3 3 15 15	7 1 1 5	2 55 55 55 55 55 55 55 55 55 55 55 55 55
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2023 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger	3 1 2 71 2 71 2 2 50 m 1 m - TSA Appl m 49 m - TSA/DHS Empl 1 amaged/Missing Ite	1	2 59 1 1 4 4 42 1 41 Opt In	1 1 64 8 8 42 3 39	1 1 38 3 3 25 25	1 3 57 3 3 41 2 38 1	1 2 2 53 8 1 7 36 36 1 1 1 2 1	2 53 5 5 5 39 39	1 1 44 2 2 35 1 34	2 39 6 6 29 29	3 2 1 20 3 3 15 15	7 1 1 5	3

			ISA Contac	t Center ((CC) Data	1001 - FUIA	١						
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medic	ally Necessary	Medication	n and Medic	1				1					2
Persons w/ Disabilities (PWD) - Metal	Imp 14	5	1			1	1		1	1			24
Persons w/ Disabilities (PWD) - Mobili	ty Disability (N	ot Wheelch	air or Scoote	er)			1	1					2
Persons w/ Disabilities (PWD) - Oston	ny/Ostomates								1				1
Persons w/ Disabilities (PWD) - Whee	lcha 2						1	1	1				5
Property - Special Handling		1	1	1	2	2							7
Property - Special Handling - Damage	d Items - Carry	-On			1	1							2
Property - Special Handling - Missing I	tems - Carry-C	1		1									2
Property - Special Handling - Missing I	tems - Checke	d	1		1	1							3
Screening	2	7	4	10	5	8	3	3	1	2			45
Screening - Children							1			1			2
Screening - Crew Member or Airline E	mployee								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

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

ories	10-Oct 1	-Nov 12	2-Dec 0	1-Jan 02	2-Feb 0	3-Mar 0	4-Apr 0	5-May 0	6-Jun 0	7-Jul 0	8-Aug	09-Sep	Tota
C	32	57	2-Dec 0 57	1-Jan 0. 48	2-reb U	3-iviar 0	4-Apr U: 48	47	61	7-Jul 0	8-Aug 60	ия-seр 38	Tota
, 2021	JZ	31	Ji	40	40	40	40	41	VI	03	00	13	
Customer Service												2	
Customer Service - TSO												2	
Expedited Passenger Screening Program												9	
Expedited Passenger Screening Program	DoD.											2	
		l.											
Expedited Passenger Screening Program	- TSA PreChed	K										7	
Lost and Found												1	
Lost and Found - Airport/TSA												1	
Screening												1	
Screening - Procedures/Process												1	
2022	14	29	20	11	19	26	21	20	29	31	23	25	
Airline											1		
Airline - Baggage Requirements											1		
Civil Rights				1			3				1	1	
				ı			3				1	- 1	
Civil Rights - Constitutional Rights											1		
Civil Rights - Hair Patdowns							1						
Civil Rights - Race							2						
Civil Rights - Racial Profiling or Discrimin	ation			1									
Civil Rights - Sex/Gender/Gender Identity	- Not Transgend	ler										1	
Customer Service	1	6			3	3	1	1			1		
Customer Service - TSO	1	6			3	3	1	1			1		
	5	19	15	8	15			15	21	20	17	22	
Expedited Passenger Screening Program		19	15	0		17	15	10	21	28		22	
Expedited Passenger Screening Program					1						1		
Expedited Passenger Screening Program		2			2	3			1	3	1	1	
Expedited Passenger Screening Program		17	15	8	12	14	15	14	20	25	15	21	
Expedited Passenger Screening Program	- TSA/DHS Em	ployees - C	pt In					1					
Mishandling of Passenger Property										2	1		
Mishandling of Passenger Property - Dam	naged/Missing It	emsCarry	-on Luggan	ie						1			
Mishandling of Passenger Property - Dam										1	1		
No Jurisdiction	laged/Missing II	CITISOTICO	ica baggaç	gc	1					1	- 1		
No Jurisdiction - Refer to Other					1					1			
Patdown				1		1	1		1				
Patdown - Flyer				1		1	1						
Patdown - Non-Flyer									1				
Persons w/ Disabilities (PWD)	1					1			1		1	1	
Persons w/ Disabilities (PWD) - Medically	Necessary Me	P - P		N					1				
		dication and	d Medical S	supplies									
		dication and	d Medical S	supplies									
Persons w/ Disabilities (PWD) - Metal Imp	1			supplies							1		
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility I	1 Disability (Not W	/heelchair d		supplies							1		
Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi	1 Disability (Not W	/heelchair d	or Scooter)	supplies		1						1	
Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling	1 Disability (Not Wis/Amputees and	/heelchair d		supplies		1					1	1	
Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Missing Iten	1 Disability (Not Wis/Amputees and	/heelchair d	or Scooter)	supplies		1			·			1	
Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling	1 Disability (Not Wis/Amputees and	/heelchair d	or Scooter)	supplies		1			•		1	1	
Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Missing Iten	1 Disability (Not Wis/Amputees and	/heelchair d	or Scooter)	1		1	1	4	6		1	1	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Prosthesi Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	1 Disability (Not Wis/Amputees and Ins Carry-On Ins Checked	/heelchair d d Casts	or Scooter)				1	4	6		1		
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Prosthesi Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Inconsistency	1 Disability (Not Wis/Amputees and Section 1) Ins - Carry-On Ins - Checked	/heelchair o	1 1 4			4	1				1		
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Prosthesi Property - Special Handling - Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines	1 Disability (Not Wis/Amputees and Services	/heelchair of the Casts 4	1 1 4	1		4	1	4	6		1	1	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Prosthesing Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	Disability (Not Wis/Amputees and Inside Control of Cont	/heelchair o	1 1 4			4			6		1		
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Prosthesion Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	Disability (Not Wis/Amputees and Inc.) Ins Carry-On Ins Checked The Inc Checked	/heelchair of Casts 4 1 3	1 1 4 1 3	1		4 1 3	1	4	6 1 5		1 1	1	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Prosthesion Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2023	Disability (Not Wis/Amputees and Inside Control of Cont	/heelchair of the Casts 4	1 1 4	1	29	4			6	38	1	1	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Prosthesion Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	Disability (Not Wis/Amputees and Inc.) Ins Carry-On Ins Checked The Inc Checked	/heelchair of Casts 4 1 3	1 1 4 1 3	1	29	4 1 3	1	4	6 1 5	38	1 1	1	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Prosthesion Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2023	Disability (Not Wis/Amputees and Inc.) Ins Carry-On Ins Checked The Inc Checked	/heelchair of Casts 4 1 3	1 1 4 1 3	1		4 1 3	1	4 27	6 1 5		1 1	1	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Prosthesion Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Civil Rights - Race	Disability (Not Wis/Amputees and Inc.) Ins Carry-On Ins Checked The Inc Checked	/heelchair of Casts 4 1 3	1 1 4 1 3	1	1	4 1 3	1	4 27	6 1 5		1 1	1	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Prosthesion Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Civil Rights - Race Civil Rights - Race Civil Rights - Transgender Screening	Disability (Not Wis/Amputees and Sis/Amputees and Sis/Amp	/heelchair of d Casts 4 1 3 28	1 1 4 1 3 3 37	1 1 37	1	4 1 3 22	1	27	6 1 5	1	1 1	1	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Prosthesing Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisional Civil Rights - Civil Rights - Race Civil Rights - Transgender Screening Customer Service	Disability (Not Wis/Amputees and Inc.) Ins Carry-On Ins Checked The Inc Checked	/heelchair of d Casts 4 1 3 28	1 1 4 1 3	1	1	4 1 3	1	27	6 1 5	1	1 1	1	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Prosthesing Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2023 Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - Others	Disability (Not Wis/Amputees and Inc.) ss - Carry-On and - Checked 7 1 5 1 18	/heelchair of d Casts 4 1 3 28	1 1 4 1 3 3 37	1 37	1 1	4 1 3 22	1	27	6 1 5	1 1 1	1 1	1	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Prosthesion Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2023 Civil Rights - Race Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	Disability (Not Wis/Amputees and Inc.) In a - Carry-On Ins Checked In a - Chec	/heelchair of d Casts 4 1 3 28	1 1 4 1 3 3 37	1 1 37	1 1 1	4 1 3 22 3	1 27	27 1	6 1 5 32	1 1 1	37	1	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Prosthesion Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Civil Rights - Race Civil Rights - Race Civil Rights - Transgender Screening Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	1 Disability (Not Wis/Amputees and missing - Carry-On missing - Checked 7 1 1 5 1 18	/heelchair of d Casts 4 1 3 28	1 1 4 1 3 3 37	1 37	1 1	4 1 3 22	1	27	6 1 5	1 1 1	1 1	1	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Prosthesion Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Civil Rights - Race Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	1 Disability (Not Wis/Amputees and missing - Carry-On missing - Checked 7 1 1 5 1 18	/heelchair of d Casts 4 1 3 28	1 1 4 1 3 3 37	1 1 37	1 1 1	4 1 3 22 3	1 27	27 1	6 1 5 32	1 1 1	37	1	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Prosthesion Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Civil Rights - Race Civil Rights - Race Civil Rights - Transgender Screening Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	Disability (Not Wis/Amputees and miss - Carry-On miss - Checked 7 1 5 1 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	/heelchair of d Casts 4 1 3 28	1 1 4 1 3 3 37	1 37 1 1 1 32	1 1 1	4 1 3 22 3	1 27	27 1	6 1 5 32	1 1 1	1 1 37	1	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Prosthesing Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confissional Civil Rights - Race Civil Rights - Race Civil Rights - Transgender Screening Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 Disability (Not Wis/Amputees and Sister Carry-On Insister Checked Insister Carry-On Insister Carry-O	/heelchair of d Casts 4 1 3 28 2 1 1 26	1 1 4 1 3 3 37 1 1 29	1 37 1 1 32 1	1 1 1 1 1 1 1 1 7	4 1 3 22 3 3 16	24 1	4 27 1 1	6 1 5 32	1 1 1 1 25	37 27 1	1	
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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OLF			1										1
2022			1										1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program	- TSA PreC	Check	1										1

A							•		06-Jun	07-Jul	08-Aug	09-Sep	Total
	60	56	63	61	86	87	63	85	61	93	70	50	83
2021												14	1
Customer Service												3	
Customer Service - TSO												3	
Expedited Passenger Screening Program	TO A A	D										5	
Expedited Passenger Screening Program -			m									2	
Expedited Passenger Screening Program -	- TSA PreChed	k										3	
Patdown												2	
Patdown - Flyer												2	
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - General												1	
Prohibited & Permitted Items												1	
Prohibited & Permitted Items - Knives/Tool	s/Razors/Shar	p Objects										1	
Property - Special Handling												1	
Property - Special Handling - Damaged Ite	ms - Carry-On											1	
Screening												1	
Screening - Procedures/Process												1	
2022	20	21	24	17	33	32	28	31	29	35	36	36	3
Airline				2									
Airline - Policy/Regulations/Service				2									
Civil Rights		1	3	1	1			1					
Civil Rights - National Origin								1					
Civil Rights - Racial Profiling or Discrimina	tion	1	3	1	1								
Customer Service	3	2	2	1	4	3	4	4	3	6	4	9	
Customer Service - TSO	3	2	2	1	4	3	4	4	3	6	4	9	
Expedited Passenger Screening Program	8	15	14	8	21	27	19	23	23	23	26	23	2
Expedited Passenger Screening Program -			14	U	۷1	۷.	13	23	23	23	1	23	
Expedited Passenger Screening Program	A Duty IV	1	1				1				- 1		
	TQA Appl		1			4	7	0				0	
Expedited Passenger Screening Program -		3	40		04	1	40	2		1	1	2	
Expedited Passenger Screening Program	7	11	13	8	21	26	18	21	23	22	24	21	
Locks							1						
Locks - Missing or Damaged Lock							1						
Mishandling of Passenger Property	1	1		2	1	1		2	1	2	1		
Mishandling of Passenger Property - Dama		temsCarr	y-on Lugga	ge		1			1				
Mishandling of Passenger Property - Dama	aged/Missii	1		1				1		1			
Mishandling of Passenger Property - Disa	1			1	1			1		1	1		
No Jurisdiction	1												
No Jurisdiction - Refer to Other	1												
Patdown	1	1			1		1	1			4		
Patdown - Children		1			1		1						
Patdown - Flyer	1							1			4		
Persons w/ Disabilities (PWD)	2	1	1	1	2								
Persons w/ Disabilities (PWD) - Internal Me			1	'									
			nd Madical 9	Supplies	1								
Persons w/ Disabilities (PWD) - Medically		ulcation an	iu iviedicai s	supplies	1								
Persons w/ Disabilities (PWD) - Metal Impl	iants (ioint)				1								
		10		- 4									
Persons w/ Disabilities (PWD) - Prosthesis	s/Amputees an	d Casts		1									
Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service A	Amputees an			1									
Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch	s/Amputees an 1 1	d Casts		1									
Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service A	Amputees an		1	1									
Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch	s/Amputees an 1 1		1	1									
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Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items - Breast Milk Prohibited & Permitted Items - Breast Milk Prohibited & Permitted Items - Liquids/Gels Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Items Property - Special Handling - Missing Items Property - Special Handling - Missing Items Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Airline Airline - Wheelchair Assistance Civil Rights - Age Civil Rights - Age Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-Civil Rights - Transgender Screening Customer Service	s/Amputees an 1 1 1 1 s/Aerosols ms - Carry-On ms - Checked s - Carry-On s - Checked 3 atted Items 40 primation t Information -	35 EMAIL ON	1 2 1 1 1 1 1 39 ILY	1 1 1 1	1 2 1 1 53 53	55 1 1	1 35	10	1 1 32 4 1 2	1 3 3 58 4 1	1 34	3 2 1	
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Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Prohibited & Permitted Items - Liquids/Gels Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Items Property - Special Handling - Missing Items Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Informational Information Required/Insufficient Airline Airline - Wheelchair Assistance Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO	s/Amputees an 1 1 1 s/Aerosols ms - Carry-On ms - Checked s - Carry-On s - Checked 3 ated Items 40 ormation t Information -	35 EMAIL ON 1 der 1 1	1 2 1 1 1 39 IILY	1 1 1 44 4 4	1 2 1 1 5 5 5 5	55 1 1 1	1 35 1 1 1 1	10 1 9	1 32 4 1 2 1 3	1 3 3 58 4 1 1 10	1 1 1 5 5	3 2 1	
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Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items - Breast Mill Prohibited & Permitted Items - Breast Mill Prohibited & Permitted Items - Liquids/Gels Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Items Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Info Additional Information Required/Insufficient Airline Airline Airline - Wheelchair Assistance Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-Civil Rights - Transgender Screening Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program -	s/Amputees an 1 1 1 1 1 s/Aerosols ms - Carry-On ms - Checked s - Carry-On s - Checked 3 ated Items 40 Domation t Information -	35 EMAIL ON 1 der 1 1	1 2 1 1 1 39 IILY	1 1 1 44 4 4	1 2 1 1 5 5 5 5	1 55 1 1 1 1 2 2 43	1 35 1 1 1 1	10 1 9	1 32 4 1 2 1 3	1 3 3 58 4 1 1 10	1 1 1 5 5	3 2 1	
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Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - Breast Mill Prohibited & Permitted Items - Liquids/Gels Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Items Property - Special Handling - Missing Items Property - Special Handling - Missing Items Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Additional Information Required/Insufficient Information Required/Insufficient Airline Airline - Wheelchair Assistance Civil Rights - Age Civil Rights - Age Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program - Expedited Passenger Screening Program	s/Amputees an 1 1 1 1 s/Aerosols ms - Carry-On ms - Checked s - Carry-On s - Checked 3 3 ated Items 40 ornation t Information - Not Transgence 5 5 31 DoD 1 30	35 EMAIL ON 1 1 1 1 1 28	1 2 1 1 39 ILLY 1 2 2 31 1	1 1 1 44 4 4 32	1 2 1 1 53 53 53 55 37 1	1 555 1 1 1 1 2 2 43 1 1 1	1 35 1 1 1 1 6 6 22	10 1 9 34	1 1 32 4 1 1 2 1 3 3 19	1 3 3 58 4 1 1 10 10 32	1 1 1 5 5 15 15 2	3 2 1	
Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - Breast Mill Prohibited & Permitted Items - Liquids/Gels Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Items Property - Special Handling - Missing Items Property - Special Handling - Missing Items Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Additional Information Required/Insufficient Airline Airline - Wheelchair Assistance Civil Rights - Age Civil Rights - Age Civil Rights - Race Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program - Expedited Passenger Screening Progra	s/Amputees an 1 1 1 1 s/Aerosols ms - Carry-On ms - Checked s - Carry-On s - Checked 3 3 ated Items 40 ornation t Information - Not Transgence 5 5 31 DoD 1 30	35 EMAIL ON 1 1 1 1 30 1 28 1	1 2 1 1 39 ILLY 1 2 2 31 1	1 1 1 1 4 4 32	1 2 1 1 5 5 3 7 1 3 6	1 555 1 1 1 1 2 2 43 1 1 1	1 35 1 1 1 1 6 6 22	10 1 9 34	1 1 32 4 1 1 2 1 3 3 19	1 3 3 58 4 1 1 10 10 32 1 31	1 1 1 5 5 15 15 2 2 2	3 2 1	
Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items - Breast Mill Prohibited & Permitted Items - Breast Mill Prohibited & Permitted Items - Liquids/Gels Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Items Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Info Additional Information Required/Insufficient Airline Airline - Wheelchair Assistance Civil Rights - Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity-Civil Rights - Transgender Screening Customer Service - CSM Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program - Expedited Passenger Property	s/Amputees an 1 1 1 1 s/Aerosols ms - Carry-On ms - Checked s - Carry-On s - Checked 3 ated Items 40 ormation t Information - 5 5 31 DoD 1 30 TSA/DHS	35 EMAIL ON 1 1 1 1 1 28	1 2 1 1 39 ILLY 1 2 2 31 1	1 1 1 44 4 4 32	1 2 1 1 53 53 53 53 53 53 53 53 53 53 53 53 53	1 555 1 1 1 1 2 2 43 1 1 1	1 35 1 1 1 1 6 6 22	10 1 9 34	1 1 32 4 1 1 2 1 3 3 19	1 3 3 58 4 1 1 10 10 32 1 31	1 1 1 5 5 15 15 2	3 2 1	
Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items - Breast Mill Prohibited & Permitted Items - Breast Mill Prohibited & Permitted Items - Liquids/Gels Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Items Property - Special Handling - Missing Items Property - Special Handling - Missing Items Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Info Additional Information Required/Insufficient Info Additional Information Required/Insufficient Airline Airline - Wheelchair Assistance Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Transgender Screening Customer Service - CSM Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program - Expedited Passenger Property - Dama	s/Amputees an 1 1 1 1 s/Aerosols ms - Carry-On ms - Checked 3 3 ated Items 40 ormation t Information - 5 5 31 DoD 1 30 TSA/DHS	1 35 EMAIL ON 1 1 1 30 1 28 1 1 1 1 1	1 2 1 1 39 ILLY 1 2 2 31 1 30	1 1 1 1 4 4 32	1 2 1 1 5 5 3 7 1 3 6	1 555 1 1 1 1 2 2 43 1 1 1	1 35 1 1 1 1 6 6 22	10 1 9 34	1 1 32 4 1 1 2 1 3 3 19	1 3 3 58 4 1 1 10 10 32 1 31	1 1 1 5 5 15 15 2 2 2	3 2 1	
Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items - Breast Mill Prohibited & Permitted Items - Liquids/Gels Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Items Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Info Additional Information Required/Insufficient Airline Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Transgender Screening Customer Service - CSM Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property	s/Amputees an 1 1 1 1 s/Aerosols ms - Carry-On ms - Checked 3 3 ated Items 40 ormation t Information - 5 5 31 DoD 1 30 TSA/DHS	1 35 EMAIL ON 1 1 1 30 1 28 1 1 1 1 1	1 2 1 1 39 ILLY 1 2 2 31 1 30	1 1 1 1 4 4 32	1 2 1 1 53 53 53 53 53 53 53 53 53 53 53 53 53	1 555 1 1 1 1 2 2 43 1 1 1	1 35 1 1 1 1 6 6 22	10 1 9 34	1 1 32 4 1 1 2 1 3 3 19	1 3 3 58 4 1 1 10 10 32 1 31	1 1 1 5 5 15 15 2 2 2	3 2 1	

			ISA Conta	ct Center (ICC) Data	1001 - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction - Refer to Other	1												1
Patdown	1					2		2	2	4	3		14
Patdown - Children										1	1		2
Patdown - Flyer	1					1		2	2	3	2		11
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)				2			2		1	2			7
Persons w/ Disabilities (PWD) - Breast	Cancer						1			1			2
Persons w/ Disabilities (PWD) - Medica	al Devices - Atta	ched to th	ne Body	2					1	1			4
Persons w/ Disabilities (PWD) - Wheele	chair/ Scooter/ S	Segway					1						1
Property - Special Handling			1	1	2	2 1				1	3		9
Property - Special Handling - Damaged	Items - Carry-0	On	1		•						2		4
Property - Special Handling - Damaged	Items - Checke	ed		1		1				1	1		4
Property - Special Handling - Missing It	ems - Checked												1
Screening	2	2	4	3	Ę	5 5	3	7	2	4	4		41
Screening - Inconsistency						1		1	1		2		5
Screening - Lengthy Lines	1	1			•			2		1	1		7
Screening - Procedures/Process	1	1	3	3	4	1 4	3	4	1	3	1		28
Screening - Retrieving Abandoned/Con	fiscated Items		1										1
TWIC									1				1
TWIC - General									1				1

					,								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OME			1			1		1	2				5
2022						1		1	2				4
Civil Rights						1							1
Civil Rights - Not Specified						1							1
Expedited Passenger Screening Program								1	2				3
Expedited Passenger Screening Program	- TSA PreC	Check						1	2				3
2023			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	1										1

egories	10-Oct	11-Nov	12-Dec	ct Center (To 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
NT	50	67	68	55	55	78	63	83	74	72		64	
2021												27	
Customer Service												7	7
Customer Service - TSO												7	7
Expedited Passenger Screening Program												9	
Expedited Passenger Screening Program			gram									2	
Expedited Passenger Screening Program	- TSA PreCh	eck										7	7
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Minors I	Domestic											1	1
Persons w/ Disabilities (PWD)												3	3
Persons w/ Disabilities (PWD) - Diabetes												1	
Persons w/ Disabilities (PWD) - Internal M	ledical Device	es										1	
Persons w/ Disabilities (PWD) - Medical D	Devices - Atta	ched to th	e Body									1	
Property - Special Handling												4	4
Property - Special Handling - Damaged Ite	ems - Checke	d										1	
Property - Special Handling - Missing Item												2	
Property - Special Handling - Missing Item												1	
Screening	io Onconou											3	;
<u> </u>												1	
Screening - Inconsistency												2	
Screening - Procedures/Process	4.4					40					40		2
2022	14	28	27		23	40	37	41	34	34			38
Civil Rights		1	1		1		3	1	1	3		1	1:
Civil Rights - Hair Patdowns							1						
Civil Rights - National Origin									1	1			2
Civil Rights - Not Specified										1			
Civil Rights - Race							1	1		1			
Civil Rights - Racial Profiling or Discrimina	ı ation	1	1		1			!		Į.			
Civil Rights - Sex/Gender/Gender Identity-			1		1		1						
	- NOLITANSGE	nuer					1						
Civil Rights - Transgender Screening												1	
Customer Service	3	5			2	8	4	4	3	6		2	
Customer Service - TSO	3	5	2	2	2	8	4	4	3	6	1	2	4:
Expedited Passenger Screening Program	5	14	17	14	16	20	24	26	21	17	31	30	23
Expedited Passenger Screening Program	- DoD								1			1	
Expedited Passenger Screening Program	1	2	2		4			2	1	1	4	5	
Expedited Passenger Screening Program	4	12			12	20	24	24	19	16			21
Locks		12	13	14	12	20	1	2	13	10	21		
Locks - Missing or Damaged Lock							1	2					
Lost and Found		1											
Lost and Found - Airport/TSA		1											
Mishandling of Passenger Property		1		2		1	1			3			
Mishandling of Passenger Property - Dam	aged/Missii	1		1		1				1			4
Mishandling of Passenger Property - Dam		ItemsC	hecked Bad	agage			1			2			
Mishandling of Passenger Property - Disa													
Patdown	nayou nomo	2				6	2			2	1	2	
Patdown - Flyer		2				6	2			2			
Persons w/ Disabilities (PWD)	2	1	1		2	2			3		6		1
Persons w/ Disabilities (PWD) - Autism S	1								1				
Persons w/ Disabilities (PWD) - Diabetes		1											
Persons w/ Disabilities (PWD) - Diapers/G	Sarments/Dre	ssings/Ma	asks			1							
Persons w/ Disabilities (PWD) - General	1												
Persons w/ Disabilities (PWD) - Hearing In					1								
Persons w/ Disabilities (PWD) - Medically		Indication	1						1		2		
		ledication	ı						- 1				
Persons w/ Disabilities (PWD) - Metal Imp	. ,										1		
Persons w/ Disabilities (PWD) - Mobility D				ter)		1					2		
Persons w/ Disabilities (PWD) - Prosthesis	s/Amputees a	ind Casts			1								
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway							1		1		
Property - Special Handling	1	1	2	2			1	4	2		2	. 1	1
Property - Special Handling - Damaged Ite	ems - Carrv-C			1					_		1		
Property - Special Handling - Damaged Ite			1					1			1		
				I							4		
Property - Special Handling - Missing Item		1					1	1	1		1		
Property - Special Handling - Missing Item			1					2	1				
Screening	3	2	3	3	2	3	1	4	4	3	2	1	3
Screening - Inconsistency						1		1	2				
Screening - Lengthy Lines										1	1		
Screening - Procedures/Process	2	2	3	3	2	2	1	2	2	2	1		2:
Screening - Retrieving Abandoned/Confis								1					
Screening - Shoe Screening												1	-
2023	36	20	41	32	32	20	00	42	40		0.4		
	36	39	41	32	32	38	26	42	40	38			398
Airline		1									1		2
Airline - Policy/Regulations/Service		1									1		2
Civil Rights	1	1	1				1	2			1		
Civil Rights - Race	1	1									1		
Civil Rights - Screening of Religious Cultu	ral and Cerer	nonial Ite	ms					1					
	- Not Transge	nder	1				1	1					
Civil Rights - Sex/Gender/Gender Identity-		3	1	1	3	5	6	3	4	3	3		3
Civil Rights - Sex/Gender/Gender Identity- Customer Service	Ŭ					5	6	3	4	3			3
Customer Service			1	1	.5		_			0	J		
Customer Service Customer Service - TSO		3			27		12	27		10	21		') [
Customer Service Customer Service - TSO Expedited Passenger Screening Program	28		1 27		27	23	13	27	28	19	21		
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	28 - DoD	3 28			27	23 2	13						
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	28 - DoD 2	3 28 1	27	27	27	23 2 1		1	28	3			
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	28 - DoD 2	3 28		27	27	23 2	13						:
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	28 - DoD 2 26	3 28 1	27	27	27	23 2 1		1	28	3			25
Customer Service Customer Service - TSO Expedited Passenger Screening Program	28 - DoD 2 26	3 28 1 25	27	27	27	23 2 1		1 26	28	3			255 255
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks	28 - DoD 2 26	3 28 1 25	27 27 1	27	27	23 2 1	13	1 26	28	3			25 25
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	28 - DoD 2 26	3 28 1 25	27	27	27	23 2 1	13	1 26	28	3 16	21		255 255 2
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found	28 - DoD 2 26	3 28 1 25	27 27 1	27	27	23 2 1	13	1 26	28	3 16	21		255 255 2
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	28 - DoD 2 26	3 28 1 25	27 27 1	27	27	23 2 1	13	1 26	28	3 16	21		268 2 9 255 2 4 4 1 1

		7	ΓSA Contac	ct Center (TCC) Data	Tool - FOIA							
Categories	10-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 - Dan	naged/Missir	1	2			1	1		1	1			7
Mishandling of Passenger Property - Dan	1		1			1		1		1			5
Mishandling of Passenger Property - Disa	1	1			1								3
Patdown	1			1			1	3	1	5	2		14
Patdown - Children									1				1
Patdown - Flyer				1			1	3		5	2		12
Patdown - Non-Flyer	1												1
Persons w/ Disabilities (PWD)	1	1	1					1		2	2		8
Persons w/ Disabilities (PWD) - Autism S	pectrum										1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not	Breast Car	ncer								1		1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Internal M	Medical Dev	1											1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)							1		1			2
Persons w/ Disabilities (PWD) - Mobility I	Disability (No	ot Wheelch	1										1
Property - Special Handling	1	1	4		1	1	1		1	1	1		12
Property - Special Handling - Damaged It	tems - Carry-	-On	2		1					1			4
Property - Special Handling - Damaged It	1						1						2
Property - Special Handling - Missing Iter	ns - Carry-O	n				1							1
Property - Special Handling - Missing Iter	ns - Checke	1	2						1		1		5
Screening	2	2	3	3		7	2	4	4	5	3		35
Screening - Crew Member or Airline Emp	loyee		1										1
Screening - Inconsistency	2	1		2				1	1	1	1		9
Screening - Lengthy Lines						1							1
Screening - Procedures/Process		1	2	1		5	2	3	3	4	2		23
Screening - Retrieving Abandoned/Confis	cated Items					1							1

				Center (TCC									
Categories		11-Nov 12-				03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ORD	572	638	681	531	529	946	885	731	765	667	739	592	8,276
2021												148	148
Civil Rights												4	4
Civil Rights - Racial Profiling or Discrimin												3	3
Civil Rights - Sexual Orientation - Not Tra	nsgender											1	1
Customer Service												16	16
Customer Service - Others												1	1
Customer Service - TCC												1	1
Customer Service - TSO												14	14
Expedited Passenger Screening Program	TO 4 4 11	5										108	108
Expedited Passenger Screening Program												12	12
Expedited Passenger Screening Program	i - TSA PreChe	eck										96	96
Locks												1	
Locks - General												1	
Mishandling of Passenger Property	// \	Itamaa Obaalia	d Danna									1	1
Mishandling of Passenger Property - Dan	naged/iviissing	nemsChecke	d Bagga	age								1	1
Patdown												5	5
Patdown - Flyer												5	5
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - General	Impairment											1	
Persons w/ Disabilities (PWD) - Hearing	impairment T												1
Property - Special Handling	Charles											7	7
Property - Special Handling - Damaged It		1										2	2
Property - Special Handling - Missing Iter												1	4
Property - Special Handling - Missing Iter	ns - Checked												1
Screening Procedures/Process												4	4
Screening - Procedures/Process 2022	160	247	220	166	402	474	ACE	270	202	242	440		
	168	217	238	166 1	183	471	465	370	382	343	410	444	3,857
Additional Information Required/Insufficient In		- EMAIL ONLY	,	1 1							1 1		2
Additional Information Required/Insufficie	nt information	- EMAIL ONLY 1		1	4	4	2	2	2	4		4	2 15
Airline Airline - Lost Baggage	1	I	1		1	1	2	2 1	2	1	1	1	15 5
	4	4	4		4	1	0	1		1	1	4	
Airline - Policy/Regulations/Service	1	3	2		1	3	2	3	1	0		1	10
Civil Rights National Origin	3	3			ı	3	4	3	1	2	2		24
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion	1						1						2
Civil Rights - Profiling						2	1	0		0	0		1
Civil Rights - Racial Profiling or Discrimin		2	4		4	3	2	2		2	2		11
Civil Rights - Racial Profiling or Discrimin		3	1		1								6
Civil Rights - Sex/Gender/Gender Identity		nder	4						1				1
Civil Rights - Sexual Orientation - Not Tra	insgender I		1										1
Civil Rights - Transgender Screening				4			4	1	4				1
Claims				1			1	1	1				4
Claims - General				1			4	1	1				3
Claims - Status	4.4	20	04	4.4	0	20	1	0.4	0.4	20	20	24	1
Customer Service	14	20	21	14	8	22	28	24	24	38	29	31	273
Customer Service - Others	44	1	1	4.4		1	1	0.4	0.4	1	00	0.4	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		wiiitai y				1		ļ	2		2	1	9
Expedited Passenger Screening Program Expedited Passenger Screening Program		26	10	6	10	10	13	10	11	6	6	14	129
										270		374	
Expedited Passenger Screening Program Expedited Passenger Screening Program		135 1	153	118	140	410	383	300	316		340	374	3,053
Hazardous Materials Safety	1	ı		1						1			2
Hazardous Materials Safety - General	1			1									2
HAZMAT Endorsement	1			ı									
HAZMAT Endorsement - General	1												1
Identification (ID) Requirements	ı	1	1										2
Identification (ID) Requirements - Domes	tio	1	1										
Locks		I	- 1		1		1	1	1	2		1	7
Locks - Missing or Damaged Lock					1		1	1	1	2		1	7
Locks - Missing of Damaged Lock Lost and Found		3		1	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	3	7	1	4	3	5	7	2	2	3	2	37
Mishandling of Passenger Property - Dan		Items_C	1	- '	4	1	1	3	1	1	1	2	11
Mishandling of Passenger Property - Dan		itemsC	6	1	4	1	3	2	1	1	2		22
Mishandling of Passenger Property - Disa	1	Carry-on or Ch		- '		1	1	2	1	- '			4
No Jurisdiction	2	Carry-Orr Or Or	4	2	2		4	1	1	3	4	2	25
No Jurisdiction - No Referral			4		1		1	- 1	1	J			23
No Jurisdiction - Refer to CBP	1		1				3			2	3	1	11
No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA	<u> </u>				1		J				3	1	11
No Jurisdiction - Refer to Other	1		3	2				1	1	1	1	1	11
Notice of Violation/Civil Penalties	<u>'</u>		J		1			1	- 1	1	- 1	1	1
Notice of Violation/Civil Penalties - Gener	I				1								<u>_</u>
Patdown	1	6	5	3	1	1	1		1	1	3	3	25
Patdown - Flyer	1	5	5	3		1	1		1	1	3	3	25
Patdown - Flyer as Observer	<u>'</u>	1	J	3		- 1	1		- 1	1	3	3	1
Persons w/ Disabilities (PWD)	5	6	8	1	4	4	2	5	4	2	4	3	48
Persons w/ Disabilities (PWD) - Cancer (1	0	l l	4	4		1	4	1	4	3	3
Persons w/ Disabilities (PWD) - Cancer (,	I				1	1	1		- 1		1	3
Persons w/ Disabilities (PWD) - Diapers/ Persons w/ Disabilities (PWD) - Diapers/		1	1			I I	1					1	2
Persons w/ Disabilities (PWD) - Diapers/	Garments/D	I	1		1	1							4
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing		1	1		1	1							
Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal N					4								2
Persons w/ Disabilities (PWD) - Internal in Persons w/ Disabilities (PWD) - Medical in Persons w/ Disabilities (PWD) - Medical in Persons w/ Disabilities (PWD) - Internal in Persons w/ Disabilities			lv		1			1					1
i Gradila W. Diadullitiea (EAAD) - Medical	Povides - Mildi	niou to trie DOC	y					I					

ries						I - FOIA							
				1-Jan 0		3-Mar 0	04-Apr 0		6-Jun	07-Jul	08-Aug	09-Sep	Tota
Persons w/ Disabilities (PWD) - Medically		1	2		1			2	2	1	2		
Persons w/ Disabilities (PWD) - Metal Imp			1			1		1				1	
Persons w/ Disabilities (PWD) - Mobility [Disability (N⊢	1		1									
Persons w/ Disabilities (PWD) - Ostomy/0			1										
Persons w/ Disabilities (PWD) - Prosthesi	1								1		1		
Persons w/ Disabilities (PWD) - Respirato	2					1							
Persons w/ Disabilities (PWD) - Service A	Animals	1	1										
Persons w/ Disabilities (PWD) - Visual Im									1				
Persons w/ Disabilities (PWD) - Wheelcha		edway	1		1		1				1	1	
Prohibited & Permitted Items	1	ognaj											
	1												
Prohibited & Permitted Items - Liquids/Ge													
Property - Special Handling	9	4	13	9	4	6	8	6	3	6	2		
Property - Special Handling - Damaged It	3	1	4	1		1	1						
Property - Special Handling - Damaged Ite	1		2		1	1	1	1	1	2			
Property - Special Handling - Missing Iten	2	2	4	2	2	2		3	2	3	1		
Property - Special Handling - Missing Iten		1	3	6	1	2	6	2		1	1		
Screening	4	10	13	8	7	9	11	8	9	8	10	8	
Screening - Crew Member or Airline Empl			1		•								
	1	1	1	2			2			2	2	2	
Screening - Inconsistency	1	- 1	ı	2			2			2	2	2	
Screening - International Screening												1	
Screening - Lengthy Lines					1	2		4	3	1			
Screening - Procedures/Process	3	9	11	6	6	5	5	2	6	5	7	5	
Screening - Retrieving Abandoned/Confis	cated Items					2	4	1			1		
Screening - Shoe Screening								1					
Transfer to Security Specialist		1											
	lo Commun	1											
Transfer to Security Specialist - Reportab			446	225	0.40	475	400	001	000				
023	404	421	443	365	346	475	420	361	383	324	329		4,2
Additional Information Required/Insufficient In													
Additional Information Required/Insufficient	1												
Airline	1	1	1	2	1	1			1	1	1		
Airline - Lost Baggage		1		1					1		1		
Airline - Policy/Regulations/Service	1	'	1	1	1	1			-	1			
Cargo	'		- 1	1	l l	ı	1			1			
Cargo - Known Shipper							1						
Civil Rights	4	3	4	1	1	2	3	2	9	4	7		
Civil Rights - Constitutional Rights							1						
Civil Rights - National Origin							1						
Civil Rights - Not Specified			1										
Civil Rights - Perceived Religion				1	1			1			1		
									4		- 1		
Civil Rights - Profiling									1				
Civil Rights - Race	3	2	3			1	1	1	3	4	4		
Civil Rights - Screening of Religious Cultu	ıral and Ceren	nonial Items							1				
Civil Rights - Sex/Gender/Gender Identity	1					1			2		1		
Civil Rights - Sexual Orientation - Not Tra	nsgender										1		
Civil Rights - Transgender Screening	Ĭ	1							2				
Claims				1			1						
				1			1						
Claims - Status	40				0.5	0.4		0.5	0.4	0.4			
Customer Service	16	20	32	15	25	24	29	25	21	21	38		
Customer Service - Others			1				1						
Customer Service - TCC			1										
Customer Service - TSO	16	20	30	15	25	24	28	25	21	21	38		
DHS TRIP											2		
DHS TRIP - General											2		
	0.50	000	070	044	000	440	054	005	007	055			0
Expedited Passenger Screening Program	352	366	376	311	299	412	351	295	297	255	242		3,
Expedited Passenger Screening Program		Military	2						1	1			
Expedited Passenger Screening Program	1	1			1		1		2	1			
Expedited Passenger Screening Program	- Known Crev	/ Member						1					
Expedited Passenger Screening Program		9	5	4	7	4	5	6	6	5	4		
Expedited Passenger Screening Program		355	369	307	291	407	345	288	288	248	238		3,
Expedited Passenger Screening Program		1	503	307	201	1	040	200	200	240	230		٥,
1 0 0	- 13A/DH3	1				- 1							
Hazardous Materials Safety				1						1			
Hazardous Materials Safety - General				1						1			
riazarasas materiais saisty somerai									1				
Intranet/Internet Inquiries									1				
Intranet/Internet Inquiries				3			1	3	2		3		
Intranet/Internet Inquiries Intranet/Internet Inquiries - General		1					- '	1					
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks		1											
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General									_				
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock		1		3			1	2	2		3		
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General	1		1		1	1	1		2	1	3		
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock	1 1		1		1	1	1			1	3		
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA		1	1	3	1	1		2	1	1			
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 7	1	1 2	3	1 3	7	6	7	1 1 7	1 5	6		
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 7 1	1 3 2	1	3 6 1	1 3 2	1 7 1	6 4	7 5	1 1 7 2	1 5 3	6		
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 7 1 5	1 3 2 1	1 2 2	6 1 3	1 3	1 7 1 5	6	7	1 1 7	1 5	6		
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 7 1 5 naged/Missing	1 3 2 1	1 2 2	3 6 1 3 gage	1 3 2	1 7 1	6 4	7 5	1 1 7 2	1 5 3 1	6		
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	1 7 1 5 naged/Missing	1 3 2 1 ItemsUnsp	1 2 2 pecified Lug	6 1 3 gage	1 3 2 1	1 7 1 5	6 4 2	7 5 2	1 1 7 2 5	1 5 3 1	6 1 5		
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 7 1 5 naged/Missing	1 3 2 1	1 2 2	3 6 1 3 gage	1 3 2	1 7 1 5	6 4	7 5	1 1 7 2	1 5 3 1	6		
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	1 7 1 5 naged/Missing	1 3 2 1 ItemsUnsp	1 2 2 pecified Lug	6 1 3 gage	1 3 2 1	1 7 1 5	6 4 2	7 5 2	1 1 7 2 5	1 5 3 1	6 1 5		
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral	1 7 1 5 naged/Missing	1 3 2 1 ItemsUnsp	1 2 2 pecified Lug	3 6 1 3 gage 2 3	1 3 2 1	1 7 1 5 1	6 4 2	7 5 2	1 1 7 2 5	1 5 3 1	6 1 5		
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP	1 7 1 5 naged/Missing	1 3 2 1 ItemsUnsp	1 2 2 Decified Lug 4	6 1 3 gage 2 3	1 3 2 1	1 7 1 5	6 4 2 2	7 5 2	1 1 7 2 5	1 5 3 1 1 3	6 1 5 5		
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other	1 7 1 5 aged/Missing	3 2 1 ItemsUnsp	1 2 2 Decified Lug	3 6 1 3 gage 2 3 1 2	1 3 2 1	1 7 1 5 1	2	7 5 2	1 1 7 2 5 5	1 5 3 1 1 3 3	6 1 5 5		
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown	1 7 1 5 naged/Missing	1 3 2 1 ItemsUnsp	1 2 2 Decified Lug 4	3 6 1 3 gage 2 3	1 3 2 1	1 7 1 5 1 1 1 3	6 4 2 2	7 5 2	1 1 7 2 5	1 5 3 1 1 3	6 1 5 5		
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other	1 7 1 5 aged/Missing	3 2 1 ItemsUnsp	1 2 2 Decified Lug	3 6 1 3 gage 2 3 1 2	1 3 2 1	1 7 1 5 1	2	7 5 2	1 1 7 2 5 5	1 5 3 1 1 3 3	6 1 5 5		
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown	1 7 1 5 aged/Missing	3 2 1 ItemsUnsp	1 2 2 Decified Lug	3 6 1 3 gage 2 3 1 2	1 3 2 1	1 7 1 5 1 1 1 3	6 4 2 2	7 5 2	1 1 7 2 5 5	1 5 3 1 1 3 3	6 1 5 5		
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer	1 7 1 5 naged/Missing 1	1 3 2 1 ItemsUnsp 2 1 1 1 3	1 2 2 2 Decified Lug 4 2 2 3 3 2	3 6 1 3 gage 2 3 1 2	1 3 2 1 4 1 2 1 3	1 7 1 5 1 1 1 1 3 1 1	2 1 1 2	7 5 2	1 1 7 2 5	1 5 3 1 1 3 3 4	6 1 5 2 1 1 1 2		
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer	1 7 1 5 1 1 1 1 1 1 1	1 3 2 1 1 1temsUnsp 2 1 1 3	1 2 2 2 4 4 2 2 3 3	3 6 1 3 gage 2 3 1 2 1	1 3 2 1 4 1 2 1 3	1 7 1 5 1 1 1 3 1 2 2	6 4 2 2 1 1 1 2	7 5 2 3 1 2	1 1 7 2 5	1 5 3 1 1 1 3 3 4 4	6 1 5 2 1 1 2		
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	1 7 1 5 aged/Missing 1 1 1 5 5	1 3 2 1 ItemsUnsp 2 1 1 1 3	1 2 2 2 Decified Lug 4 2 2 3 3 2	3 6 1 3 gage 2 3 1 2	1 3 2 1 4 1 2 1 3	1 7 1 5 1 1 1 3 1 1 2 1 1	2 1 1 2	7 5 2	1 1 7 2 5	1 5 3 1 1 3 3 4	6 1 5 2 1 1 2 2		
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S	1 7 1 5 aged/Missing 1 1 1 5 pectrum	1 3 2 1 1 1temsUnsp 2 1 1 3	1 2 2 2 Decified Lug 4 2 2 3 3 2	3 6 1 3 gage 2 3 1 2 1	1 3 2 1 4 1 2 1 3	1 7 1 5 1 1 1 3 1 2 2	6 4 2 2 1 1 1 2	7 5 2 3 1 2	1 1 7 2 5	1 5 3 1 1 1 3 3 4 4	6 1 5 2 1 1 2		
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	1 7 1 5 saged/Missing 1 1 1 5 pectrum 1 1	3 2 1 ItemsUnsp	1 2 2 2 Decified Lug 4 2 2 3 3 2 1	3 6 1 3 gage 2 3 1 2 1	1 3 2 1 4 1 2 1 3	1 7 1 5 1 1 1 3 1 1 2 1 1	2 1 1 2 2	7 5 2 3 1 2	1 1 7 2 5	1 5 3 1 1 1 3 3 4 4	6 1 5 2 1 1 2 2		

		7	ΓSA Conta	ct Center (ΓCC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diabetes		1											
Persons w/ Disabilities (PWD) - General	1	1							1				
Persons w/ Disabilities (PWD) - Hearing I	mpairment								1	1			2
Persons w/ Disabilities (PWD) - Internal M	1												
Persons w/ Disabilities (PWD) - Medical I	Devices - Att	ached to th	e Body	1									
Persons w/ Disabilities (PWD) - Medically	1				1		1	1	1		3		
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)						1		1				2
Persons w/ Disabilities (PWD) - Mobility [1			1			2		1				į
Persons w/ Disabilities (PWD) - Ostomy/0	Östomates								1				
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	1					2		1				4
Persons w/ Disabilities (PWD) - Visual Im	pairment									2			
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway							3	1			4
Property - Special Handling	2	7	2	4	1	6	6	8	8	7	4		5
Property - Special Handling - Damaged It	ems - Carry	1	1	1		1				1			
Property - Special Handling - Damaged It	1	2			1	1	2	1	2		2		12
Property - Special Handling - Missing Iten	1	2				2	1	3	2	3			14
Property - Special Handling - Missing Iten	ns - Checke	2	1	3		2	3	4	4	3	2		24
Screening	14	12	18	15	7	17	12	17	22	17	18		169
Screening - Children		1											
Screening - Crew Member or Airline Emp	1	1	2			1			1				-
Screening - Inconsistency		3	4	6	2		2	1	6	1	1		26
Screening - Lengthy Lines	1	1	2	1		2		1		2	6		10
Screening - Procedures/Process	11	5	9	6	5	13	9	15	14	14	10		111
Screening - Retrieving Abandoned/Confis	1	1	1	2		1	1		1		1		9

tegories ORF 2021 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	10-Oct 11	I-Nov 1 63	73	1-Jan 0 48	2-Feb 03 48	3-Mar (55	04-Apr 74	98	06-Jun 71	07-Jul 80	08-Aug 106	09-Sep 46 15	Total 80
2021 Customer Service Customer Service - TSO Expedited Passenger Screening Program	43	63	73	48	48	55	74	98	71	80	106	15	1:
Customer Service Customer Service - TSO Expedited Passenger Screening Program													
Customer Service - TSO Expedited Passenger Screening Program												2	
Expedited Passenger Screening Program													
												2	
Expedited Passender Screening Progra	TOA D. Ol	L.										9	
	m - TSA PreCheci	K										9	!
Hazardous Materials Safety												1	
Hazardous Materials Safety - General Patdown												1	
Patdown - Flyer												1	
Property - Special Handling												1	
Property - Special Handling - Damaged	I Items - Carry-On											1	
Screening	items - Garry-Orr											1	
Screening - Inconsistency												1	
2022	12	23	35	12	22	28	36	57	39	45	52	31	39:
Airline							1	-					
Airline - Policy/Regulations/Service							1						
Civil Rights				1		1					1		
Civil Rights - Race											1		
Civil Rights - Racial Profiling or Discrim	nination			1									
Civil Rights - Sex/Gender/Gender Ident		ler				1							
Customer Service	1	1	5	4	1	3	2	4	3	4	2	1	3
Customer Service - TSO	1	1	5	4	1	3	2	4	3	4	2	1	3
Expedited Passenger Screening Program	9	19	21	6	17	19	30	45	31	35	39	27	29
Expedited Passenger Screening Progra	m - Active Duty M	ilitary							1				
Expedited Passenger Screening Progra		1	2		1	2	1	1	1				!
Expedited Passenger Screening Progra		5	1	1	1				1	1	1	2	1
Expedited Passenger Screening Progra		12	18	5	15	17	29	44	28	32	38	25	27
Expedited Passenger Screening Progra		1	*		-					2			
Identification (ID) Requirements			2										
Identification (ID) Requirements - Dome	estic		2										
Locks			-							1			
Locks - Missing or Damaged Lock										1			
Mishandling of Passenger Property			1		1				2		3	1	
Mishandling of Passenger Property - Da	amaged/Missing It	emsCarr	y-on Luggag	le					1				
Mishandling of Passenger Property - Da			, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,						1		1	1	
Mishandling of Passenger Property - Di			1		1						2		
No Jurisdiction	1												
No Jurisdiction - Refer to Other	1												
Patdown			1					2		2	2		
Patdown - Flyer			1					2		1	2		
Patdown - Flyer as Observer										1			
Persons w/ Disabilities (PWD)		1					1	1	1	1	1	1	
Persons w/ Disabilities (PWD) - Autism	Spectrum									1			
Persons w/ Disabilities (PWD) - Medica		dication an	nd Medical S	Supplies			1	1					
Persons w/ Disabilities (PWD) - Touch												1	
Persons w/ Disabilities (PWD) - Wheel		1							1		1		
Property - Special Handling			1	1	1	2	1	2			1	1	1
Property - Special Handling - Damaged	I Items - Carry-On			1				1			1	1	
Property - Special Handling - Damaged								1					
Property - Special Handling - Missing It						1							
Property - Special Handling - Missing It			1		1	1	1						
Screening	1	2	4		2	3	1	3	2	2	3		2
Screening - Inconsistency						1	1						
Screening - Lengthy Lines			2										
Screening - Military								1					
Screening - Opposite Gender			1										
Screening - Procedures/Process	1	2	1		2	2		2	2	2	3		1
2023	31	40	38	36	26	27	38	41	32	35	54		39
Airline	J.	2						-71		1	0-4		33
Airline - Policy/Regulations/Service		2								1			
Civil Rights		1						1			1		
Civil Rights - Race		1						1			1		
Claims		1									1		
Claims - General		1											
Customer Service	5	4	1	3	1	1	1	3	4	3			2
Customer Service - TSO	5	4	1	3	1	1	1	3	4	3			2
Expedited Passenger Screening Program	17	24	31	27	20	21	33	34	22	26	43		29
Expedited Passenger Screening Program Expedited Passenger Screening Program			31	21	20	21	33	1	22	20	43		29
Expedited Passenger Screening Progra Expedited Passenger Screening Progra		ппат у	1	1			1	2	1	1			
Expedited Passenger Screening Progra Expedited Passenger Screening Progra		on Prof	3	1			2		1	1	1		
			27	26	20	21	30	24	21	24			28
Expedited Passenger Screening Progra		24	21	20	20	21	30	31	21	24	42		
Locks Missing or Damaged Lock	1												
Locks - Missing or Damaged Lock	1	3	2		4	0		1		A			
Mishandling of Passenger Property	omogod/Mis=i:		3 1		1	2		ı		1	5		1
Mishandling of Passenger Property - Da		2			4	2		A		1	2		
Mishandling of Passenger Property - Da	amaged/IVIISSII	1	2		1			1			3		
Notice of Violation/Civil Penalties						1	1						
Notice of Violation/Civil Penalties - Ger						1	1						
Patdown	2	2		1	1			1		1	3		1
											1		
Patdown - Children		2		1	1			1		1	2		1
Patdown - Flyer	2			- 1				- '					
Patdown - Flyer Persons w/ Disabilities (PWD)				'	1		2	'	3	1	1		
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cogniti	ive /Developmenta	al /Mental D		'			2		3		1		
Patdown - Flyer Persons w/ Disabilities (PWD)	ive /Developmenta rs/Garments/Dressi	al /Mental D ings/Masks	S	ı					3				

			ISA Conta	ci Center (ICC) Data	1001 - FUIA	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Metal Im	plants (joint))			1				1				2
Persons w/ Disabilities (PWD) - Touch Av	version (pair	n/trauma)							1				1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway							1	1			2
Property - Special Handling	1	2	1		1		1	1		1			8
Property - Special Handling - Damaged II	te 1	1											2
Property - Special Handling - Damaged II	tems - Checl	ked			1					1			2
Property - Special Handling - Missing Iter	ns - Carry-O)n	1				1	1					3
Property - Special Handling - Missing Iter	ns - Checke	1											1
Screening	5	1	2	5	1	2			3	1	1		21
Screening - Children	1												1
Screening - Inconsistency	2	1	1	1	1				1				7
Screening - Procedures/Process	2		1	4		2			2	1	1		13

			SA Contac	t Center (TCC) Data 1	001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ORH	2	4	2		2	5		2		1	1		19
2022	2	1	1		1	2				1	1		9
Civil Rights	1										1		2
Civil Rights - Headwear	1												-
Civil Rights - Race											1		1
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	1	1			1	1							
Expedited Passenger Screening Program	1	1			1	1							- 4
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Diabetes										1			
Screening						1							
Screening - Procedures/Process						1							
2023		3	1		1	3		2					10
Civil Rights								1					
Civil Rights - Race								1					1
Customer Service						1							
Customer Service - TSO						1							
Expedited Passenger Screening Program		3			1	2		1					
Expedited Passenger Screening Program	- TSA Appl	1											
Expedited Passenger Screening Program	- TSA PreC	2			1	2		1					(
Screening			1										1
Screening - Procedures/Process			1										1

			15A Conta	ct Center (ICC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ОТН		1				1	2	1	5	1	1	2	14
2021												2	2
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program	- TSA PreC	Check										2	2
2022		1							4	1	1		7
Customer Service									1		1		2
Customer Service - TSO									1		1		2
Expedited Passenger Screening Program		1							1	1			3
Expedited Passenger Screening Program	- TSA PreC	. 1							1	1			3
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	hecked Ba	ggage					1				1
Screening									1				1
Screening - Procedures/Process									1				1
2023						1	2	1	1				5
Expedited Passenger Screening Program						1		1	1				3
Expedited Passenger Screening Program	- TSA PreC	Check				1		1	1				3
Persons w/ Disabilities (PWD)							2						2
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Visual Im	pairment						1						1

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

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

			TSA Contac	t Center (1	ГСС) Data Т	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PAE	3	2	6	5	5	10	7	7	5	5	9	4	68
2022	1		4	1	1	1	3	5	3	4	6	4	33
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Expedited Passenger Screening Program	1		2	1	1	1	2	5	1	2	2	3	21
Expedited Passenger Screening Program	- TSA Appl	ication Prog	gram							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) - Wheelcha	ir/ Scooter	/ Segway					1						1
Property - Special Handling											1		1
Property - Special Handling - Missing Item	ns - Carry-C)n									1		1
Screening									2		1	1	4
Screening - Inconsistency												1	1
Screening - Procedures/Process									2		1		3
2023	2	2	2	4	4	9	4	2	2	1	3		35
Expedited Passenger Screening Program	1	2	2	4	3	8	3	2	1		2		28
Expedited Passenger Screening Program	1	2	2	4	3	8	3	2	1		2		28
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	hecked Bag	gage			1						1
Patdown						1					1		2
Patdown - Flyer						1					1		2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Autism S	pectrum									1			1
Property - Special Handling					1								1
Property - Special Handling - Missing Item	ns - Checke	d			1								1
Screening	1								1				2
Screening - Procedures/Process	1								1				2

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

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PBI	66	128	147	104	121	180	140	119	106	88	77	73	1,349
2021												28	28
Customer Service												3	3
Customer Service - TSO												3	3
Expedited Passenger Screening Program												19	19
Expedited Passenger Screening Program			ram									1	1
Expedited Passenger Screening Program	- TSA PreChe	eck										18	18
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medically	I / Necessary M	edication	and Medica	d Supplies								1	1
Property - Special Handling		odiodilon	and modice	поприно								2	2
Property - Special Handling - Missing Iter	ns - Checked											2	2
Screening												2	2
Screening - Procedures/Process												2	2
2022	30	50	75	31	48	94	75	61	55	39	40	45	643
Civil Rights				1	1	1	1				1	1	6
Civil Rights - Age Civil Rights - National Origin					1	1						1	1
Civil Rights - Race							1				1	- 1	2
Civil Rights - Racial Profiling or Discrimin	I ation			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		/ Member				1							1
Expedited Passenger Screening Program		1	7	1	1	1	2	3	4	1	1	1	23
Expedited Passenger Screening Program		38	51	19	35	72	57	50	31	31	34	32	472
Expedited Passenger Screening Program	- TSA/DHS E	mpioyees				1							1
Identification (ID) Requirements Identification (ID) Requirements - Domest	l		1 1										1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property			1						1		1	1	4
Mishandling of Passenger Property - Dam	naged/Missing	ItemsC	1						1		1	1	4
No Jurisdiction		1				1			1				3
No Jurisdiction - No Referral						1							1
No Jurisdiction - Refer to Other		1							1				2
Patdown					1	1			2	1			5
Patdown - Flyer					1	1			2	1			5
Persons w/ Disabilities (PWD)		1	3	1		1		1	1			1	9
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General						1			1				1
Persons w/ Disabilities (PWD) - Hearing I	mnairment			1					- 1				
Persons w/ Disabilities (PWD) - Medically		edication	and Medica									1	<u>-</u>
Persons w/ Disabilities (PWD) - Metal Im			1										1
Persons w/ Disabilities (PWD) - Mobility I		Wheelch	1										1
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates		1										1
Persons w/ Disabilities (PWD) - Touch Av		1											1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S	egway						1					1
Property - Special Handling	3		4	3	4	4	2	1		3	2	2	28
Property - Special Handling - Damaged It			1	4	2	2	2			2		0	10
Property - Special Handling - Damaged It Property - Special Handling - Missing Iter			2	1 1	1	1					1	2	7
Property - Special Handling - Missing Iter			1	1	1	1		1		1	1		7
Screening	IIS - OFICCROU	1		1	3	5	6	2	6	3		1	29
Screening - Crew Member or Airline Emp	lovee				1								1
Screening - Inconsistency	ľ					3	1		1	1	1		7
Screening - Lengthy Lines				1					1				2
Screening - Procedures/Process		1			2	2	3	2	4	2		1	17
Screening - Retrieving Abandoned/Confis							2						2
2023	36	78	72	73	73	86	65	58	51	49	37		678
Airline Policy/Populations/Comiss			1										1
Airline - Policy/Regulations/Service		2	1			0	4	2	1				1
Civil Rights - Age		2			1	2	1	2	1				9
Civil Rights - Perceived Religion						· ·		1					1
Civil Rights - Race		1				1		'					2
Civil Rights - Sex/Gender/Gender Identity	- Not Transc	1			1			1					3
Civil Rights - Transgender Screening							1		1				2
Claims				1									1
Claims - Status				1									1
Customer Service	4	6	6	5	6	7	8	6	6	3	4		61
Customer Service - TSO	4	6	6	5	6	7	8	6	6	3			61
Expedited Passenger Screening Program	27	62	55	62	53	67	45	41	40	37	29		518
Expedited Passenger Screening Program			1			^							10
Expedited Passanger Screening Program		3	1 52		F0	2	1	1	40	27	2		10
Expedited Passenger Screening Program Expedited Passenger Screening Program		59 mplovees	- Ont In	62	53	64	44	40	40	37	26 1		505
Locks	I SAIDI IO E	pioyees	Openi		1	1					I		2
Locks - Missing or Damaged Lock					1	1							2
Mishandling of Passenger Property		3	3		2	1	1			2	1		13
Mishandling of Passenger Property - Dam	naged/Missii	1	2			1				1			5
Mishandling of Passenger Property - Dan	naged/Missii	1	1		2		1			1	1		7
Mishandling of Passenger Property - Disa	rrayed Item	1											1
No Jurisdiction				1			1						2

		•	TSA Contac	ct Center (1	CC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
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 Sp	ectrum		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 Medic	al Supplies			1			1			2
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)								1	1			2
Persons w/ Disabilities (PWD) - Mobility D	isability (No	ot Wheelch	air or Scoot	ter)			1						1
Persons w/ Disabilities (PWD) - Prosthesis	s/Amputees	and Casts					1						1
Persons w/ Disabilities (PWD) - Visual Im	pairment	1						1					2
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/	1				2							3
Property - Special Handling	2		2	2	1		1	3	1	1	2		15
Property - Special Handling - Damaged Ite	ms - Carry-	-On	1								1		2
Property - Special Handling - Missing Item	s - Carry-O	n		2	1			3	1				7
Property - Special Handling - Missing Iten	2		1				1			1	1		6
Request for Assistance							1						1
Request for Assistance - Other							1						1
Screening	2	3	2	1	8	4	4	4	1	3			32
Screening - Inconsistency		1					1			1			3
Screening - Lengthy Lines					1		1						2
Screening - Opposite Gender					1				1				2
Screening - Procedures/Process	2	2	2	1	6	3	2	4		2			24
Screening - Retrieving Abandoned/Confisc	cated Items					1							1

X 2021								05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	204	192	195	159	129	194	241	223	232	204	232	176	2,38
												49	4
Civil Rights												3	
Civil Rights - Racial Profiling or Discrimina	tion											2	
Civil Rights - Transgender Screening												1	
Customer Service												6	
Customer Service - TSO												6	
Expedited Passenger Screening Program												35	
Expedited Passenger Screening Program			am									3	
Expedited Passenger Screening Program	- TSA PreChed	k										32	
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Dama	aged/Missing It	emsCar	ry-on Luggaç	ge								1	
Property - Special Handling												3	
Property - Special Handling - Damaged Ite												1	
Property - Special Handling - Missing Item	s - Carry-On											2	
Screening												1	
Screening - Lengthy Lines												1	
2022	57	63	75	57	42	79	102	115	126	102	116	127	1,06
Airline						1						1	
Airline - Policy/Regulations/Service						1							
Airline - Wheelchair Assistance												1	
Civil Rights	4	1	6	2	2		4	2	2	3	1		2
Civil Rights - Hair Patdowns										1			
Civil Rights - Headwear			2										
Civil Rights - National Origin								1					
Civil Rights - Race							2	1	1	1			
Civil Rights - Race Civil Rights - Racial Profiling or Discrimina	A	A	0	4	4			1	1	I			
	A Not Transgen	1	2	1	1		_						
Civil Rights - Sex/Gender/Gender Identity-	NOT Transgeno	ier			1		2		1	1			
Civil Rights - Transgender Screening			2	1							1		
Claims				2									
Claims - General				2									
Customer Service	7	8	9	7	5	8	5	2	11	12	7	12	9
Customer Service - TCC						1							
Customer Service - TSO	7	8	9	7	5	7	5	2	11	12	7	12	9
DHS TRIP							1						
DHS TRIP - General							1						
Expedited Passenger Screening Program	35	42	44	34	32	63	81	99	101	71	92	105	79
Expedited Passenger Screening Program	- DoD					1							
Expedited Passenger Screening Program	1	8	5	3	2			5	4	2	3	7	
Expedited Passenger Screening Program	34	34	39	31	30	62	81	94	97	69	89	98	75
Human Capital	1			0.									
Human Capital - Current Employee	1												
Locks	'						1						
Locks - Missing or Damaged Lock							1						
Lost and Found							ı	2					
								2					
Lost and Found - Airport/TSA				2			2	0	4		4	4	
Lost and Found - Airport/TSA Mishandling of Passenger Property	1/8.411 14		1	2			3	2	1		4	1	1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama			1 ry-on Luggaç	ge			2	1					
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama	aged/Missing It	emsC	1						1		3	1	1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar	aged/Missing It	emsC	1	ge 2			2	1					1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama	aged/Missing It	emsC	1	ge		1	2	1			3		1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar	aged/Missing It	emsC	1	ge 2		1	2	1			3		1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dame Mishandling of Passenger Property - Dame Mishandling of Passenger Property - Disar No Jurisdiction	aged/Missing It	emsC	1	ge 2		1	2	1	1		3		1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral	aged/Missing It	emsC	1	ge 2	1	1 1 1	2	1	1	3	3		1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other	aged/Missing It rayed ItemsC	emsC arry-on o	1	ge 2	1		2	1	1 1 1	3 1	3	1	1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children	aged/Missing It rayed ItemsC	emsC Carry-on o	1	ge 2	1		2 1	1	1 1 1 3	1	3 1	1	1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer	aged/Missing It rayed ItemsC	emsC arry-on o	1	ge 2	1	1	2	1	1 1 1		3	1	1 1 1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer	aged/Missing It rayed ItemsC	emsC Carry-on o	1	ge 2		1	2 1	1	1 1 1 3	1	3 1	1	
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer	aged/Missing It rayed ItemsC 2 2	emsC carry-on o	1 r Checked	2 2 2	1	1	2 2 2	1 1 1	1 1 1 3	1 2	3 1	1	,
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD)	aged/Missing It rayed Items-C	emsC Carry-on o	1 r Checked	ge 2		1	2 2 2	1 1 1 2	1 1 1 3	1	3 1	1	,
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	aged/Missing It rayed Items-C	emsC carry-on o	1 r Checked	2 2 2	1	1	2 2 2	1 1 1	1 1 1 3	1 2	3 1	1	,
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Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - General	aged/Missing It rayed Items—C 2 2 2 1 arments/Dress	emsC Carry-on o	1 r Checked 6 1 1	2 2 2	1 1	1	2 2 2	1 1 1 2	1 1 1 3	1 2	3 1	1	,
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General	aged/Missing It rayed Items—C 2 2 2 1 arments/Dress	emsC Carry-on o	1 r Checked 6 1 1	2 2 2	1	1	2 2 2 4 1	1 1 1 2 1	1 1 1 3	1 2	3 1	1	,
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Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical ID Persons w/ Disabilities (PWD) - Nobility D Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wheelcha	2 2 2 1 arments/Dress evices - Attach 1 lants (joint) isability (Not W s/Amputees and ersion (pair ir/ Scooter/ Se	emsC carry-on o 2 2 3 ings/Ma ed to the 1 //heelch d Casts 2	1 r Checked 6 1 1 1 Body 1 1 1 1	ge 2 2 2 2 2 1	1 1	1	2 2 2 1 1 1 1	1 1 1 2 1	1 1 1 3	3 3 1 1	3 1	1 1 2 2	,
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dame Mishandling of Passenger Property - Dame Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical III Persons w/ Disabilities (PWD) - Medical III Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Prohibited & Permitted Items	2 2 2 1 arments/Dress evices - Attach 1 lants (joint) isability (Not W s/Amputees and ersion (pair ir/ Scooter/ Se	emsC carry-on o 2 2 3 ings/Ma ed to the 1 //heelch d Casts 2	1 r Checked 6 1 1 1 Body 1	ge 2 2 2 2 2 1	1 1	1	2 2 2 1 1 1 1	1 1 1 2 1	1 1 1 3	3 3 1 1	3 1	1 1 2 2	1 1 1 2 2
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Veneched Persons w/ Disabilities (PWD) - Wheelchad Persons w/ Disabilities (PWD) - Vounded Prohibited & Permitted Items Prohibited & Permitted Items	aged/Missing It rayed Items—C 2 2 2 1 arments/Dress evices - Attach 1 lants (joint) isability (Not W s/Amputees and ersion (pair ir/ Scooter/ Se Warrior	actions—C carry-on o	6 1 1 1 Body 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ge 2 2 2 2 1 1 1 1	1 1	1 1 1	2 2 2 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3 2 1	3 1 1 1	3 3 3	1 1 2 2	1 1 2 2
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Noblity D Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items	aged/Missing It rayed Items—C 2 2 2 1 arments/Dress evices - Attach 1 lants (joint) isability (Not W b/Amputees an ersion (pair ir/ Scooter/ Se Warrior	emsC carry-on o	6 1 1 1 Body 1 1 1 1 1 1 1 1 3	ge 2 2 2 2 1 1 1 1 2 2	1 1	1	2 2 2 1 1 1 1 1 1 1 1	1 1 1 2 1	1 1 3 3 2 1	1 2 3 3 1 1 1 1 3 3 3 3	3 3 3 3	1 1 2 2	1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical ID Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Pamaged Ite	aged/Missing It rayed Items—C 2 2 1 arments/Dress evices - Attach 1 lants (joint) isability (Not W s/Amputees and price) iri/ Scooter/ Se Warrior 3 ms - Carry	actions—C carry-on o	6 1 1 1 Body 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ge 2 2 2 2 1 1 1 1	1 1	1 1 1	2 2 2 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3 2 1	3 1 1 1	3 3 3	1 1 2 2	1 1 1 2 2 2 1
Lost and Found - Airport/TSA Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling - Damaged Ite	2 2 2 1 arments/Dress evices - Attach 1 lants (joint) isability (Not W s/Amputees an ersion (pair ir/ Scooter/ Se Warrior 3 ms - Carry 2	emsC carry-on o	6 1 1 1 Body 1 1 1 1 1 1 1 1 3	ge 2 2 2 2 1 1 1 1 2 2	1 1	1 1 1 2	2 2 2 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3 2 1	1 2 3 3 1 1 1 1 3 3 3 3	3 1 3 3 3	1 1 2 2	1 1 1 2 2 2 1
Lost and Found - Airport/TSA Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical ID Persons w/ Disabilities (PWD) - Medical ID Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Whounded Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	2 2 2 1 arments/Dress evices - Attach 1 lants (joint) isability (Not W s/Amputees an ersion (pair ir/ Scooter/ Se Warrior 3 ms - Carry 2	2 2 3 sings/Ma led to the 1 //heelch d Casts 2 gway	6 1 1 1 Body 1 1 1 1 1 1 1 1 3	ge 2 2 2 2 1 1 1 1 2 2	1 1	1 1 1 2 2	2 2 2 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3 2 1	1 2 3 3 1 1 1 1 3 3 3 3	3 3 3 3 1	1 1 2 2	1 1 1 2 2 2 1 1
Lost and Found - Airport/TSA Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling - Damaged Ite	2 2 2 2 1 arments/Dress evices - Attach 1 lants (joint) isability (Not W s/Amputees and erssion (pair itr/ Scooter/ Se Warrior 3 ms - Carry 2 s - Carry-On 1	emsC carry-on o	1 r Checked 6 1 1 1 Body 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ge 2 2 2 2 1 1 1 1 2 2	1 1	1 1 1 2	2 2 2 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3 2 1	1 2 3 3 1 1 1 1 3 3 3 3	3 1 3 3 3	1 1 2 2	
Lost and Found - Airport/TSA Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical ID Persons w/ Disabilities (PWD) - Medical ID Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Whounded Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	2 2 2 1 arments/Dress evices - Attach 1 lants (joint) isability (Not W s/Amputees and ersion (pair ir/ Scooter/ Se Warrior 3 ms - Carry 2 s - Carry-On	2 2 3 sings/Ma led to the 1 //heelch d Casts 2 gway	6 1 1 1 Body 1 1 1 1 1 1 1 1 3 2 2	ge 2 2 2 2 1 1 1 1 2 2	1 1	1 1 1 2 2	2 2 2 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3 2 1	1 2 3 3 1 1 1 1 3 3 3 3	3 3 3 3 1	1 1 2 2	
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	2 2 2 2 arments/Dress evices - Attach 1 lants (joint) isability (Not W //Amputees and resistion (pair ir/ Scooter/ Se Warrior 3 ms - Carry 2 s - Carry-On 1 3	emsC carry-on o	1 r Checked 6 1 1 1 Body 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ge 2 2 2 2 2 1 1 1 2 2 2 2	1 1	1 1 2 2 2 1 1 1	2 2 2 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1	1 1 3 3 2 1 1 1 1 1 1 1	1 2 3 1 1 1	3 3 3 3 1	1 1 2 2 1 1	1 1 1 2 2 2 1 1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical Imp Persons w/ Disabilities (PWD) - Medically, Persons w/ Disabilities (PWD) - Nobility D Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Employer	2 2 2 2 arments/Dress evices - Attach 1 lants (joint) isability (Not W //Amputees and resistion (pair ir/ Scooter/ Se Warrior 3 ms - Carry 2 s - Carry-On 1 3	emsC carry-on o	6 1 1 1 Body 1 1 1 3 2 2 1 5	ge 2 2 2 2 2 1 1 1 2 2 2 2	1 1	1 1 2 2 2 1 1 1	2 2 2 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1	1 1 3 3 2 1 1 1 1 1 1 1	1 2 3 1 1 1	3 3 3 1 1 1 1 6	1 1 2 2 1 1	1 1 1 2 2 1 1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wounded Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Emplo	2 2 2 2 arments/Dress evices - Attach 1 lants (joint) isability (Not W //Amputees and resistion (pair ir/ Scooter/ Se Warrior 3 ms - Carry 2 s - Carry-On 1 3	acmsC carry-on o	1 r Checked 6 1 1 1 Body 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ge 2 2 2 2 2 1 1 1 2 2 2 2	1 1	1 1 2 2 2 1 1 1	2 2 2 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1	1 1 3 3 2 1 1 1 1 1 1 6 6 1 1	1 2 3 1 1 1 1 3 3 3 7 7	3 3 3 3 1	1 1 2 2 1 1	1 1 1 2 2 1 1 4
Lost and Found - Airport/TSA Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical Imp Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Vounded Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Crew Member or Airline Emple Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines	2 2 2 1 arments/Dress evices - Attach 1 lants (joint) isability (Not W s/Amputees and ersion (pair ir/ Scooter/ Se Warrior 3 ms - Carry 2 s - Carry-On 1 3 oyee	emsC carry-on o	1 r Checked 6 1 1 1 Body 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ge 2 2 2 2 1 1 1 2 2 2 4 4	1 1	1 1 2 2 1 1 2	2 2 2 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 4 4 2 1	1 1 3 3 2 1 1 1 1 1 1 1 6 6 1 3	1 2 3 3 1 1 1 1 3 3 3 7 7 1 1 1	3 3 3 3 1 1 1 6 2	1 1 2 2 1 1 1	1 1 2 2 1 1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical ID Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	2 2 2 1 arments/Dress evices - Attach 1 lants (joint) isability (Not W s/Amputees an ersion (pair ir/ Scooter/ Se Warrior 3 ms - Carry 2 s - Carry-On 1 3 nyee	emsC carry-on o	1 r Checked 6 1 1 1 Body 1 1 1 1 1 3 2 2 1 5 1 1 1 3 3	ge 2 2 2 2 1 1 1 2 2 2 4 4	1 1 1	1 1 2 2 1 1 1	2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 2 1 1 1 1 1 3 2	1 2 3 3 1 1 1 1 3 3 3 7 7 1 6 6	3 3 3 3 1 1 1 6 2	1 1 2 2 1 1	1 1 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical IMP Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Nobility D Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Emple Screening - Crew Member or Airline Emple Screening - Lengthy Lines Screening - Procedures/Process	2 2 2 arments/Dress evices - Attach 1 lants (joint) isability (Not W s/Amputees and ersion (pair ir/ Scooter/ Se Warrior 3 ms - Carry 2 s - Carry-On 1 3 oyee	emsC carry-on o	1 r Checked 6 1 1 1 Body 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ge 2 2 2 2 1 1 1 2 2 2 4 4	1 1	1 1 2 2 1 1 2	2 2 2 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 4 4 2 1	1 1 3 3 2 1 1 1 1 1 1 1 6 6 1 3	1 2 3 3 1 1 1 1 3 3 3 7 7 1 1 1	3 3 3 3 1 1 1 6 2	1 1 2 2 1 1 1	1 1 2 2 1 1
Lost and Found - Airport/TSA Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical IMP Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Nobility D Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Emplo	2 2 2 1 arments/Dress evices - Attach 1 lants (joint) isability (Not W //Amputees and ersion (pair ir/ Scooter/ Se Warrior 3 ms - Carry 2 s - Carry-On 1 3 nyee 3 147 ormation	acmsC carry-on o	1 r Checked 6 1 1 1 Body 1 1 1 1 1 3 2 2 1 5 1 1 1 3 3	ge 2 2 2 2 1 1 1 2 2 2 4 4	1 1 1	1 1 2 2 1 1 1	2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 2 1 1 1 1 1 3 2	1 2 3 3 1 1 1 1 3 3 3 7 7 1 6 6	3 3 3 3 1 1 1 6 2	1 1 2 2 1 1 1	2 2 1

			TSA Contac			ool - FOIA						
ories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug (9-Sep Total
Civil Rights - Age			1							1	1	
Civil Rights - Hair Patdowns	1											
Civil Rights - National Origin							1					
Civil Rights - Not Specified					1							
Civil Rights - Perceived Religion	1											
Civil Rights - Race			2					1				
Civil Rights - Sex/Gender/Gender Identity	- Not Transo	gender									1	
Civil Rights - Transgender Screening										1	1	
Customer Service	6	14	7	7	4	5	11	12	5	4	13	8
Customer Service - TCC											1	
Customer Service - TSO	6	14	7	7	4	5	11	12	5	4	12	8
Expedited Passenger Screening Program	120	99	89	87	66	99	107	81	85	79	83	99
Expedited Passenger Screening Program	- DoD	1										
Expedited Passenger Screening Program	2	2	4	3	2	1	4	2	3	2		2
Expedited Passenger Screening Program	118	96	85	84	64	98	103	79	82	77	83	96
Human Capital							1					
Human Capital - Prospective Employmen	t with TSA						1					
Locks	1		1				1	1				
Locks - General	1						'	'				
Locks - Missing or Damaged Lock			1				1	1				
Lost and Found			- 1				- 1	1	1	1		
									1	1		
Lost and Found - Airport/TSA	3	1	2	2	3	1		2	2	4		2
Mishandling of Passenger Property Mishandling of Passenger Property - Dam		- 1		1	1	1	5 4		2	4		2
0 1 7			2	1	1	- 1	1	4		4		1
Mishandling of Passenger Property - Dam		4		1	- 1		- 1	1				
Mishandling of Passenger Property - Dam			01 1		4			4				
Mishandling of Passenger Property - Disa	irrayed item:	sCarry-on	or Checked	l	1			1				
No Jurisdiction								1		1		
No Jurisdiction - Refer to Other								1		1		
Patdown	4	2		2	3	1	2	3	3	3		2
Patdown - Flyer	4	2	1	2	3	1	1	3	3	2		2
Patdown - Flyer as Observer							1				1	
Patdown - General										1		
Persons w/ Disabilities (PWD)	2	2	3	1	2	4	4	1	2		2	2
Persons w/ Disabilities (PWD) - Autism S							1					
Persons w/ Disabilities (PWD) - Cancer (,											
Persons w/ Disabilities (PWD) - Cognitive	/Developm	ental /Ment	al Disability			1	1					
Persons w/ Disabilities (PWD) - General											1	
Persons w/ Disabilities (PWD) - Internal M	1											
Persons w/ Disabilities (PWD) - Medical I	Devices - Att	ached to th	ie Body		1	1					1	
Persons w/ Disabilities (PWD) - Medically	/ Necessary	1	1			2	1	1	1			
Persons w/ Disabilities (PWD) - Mobility I	1			1								
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	and Casts							1			
Persons w/ Disabilities (PWD) - Respirato	ory and Inha	ler Equipme	ent		1							
Persons w/ Disabilities (PWD) - Wheelch			2				1					
Property - Special Handling	2	4		1	2	1	2	3	3		2	2
Property - Special Handling - Damaged It		1	1	1				2	1			
Property - Special Handling - Damaged It												
Property - Special Handling - Missing Item			2		1		1				2	
Property - Special Handling - Missing Iter		d	1		1	1	1	1	2			
Screening	7	7		2	6	4	5	3	5	8	10	6
Screening - Crew Member or Airline Emp		- 1	9		0	4	0	3	3	0	10	
Screening - Crew Member of Affiline Emp	'	4			2					4	1	
,		1				1			4	1		
Screening - Lengthy Lines	_		2		1	1	1		1	1	1	
Screening - Procedures/Process	6	6		2	2	2	4	2	4	6		4
Screening - Retrieving Abandoned/Confis	cated Items		1					1			1	
Screening - Security Breach					1							

10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
		1		2						1		4
				1						1		2
				1						1		2
- TSA PreC	heck			1						1		2
		1		1								2
				1								1
- TSA Appl	ication Prog	gram		1								1
		1										1
		1										1
	- TSA PreC	- TSA PreCheck	10-Oct 11-Nov 12-Dec 1	10-Oct 11-Nov 12-Dec 01-Jan 1 - TSA PreCheck	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 1 2 1 1 - TSA PreCheck 1 1 1 1 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 1 2 1 1 - 1 - 1 - - 1 - 1 - 1 - 1 <t< td=""><td>1 2 1 1 - TSA PreCheck 1 1 1 1</td><td>10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 1 2 1 1 -TSA PreCheck 1 1 1</td><td>10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 1 2 1 1 -TSA PreCheck 1 1 1</td><td>10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 1 2 1 1 -TSA PreCheck 1 1 1 1 1</td><td>10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 1 2 1</td><td>10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 09-Sep 1 2 1 1 1 1 1 -TSA PreCheck 1 1 1 1</td></t<>	1 2 1 1 - TSA PreCheck 1 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 1 2 1 1 -TSA PreCheck 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 1 2 1 1 -TSA PreCheck 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 1 2 1 1 -TSA PreCheck 1 1 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 1 2 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 09-Sep 1 2 1 1 1 1 1 -TSA PreCheck 1 1 1 1

				Center (TO									
Categories	10-Oct		2-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PGD	13	14	14	15	19	27	26	22	13	12	12	12	199
2021												6	6
Civil Rights												1	1
Civil Rights - Constitutional Rights												1	1
Expedited Passenger Screening Program												4	
Expedited Passenger Screening Program	- TSA Applie	cation Prograi	m									1	1
Expedited Passenger Screening Program	- TSA PreCl	heck										3	3
Screening												1	1
Screening - Inconsistency												1	
2022	7	7	6	7	8	13	8	13	8	6	6	6	95
Civil Rights	1				2			1					4
Civil Rights - Racial Profiling or Discrimin	1				2								
Civil Rights - Sex/Gender/Gender Identity		ender						1					,
Customer Service		011401		2				1		1	1		
Customer Service - TSO				2				1		1	1		
Expedited Passenger Screening Program	4	5	5	3	6	11	6	11	6	5	5	5	72
Expedited Passenger Screening Program	2	J	J	J	J	1	0	- 11	0	3	3	1	
Expedited Passenger Screening Program	2	5	5	3	6	10	6	11	6	5	5		68
Hazardous Materials Safety		<u> </u>	J	3	0	10	1	- 11	0	J	3		
Hazardous Materials Safety - General							1						
Patdown							1						
							1						
Patdown - Flyer Persons w/ Disabilities (PWD)	1	1					- 1						- 2
, ,		1											
Persons w/ Disabilities (PWD) - Internal N		1											
Persons w/ Disabilities (PWD) - Medically	1		4			0							
Property - Special Handling			1	1		2							
Property - Special Handling - Damaged It			1	1									2
Property - Special Handling - Missing Iten						2							2
Screening	1	1		1					2			1	(
Screening - Crew Member or Airline Emp				1									
Screening - Procedures/Process	1	1							2			1	5
2023	6	7	8	8	11	14	18	9	5	6	6		98
Civil Rights		1									1		2
Civil Rights - Race											1		1
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	1											1
Customer Service			1			1	1	1	1				5
Customer Service - TSO			1			1	1	1	1				5
Expedited Passenger Screening Program	6	6	6	7	10	10	15	6	3	5	5		79
Expedited Passenger Screening Program		1			1								2
Expedited Passenger Screening Program	6	5	6	7	9	10	15	6	3	5	5		77
Mishandling of Passenger Property						1			1				2
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsCarr	y-on Lugg	age		1							1
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsChed	cked Bagg	age					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 N	/ledical Devi	ces						1					1
Persons w/ Disabilities (PWD) - Prosthesi										1			
Persons w/ Disabilities (PWD) - Respirato							1	1					2
Property - Special Handling		1 1 2	1										
Property - Special Handling - Missing Iten	ı ns - Carrv-∩ı	1	1										
Screening				1		1							2
Screening - Procedures/Process				1		1							2
20.209						- 1							

		1	SA Contac	t Center (1	CC) Data	Tool - FOIA							
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PGV	1	3	1	2	1	2		2	3	2	2	3	2
2021												3	
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	n - TSA PreC	heck										1	
Property - Special Handling												2	
Property - Special Handling - Missing Iter	ms - Checke	d										2	
2022	1	2	1	1		1		1	3	1			1
Expedited Passenger Screening Program		2				1			2				
Expedited Passenger Screening Program	n - TSA Appl	1											
Expedited Passenger Screening Program	n - TSA PreC	1				1			2				
Human Capital									1				
Human Capital - Prospective Employmer	nt with TSA								1				
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Disa	arrayed Items	sCarry-on	or Checked							1			
Property - Special Handling			1	1									
Property - Special Handling - Damaged I	tems - Check	red	1										
Property - Special Handling - Missing Iter	ms - Checke	d		1									
Screening	1							1					
Screening - Procedures/Process	1							1					
2023		1		1	1	1		1		1	2		
Customer Service		1								1			
Customer Service - TSO		1								1			
Expedited Passenger Screening Program				1	1	1							
Expedited Passenger Screening Progran	- TSA PreC	heck		1	1	1							
Screening								1			2		
Screening - Inconsistency											1		
Screening - Procedures/Process								1			1		

			OA CUIILA	i Ocintor (oo, bata	1001 - 1 015							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PHF	1	2	3	5	2	1	4	1	1	2	1		23
2022	1	2	2	2	1	1			1	2			12
Customer Service			1							1			2
Customer Service - TSO			1							1			2
Expedited Passenger Screening Program	1	2		2	1	1			1	1			ć
Expedited Passenger Screening Program	1	2		2	1	1			1	1			ć
Property - Special Handling			1										1
Property - Special Handling - Damaged Ite	ems - Check	ed	1										1
2023			1	3	1		4	1			1		11
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program			1	2			4	1					3
Expedited Passenger Screening Program	- DoD		1										1
Expedited Passenger Screening Program	- TSA PreC	heck		2			4	1					7
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	1									1
Screening					1								1
Screening - Procedures/Process					1								1

Categories	10-Oct				CC) Data To 02-Feb		04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PHL	360	337	332	295	358	453	417	401	398	359	380	277	4,367
2021	300	337	332	233	330	400	417	401	330	333	300	74	74
Customer Service												8	8
Customer Service - TSO												8	8
Expedited Passenger Screening Program												57	57
Expedited Passenger Screening Program	- DoD											1	1
Expedited Passenger Screening Program			m									5	5
Expedited Passenger Screening Program	- TSA PreChe	eck										51	51
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on or	Checked									1	1
Persons w/ Disabilities (PWD)												2	2
Persons w/ Disabilities (PWD) - Cancer (g												1	1
Persons w/ Disabilities (PWD) - Diapers/0	Sarments/Dres	ssings/Mask	(S									1	1
Property - Special Handling	0											2	2
Property - Special Handling - Missing Iten												1	1
Property - Special Handling - Missing Iten	is - Checked											1	1
Screening Inconsistency												4	4
Screening - Inconsistency												3	3
Screening - Procedures/Process 2022	114	128	140	103	145	183	197	185	201	170	208	203	1,977
Airline	114	120	140	103	145	103	2	100	201	170	200	203	1,977
Airline - Baggage Requirements								- 1		- '	1		1
Airline - Baggage Requirements 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 Discrimina	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			2						1	1	1	5
Expedited Passenger Screening Program	- DoD	1	1		1	1		1					5
Expedited Passenger Screening Program	6	12	12	4	6	3	5	6	5	3	8	14	84
Expedited Passenger Screening Program	71	82	111	79	111	148	149	136	156	111	158	148	1,460
Expedited Passenger Screening Program	- TSA/DHS E	mployees -	Opt In			2	2	1					5
Locks						1	1		2	1	1	1	7
Locks - Missing or Damaged Lock						1	1		2	1	1	1	7
Lost and Found					1	1			1				3
Lost and Found - Airport/TSA					1	1			1				3
Mishandling of Passenger Property		2	1	1			2	3	3	3	5	5	25
Mishandling of Passenger Property - Dam		2	1				1			1	2	3	10
Mishandling of Passenger Property - Dam				1			1	3	3	1	3	2	14
Mishandling of Passenger Property - Disa	rrayed items-	-Carry-on or	Спескеа				4			1	4		1
No Jurisdiction				1			4				1 1	1	7
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP							2				ı	1	3
No Jurisdiction - Refer to Other				1			2					- 1	3
Patdown	3	2	1		2	2	2	1		4	2	2	21
Patdown - Flyer	3	1	1		2	2	1	1		4	2	2	19
Patdown - Flyer as Observer							1						1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	3	1	1	2		3	4	2	4	5	2	2	29
Persons w/ Disabilities (PWD) - Autism S		1	1				1						3
Persons w/ Disabilities (PWD) - Cognitive									2				2
Persons w/ Disabilities (PWD) - Diabetes	·									2	1		3
Persons w/ Disabilities (PWD) - Internal N	1						1			1			3
Persons w/ Disabilities (PWD) - Medical I	Devices - Attac	ched to the I	Body	1			1			1			3
Persons w/ Disabilities (PWD) - Medically	1					2	1	1	1				6
Persons w/ Disabilities (PWD) - Mobility [Disability (Not	Wheelchair	or Scooter))							1		1
Persons w/ Disabilities (PWD) - Ostomy/0				1									1
Persons w/ Disabilities (PWD) - Prosthesi		nd Casts						1	1				2
Persons w/ Disabilities (PWD) - Service A										1			1
Persons w/ Disabilities (PWD) - Touch Av		auma)										1	1
Persons w/ Disabilities (PWD) - Wheelcha						1						1	3
Prohibited & Permitted Items	3	1											4
Prohibited & Permitted Items - Electronic	1												1
Prohibited & Permitted Items - Firearm/Ar		1											2
Prohibited & Permitted Items - Medication													1
Property - Special Handling	5	6	2	4	5	4	5	5	3	7	3	1	50
Property - Special Handling - Damaged It	3	2	1	1	2	1		1	1	2	3		14 7
Property - Special Handling - Damaged Ite		3	1	1	2 1	1	2	1		3		1	14
Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten		1	Ţ	2	2	2	3	1	2	2		1	15
Screening	2	8	4	4	3	9	8	9	9	12	9	13	90
Screening - Inconsistency	1	1	2	4	J	3	4	1	1	2	1	4	17
Screening - Inconsistency Screening - Lengthy Lines	<u>'</u>	ı					2	2	2	2	1	2	10
Screening - Procedures/Process	1	7	2	4	3	8	2	5	6	8	6	7	59
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis		- 1		-	J	1		1	U	0	2		4
2023	246	209	192	192	213	270	220	216	197	189	172		2,316
Airline	1					•	1	1		2	1		6
Airline - Lost Baggage	· ·									1	1		1
Airline - Policy/Regulations/Service	1						1	1			1		4
Airline - Wheelchair Assistance										1			1
Civil Rights	1	1	5	4	1	1	6	5	3		1		28

ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	10-000	1 1-NOV		u i-Jan	02-reb	us-iviar	и4-Арг	uo-iviay	UU-JUN	ur-Jui	vo-Aug	03-2eb	
Civil Rights - Age			1										
Civil Rights - Civil Rights Violation (TSA	Employee)			1									
Civil Rights - National Origin				1									
Civil Rights - Not Specified									1				
Civil Rights - Race	1	1	2	2	1	1	4	2			1		1
Civil Rights - Sex/Gender/Gender Identity	y- Not Transo	jender					2	3	2				
Civil Rights - Transgender Screening			2										
Claims	1												
Claims - Status	1												
Customer Service	11	13	11	13	15	17	14	15	21	29	16		17
Customer Service - TCC										1			
Customer Service - TSO	11	13	11	13	15	17	14	15	21	28	16		17
Expedited Passenger Screening Program	205	175	159	148	175	227	170	172	145	124	125		1,82
Expedited Passenger Screening Progran	n 1	1			3		1	3					
Expedited Passenger Screening Program	n 10	9	2	1	6	2	1	2		1	4		3
Expedited Passenger Screening Program	n 194	165	157	147	166	225	168	166	145	123	121		1,77
Expedited Passenger Screening Program	n - TSA/DHS	Employees	- Opt In					1					
HAZMAT Endorsement	1	. ,	•										
HAZMAT Endorsement - General	1												
Locks	1	2	1	1	1	1				1			
Locks - Missing or Damaged Lock	1	2	1	1	1	1				1			
Lost and Found	2				1			1	1	'			
Lost and Found - Airport/TSA	2				1			1	1				
Mishandling of Passenger Property	1	4	3	4	3	5	5	2	1	7	2		3
Mishandling of Passenger Property - Dar		1	1	3	1	3	3		- 1	2	2		1
Mishandling of Passenger Property - Dar		2	2	1	2	1	2	2	1	4			1
0 0 1 7		1		- 1		1			- 1	1			
Mishandling of Passenger Property - Dis			4	0		- 1			4		0		
No Jurisdiction	1	2	1	2					1	3	2		1
No Jurisdiction - No Referral		1							1		1		
No Jurisdiction - Refer to CBP	1			2						1	1		
No Jurisdiction - Refer to Other		1	1							2			
Ombudsman							1						
Ombudsman - General							1						
Patdown	5	3	1	2	10	3	7	3	8	2	6		5
Patdown - Children									1		1		
Patdown - Flyer	5	3	1	1	9	3	6	3	7	2	4		4
Patdown - Flyer as Observer				1							1		
Patdown - General					1								
Patdown - Non-Flyer							1						
Persons w/ Disabilities (PWD)	1		2		1	3	6	2	1	3	2		2
Persons w/ Disabilities (PWD) - Autism S	Spectrum		1			1					1		
Persons w/ Disabilities (PWD) - Diabetes	3						1			2			
Persons w/ Disabilities (PWD) - General			1						1				
Persons w/ Disabilities (PWD) - Hearing	Impairment							1					
Persons w/ Disabilities (PWD) - Medical		ached to the	e Bodv							1			
Persons w/ Disabilities (PWD) - Medicall			,								1		
Persons w/ Disabilities (PWD) - Metal Im						1							
Persons w/ Disabilities (PWD) - Mobility			air or Scoot	ar)		1	3	1					
Persons w/ Disabilities (PWD) - Wheelch			all 01 0000tt	J1)	1		2						
Property - Special Handling	/ J	3 Segway		6	2	1	1	8	2	6	4		4
	te 3	1		0		4	1	3	1	0	3		
Property - Special Handling - Damaged I					1	1			1		3		1
Property - Special Handling - Damaged I					1		2			_			
Property - Special Handling - Missing Ite		2		3		1	1	2		6	1		
Property - Special Handling - Missing Ite	ms - Checke	1		3	1	2			1				
Request for Assistance										1	2		
Request for Assistance - Other										1	2		
Screening	11	6	9	12	4	9	6	7	14	11	11		10
Screening - Crew Member or Airline Emp	oloyee		1	1	1								
	1	1	1	2	1	2	1	1	2	2	2		•
Screening - Inconsistency	1			_									
	1		1										
Screening - Inconsistency	2	'		2					2	2	1		
Screening - Inconsistency Screening - International Screening		5	1		2	7				2			1

Categories	10-Oct 1	1-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PHX	368	406	415	383	363	476	487	485	428	366		327	4,861
2021				-00	300		101	100	120			109	109
Civil Rights												2	2
Civil Rights - National Origin												1	1
Civil Rights - Racial Profiling or Discrimina	ation											1	1
Claims												1	1
Claims - Status												1	1
Customer Service												19	19
Customer Service - TSO Expedited Passenger Screening Program												19 63	19 63
Expedited Passenger Screening Program	- TSA Annlica	tion Progr	am									4	4
Expedited Passenger Screening Program			am									59	59
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domest	ic											1	1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
No Jurisdiction												1	1
No Jurisdiction - Refer to Other Patdown												2	1 2
Patdown - Flyer												1	1
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)												2	2
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - Mobility [Wheelcha	ir or Scooter	.)								1	1
Prohibited & Permitted Items	, ,											1	1
Prohibited & Permitted Items - Firearm/Ar	nmunition											1	1
Property - Special Handling												9	9
Property - Special Handling - Damaged It												3	3
Property - Special Handling - Damaged It												1	1
Property - Special Handling - Missing Iten												3	3
Property - Special Handling - Missing Iten	ns - Checked											2	2
Screening Screening - Procedures/Process												5 5	5
2022	146	171	174	158	162	246	220	229	206	174	177	218	2,281
Additional Information Required/Insufficient Inf	1			100	1				200			2	4
Additional Information Required/Insufficien	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		4								2			2
Civil Rights - Headwear		1			1					1			1 2
Civil Rights - Perceived Religion Civil Rights - Race					ı			1	1	2	1	1	6
Civil Rights - Racial Profiling or Discrimina	3	5		1	1			'	'		'	'	10
Civil Rights - Sex/Gender/Gender Identity		nder		•					3		1	1	5
Civil Rights - Sexual Orientation - Not Tra							1					1	2
Civil Rights - Transgender Screening	1		1										2
Customer Service	29	21	35	17	13	30	19	24	22	26	11	26	273
Customer Service - CSM												1	1
Customer Service - Others	1											1	2
Customer Service - TCC				2							1		3
Customer Service - TSO	28	21	35	15	13	30	19	24	22	26		24	267
DHS TRIP											1	1	2
DHS TRIP - General Expedited Passenger Screening Program	86	112	103	102	116	168	155	167	149	111	130	152	1,551
Expedited Passenger Screening Program Expedited Passenger Screening Program			103	102	116	100	100	107	149	1111	130	152	1,551
Expedited Passenger Screening Program		1 1			1	1	2	1					6
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program		16	14	3	6	6	10	6	7	11	8	6	97
Expedited Passenger Screening Program		95	88	99	109	161	143	158	141	99		144	1,441
Expedited Passenger Screening Program	- TSA/DHS Er	nployees	- Opt In					2	1	1		1	5
Hazardous Materials Safety								1					1
Hazardous Materials Safety - General								1					1
Identification (ID) Requirements	1			1		1							3
Identification (ID) Requirements - Domest				1		1							3
Locks Conord	1		1	1	1	1	1						6
Locks - Missing or Damaged Lock	1		1	4	1	1	1						1 5
Locks - Missing or Damaged Lock Lost and Found	'	2	Ţ	3	1	2		1		2	1		12
Lost and Found - Airport/TSA		2		3	1	2		1		2			12
Mishandling of Passenger Property		2	4	1	1	2	6	6	2	7		6	43
Mishandling of Passenger Property - Dam	ı naged/Missiı	1	1				2	5		2		3	15
Mishandling of Passenger Property - Dam		1	3	1	1	2	2	1		5		1	20
Mishandling of Passenger Property - Disa							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

				7011101 (100	c) Data Too	I - I OIA							
jories	10-Oct	11-Nov	12-Dec 0	1-Jan 0	2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Subject - General		1											1
Notice of Violation/Civil Penalties	1						1						2
Notice of Violation/Civil Penalties - Gener	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			0	1		3
		'					- 1	1			- '		1
Patdown - Non-Flyer	_					_	_						
Persons w/ Disabilities (PWD)	5	8	7	1	4	7	7	5	2	4	3	4	57
Persons w/ Disabilities (PWD) - Autism Sp			1			1	1						3
Persons w/ Disabilities (PWD) - Breast Ca											1		1
Persons w/ Disabilities (PWD) - Cognitive	/Developmen	tal /Menta	l Disability				1						1
Persons w/ Disabilities (PWD) - Diabetes					2		1			1			4
Persons w/ Disabilities (PWD) - Diapers/0		1						1	1	1			4
Persons w/ Disabilities (PWD) - General					1		1	1					3
Persons w/ Disabilities (PWD) - Hearing II	mnairment	1	1										2
		· ·	ı										
Persons w/ Disabilities (PWD) - Internal M													
Persons w/ Disabilities (PWD) - Medically		2	1	1			2	1		1	1	2	14
Persons w/ Disabilities (PWD) - Metal Imp		1											1
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheelch	1			1	1	1				1	5
Persons w/ Disabilities (PWD) - Ostomy/C	Ostomates		1										1
Persons w/ Disabilities (PWD) - Prosthesi	1	1	1		1	1			1	1			7
Persons w/ Disabilities (PWD) - Touch Av		auma)				1						1	2
Persons w/ Disabilities (PWD) - Visual Im		aumaj				1		1					2
Persons w/ Disabilities (PWD) - Wheelcha		2	1			2					1		6
,			1								1		
Prohibited & Permitted Items	2	1											3
Prohibited & Permitted Items - Alcohol and													1
Prohibited & Permitted Items - Firearm/Ar													1
Prohibited & Permitted Items - Food/Beve	rages	1											1
Property - Special Handling	9	7	12	11	9	19	7	10	7	9	4	8	112
Property - Special Handling - Damaged Ite	2	1	3	4	1	4	1	2	1	2	2		23
Property - Special Handling - Damaged Ite		2	4		2	4	•	3	2	1	2	3	24
Property - Special Handling - Missing Item		3	4	7	3	5	1	3	1	3		2	35
				,									
Property - Special Handling - Missing Item		1	1		3	6	5	2	3	3		3	30
Screening	6	8	8	16	12	11	13	10	13	7	14	10	128
Screening - Children									1		1		2
Screening - Crew Member or Airline Empl	oyee						1						1
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
•		- '	0	14	10	1	2	1	1	U	10	0	6
	ootod Itomo							1	1		- 1		0
Screening - Retrieving Abandoned/Confise	cated Items			-									0
Screening - Security Breach	cated Items		1	1									2
Screening - Security Breach Transfer to Security Specialist			1	1									1
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist - Reportabl		tion		1									1 1
Screening - Security Breach Transfer to Security Specialist		ition	1	1				1					2 1 1 1
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist - Reportabl		ition	1	1				1					1
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General		ition 235	1	225	201	230	267		222	192	180		1
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023	le Communica		1		201	230	267	1	222	192	180		1 1 1 1
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Inf	le Communica 222		1		201	230	267	1	222	192	1		1 1 1 1 2,471
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Information Required/Insufficient	le Communica 222		1 1 241	225	201	230		1	222	192	1		1 1 1 2,471 2
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Information Required/Insufficient Additional Information Required/Insufficient Airline	le Communica 222		1		201	230	1	1	222	192	1		1 1 1 2,471 2 2
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Baggage Requirements	le Communica 222		1 1 241	225	201	230		1	222	192	1 1 1		1 1 1 2,471 2 2 2 4
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Baggage Requirements Airline - Policy/Regulations/Service	le Communica 222		241	225	201	230	1	1	222	192	1		1 1 1 2,471 2 2 2 4 1 2
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Baggage Requirements Airline - Policy/Regulations/Service Airline - Positive Bag Match Program	le Communica 222		1 1 241	225	201	230	1	1	222	192	1 1 1		1 1 1 2,471 2 2 2 4
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Baggage Requirements Airline - Policy/Regulations/Service	le Communica 222		241	225	201	230	1	1	222	192	1 1 1		1 1 1 2,471 2 2 2 4 1 2
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Baggage Requirements Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights	222 1	235	1 1 241	225			1 1	1 256			1 1 1		1 1 1 2,471 2 2 4 1 2 1 2
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Information Information Required/Insufficient Airline Airline - Baggage Requirements Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Age	222 1	235	1 1 241	225			1 1	1 256	5 1	4	1 1 1		1 1 1 2,471 2 2 4 1 2 1 26 3
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Information Information Required/Insufficient Additional Information Required/Insufficient Airline Airline - Baggage Requirements Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights	222 1	235	1 1 241	225	2		1 1	1 256	5	4	1 1 1		1 1 1 2,471 2 2 4 1 2 1 26 3
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Airline Airline - Baggage Requirements Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear	222 1	235	1 1 241	225			1 1	1 256	5 1	4	1 1 1 1 3		1 1 1 2,471 2 2 4 1 2 1 26 3 1
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Additional Information Required/Insufficient Airline Airline - Baggage Requirements Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin	222 1	235	1 1 241	225	2		1 1	1 256	5 1	4	1 1 1		1 1 1 2,471 2 2 4 1 2 1 26 3 1 1
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Baggage Requirements Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion	222 1	235	1 1 241	225	2	4	1 1	1 256	5 1 1	4 1	1 1 1 3		1 1 1 2,471 2 4 1 2 1 26 3 1 1 1 2
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Information Information Required/Insufficient Airline Airline - Baggage Requirements Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race	222 1 1 1	1	1 1 2 1 2 1 1 1 1 1 2 1 1 1 1 1 1 1 1 1	1 1 1	2	4	1 1	2 1 256	5 1	4	1 1 1 1 3		1 1 1 2,471 2 2 4 1 2 1 26 3 1 1 1 2
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Information Information Required/Insufficient Airline Airline - Baggage Requirements Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity	222 1 1 1	1	1 1 241	225	2	4	1 1	1 256	5 1 1	4 1	1 1 1 3 3 1 1		1 1 1 2,471 2 2 4 1 2 1 26 3 1 1 1 2 2 1 2 1 2 5 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Information Information Required/Insufficient Airline Airline - Baggage Requirements Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race	222 1 1 1	1	1 1 2 1 2 1 1 1 1 1 2 1 1 1 1 1 1 1 1 1	1 1 1	2	4	1 1	2 1 256	5 1 1	4 1	1 1 1 3		1 1 1 2,471 2 2 4 1 2 1 26 3 1 1 1 2 1 1 2 1 1 2 5
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Information Information Required/Insufficient Airline Airline - Baggage Requirements Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity	222 1 1 1	1	1 1 2 1 2 1 1 1 1 1 2 1 1 1 1 1 1 1 1 1	1 1 1	2	4	1 1	2 1 256	5 1 1	4 1	1 1 1 3 3 1 1		1 1 1 2,471 2 2 4 1 2 1 26 3 1 1 1 2 2 1 2 1 2 5 1 1 1 1 1 1 1 1 1 1
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Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Information Informatio	e Communica 222 1 1 1 1 1 - Not Transger	1 1 nder	1 1 1 241 1 1 2	1 1 1	1	3 1	1 1	2 1 256	5 1 1 1	1 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1		1 1 1 2,471 2 2 4 1 1 26 3 1 1 1 2 5 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1
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Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Information Information Required/Insufficient Information Information Required/Insufficient Airline Airline - Baggage Requirements Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights - Age Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - Others Customer Service - TCC	e Communica 222 1 1 1 1 - Not Transger	1 1 nder	1 1 1 2 2 1 1 1 1 1 1 1 1 2 2 7	225 1 1 1	1 1 23	3 1	1 1 1 33 1	2 1 256	5 1 1 3	1 2	1 1 1 3 3 1 1 1 1 1 1 22		1 1 1 2,471 2 2 4 4 1 1 2 6 3 3 1 1 1 2 5 1 2 1 1 2 6 1 2 6 1 3 1 1 2 6 1 3 1 1 2 6 1 3 1 1 1 2 6 1 3 1 1 1 2 6 1 3 1 1 1 2 6 1 1 2 6 1 1 2 6 1 1 2 6 1 1 2 6 1 1 2 6 1 1 2 6 1 1 2 6 1 1 2 6 1 1 2 6 1 1 2 6 1 1 1 2 6 1 1 1 2 6 1 1 1 2 6 1 1 1 2 6 1 1 1 1
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Information Information Required/Insufficient Information Information Required/Insufficient Airline Airline - Baggage Requirements Airline - Policy/Regulations/Service Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO	e Communica 222 1 1 1 1 1 - Not Transger	1 1 nder	1 1 1 241 1 1 2	1 1 1	1	3 1	1 1 1 1 33	2 1 256	5 1 1 3	1 2	1 1 1 1 1 1 1 1 1 1 1 1 1		1 1 1 2,471 2 2 4 4 1 1 2 6 1 1 2 5 1 2 6
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Int Additional Information Required/Insufficient Int Additional Information Required/Insufficient Airline - Baggage Requirements Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO DHS TRIP	e Communica 222 1 1 1 1 - Not Transger	1 1 nder	1 1 1 2 2 1 1 1 1 1 1 1 1 2 2 7	225 1 1 1	1 1 23	3 1	1 1 1 33 1	2 1 256	5 1 1 3	1 2	1 1 1 3 3 1 1 1 1 1 1 22		1 1 1 2,471 2 2 4 4 1 1 2 6 1 1 2 6 1 1 2 6 1 3 1 2 5 7 1 2 5 7 1
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Information Information Required/Insufficient Airline Airline - Baggage Requirements Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Status Claims Claims - General Claims - Status Customer Service Customer Service - Others Customer Service - TCC Customer Service - TCC	e Communica 222 1 1 1 1 - Not Transger	1 1 nder	1 1 1 2 2 1 1 1 1 1 1 1 1 2 2 7	225 1 1 1	1 1 23	3 1	1 1 1 33 1	2 1 256	5 1 1 3	1 2	1 1 1 3 3 1 1 1 1 1 1 22		1 1 1 2,471 2 2 4 4 1 1 2 6 1 1 2 5 1 2 6
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Int Additional Information Required/Insufficient Int Additional Information Required/Insufficient Airline - Baggage Requirements Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO DHS TRIP	e Communica 222 1 1 1 1 - Not Transger	1 1 nder	1 1 1 2 2 1 1 1 1 1 1 1 1 2 2 7	225 1 1 1	1 1 23	3 1	1 1 1 33 1	2 1 256	5 1 1 3	1 2	1 1 1 3 3 1 1 1 1 1 1 22		1 1 1 1 2,471 2 2 4 4 1 1 2 6 1 1 2 6 1 1 2 6 1 3 1 2 5 7 1 2 5 7 1
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Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Information Information Required/Insufficient Information Information Required/Insufficient Airline - Baggage Requirements Airline - Policy/Regulations/Service Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Status Claims Claims Claims - General Claims - Status Customer Service Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program	e Communica 222 1 1 1 1 1 - Not Transger 23 23 47 - Children Un	235 1 1 1 nder 24 24 175 der 12 1	1 1 1 1 1 1 1 1 1 1 1 27 27 160	225 1 1 1 1 18 18 158	2 1 1 23 23	4 3 1 27 27	1 1 1 33 1 32	2 1 256	5 1 1 3 18 1 17	18 18 124	1 1 1 1 3 1 1 1 1 1 22 22		1 1 1 2,471 2 2 4 4 1 1 2 6 3 1 1 1 2 5 1 1 2 6 1 2 5 7 1 1 1,646 1 2
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Information Information Required/Insufficient Airline Airline - Baggage Requirements Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Status Claims Claims - General Claims - Status Customer Service Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program	e Communica 222 1 1 1 1 - Not Transger 23 23 23 447 - Children Un - DoD 9	235 1 1 1 nder 24 24 175 der 12 1 7	1 1 1 1 2 2 7 2 7 160 5	225 1 1 1 1 18 18 158	2 1 1 23 23 136	4 3 1 27 27 153	1 1 1 33 1 32 174 1	2 1 256 2 1 1 26 1 160	5 1 1 3 3 18 1 17 151	18 18 124 13	1 1 1 1 3 3 1 1 1 1 1 22 22		1 1 1 2,471 2 2 4 4 1 1 26 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 1 1 2 1 1 1 1 2 1 1 1 1 2 1 1 1 1 1 2 1
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Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Inf Airline - Baggage Requirements Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights - Age Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Leadwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - General Claims - General Claims - Status Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program	e Communica 222 1 1 1 1 - Not Transger 23 23 23 447 - Children Un - DoD 9	235 1 1 1 nder 24 24 175 der 12 1 7	1 1 1 1 2 2 7 2 7 160 5	225 1 1 1 1 18 18 158	2 1 1 23 23 136	3 1 27 27 153 3 150	1 1 1 33 1 32 174 1 4 169	2 1 256 2 1 1 26 1 160	5 1 1 3 3 18 1 17 151	18 18 18 124 1 3 3 119	1 1 1 1 3 3 1 1 1 1 1 22 22		1 1 1 1 1 1 2 2 2 4 4 1 1 2 2 6 3 3 1 1 1 2 2 6 1 3 1 1 2 2 6 1 1 2 2 6 1 1 1 2 6 1 1 1 2 6 1 1 1 2 6 1 1 1 1
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Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Inf Airline - Baggage Requirements Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights - Age Civil Rights - Age Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger	222 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	235 1 1 1 nder 24 24 175 der 12 1 7	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 23 23 23 136 5 130 1	3 1 27 27 153 3 150	1 1 1 33 1 32 174 1 4 169	2 1 256 2 1 1 26 1 1 160 5 154 1	5 1 1 3 3 18 1 17 151 4 147	18 18 18 124 1 3 119 1 1 1 1	1 1 1 1 3 3 1 1 1 1 22 22 22 108		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach Transfer to Security Specialist Transfer to Security Specialist Transfer to Security Specialist - Reportabl TSA Contact Information TSA Contact Information - General 2023 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline - Baggage Requirements Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights - Age Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Scre	222 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	235 1 1 1 nder 24 24 175 der 12 1 7 167	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	225 1 1 1 1 1 18 18 158 152 1	2 1 1 1 23 23 136 5 130 1 2 2	3 1 27 27 153 3 150	1 1 1 33 1 32 174 1 4 169	2 1 256 2 1 1 28 1 1 26 1 1 160 5 154 1	5 1 1 3 3 18 1 17 151 4 147	18 18 18 124 1 3 1199 1 1 1 1 1 1	1 1 1 1 3 3 1 1 1 1 22 22 22 108 3 105		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

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egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Disa	rrayed Item	1		2			1		1		1		8
No Jurisdiction		1	1	1		1	1		1	1			7
No Jurisdiction - No Referral							1		1				2
No Jurisdiction - Refer to CBP			1										1
No Jurisdiction - Refer to Other		1		1		1				1			4
Ombudsman								1					1
Ombudsman - General								1					1
Patdown	3	5		6	6		5	6	5	5			52
Patdown - Children			1			1				2			4
Patdown - Flyer	2	5	1	6	6	1	5	6	3	3			43
Patdown - Flyer as Observer	1								2		2		5
Persons w/ Disabilities (PWD)	5	6	8	2	4	4	13	8	7	3	5		65
Persons w/ Disabilities (PWD) - Autism Sp	pectrum		1			2	2				1		6
Persons w/ Disabilities (PWD) - Breast Ca								1					2
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not	Breast Car	ncer	1									1
Persons w/ Disabilities (PWD) - Cognitive	1	1			1						1		4
Persons w/ Disabilities (PWD) - Diabetes					1	1	1						3
Persons w/ Disabilities (PWD) - Diapers/0	Garments/D	1					1						2
Persons w/ Disabilities (PWD) - General	1										2		3
Persons w/ Disabilities (PWD) - Hearing II	mpairment						1			1			2
Persons w/ Disabilities (PWD) - Internal M	ledical Devi	ces	1						1				2
Persons w/ Disabilities (PWD) - Medical D	evices - At	1						3					4
Persons w/ Disabilities (PWD) - Medically	1	1	2	1	1		3	1	3				13
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)							1					1
Persons w/ Disabilities (PWD) - Mobility D		t Wheelch	2				1		1	1			5
Persons w/ Disabilities (PWD) - Prosthesi		1			1		1						4
Persons w/ Disabilities (PWD) - Touch Av													1
Persons w/ Disabilities (PWD) - Visual Im		1											1
Persons w/ Disabilities (PWD) - Wheelcha		Segway	1			1	3	2	2	1	1		11
Property - Special Handling	5	6	6	11	7	9	6	13	12	8	5		88
Property - Special Handling - Damaged Ite		2		3			4	2	2	3			24
Property - Special Handling - Damaged Ite	3	1		2	1	1	1	1	1		4		15
Property - Special Handling - Missing Item	1		3	5	3		1	5	3	2			27
Property - Special Handling - Missing Item	1	3		1	1			5	6	3			22
Request for Assistance	1	1							1				3
Request for Assistance - Other	1	1							1				3
Screening	29	9		22	18	23	23	20	12	21	17		216
Screening - Children	20		22	22	10	20	20	20	12	1			1
Screening - Criminering - Crew Member or Airline Empl	2		6	4		1		1			1		15
Screening - Inconsistency	6	3		6	3		4	1	1	2			33
Screening - Lengthy Lines	1	3	- 1	1	1		1	2	1	2			12
Screening - Procedures/Process	18	5	14	11	11		18	15	10	17			146
Screening - Procedures/Frocess Screening - Retrieving Abandoned/Confis	2	1		- 11	3		10	15	10	17	- 11		8
Screening - Retrieving Abandoned/Comision		Į.	1		3	1		1					1
Screening - Traveling with Cash								1					1

		1	TSA Conta	ct Center (1	CC) Data	ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIA	6	5	3	9	8	3	2	7	6	7	2	5	63
2022	2	1	1	5	4	2		1	2	2		5	25
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	2	1		4	3	2		1	2	1		3	19
Expedited Passenger Screening Program	1								1				2
Expedited Passenger Screening Program	1	1		4	3	2		1	1	1		3	17
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	arry-on Lug	gage								1	1
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling				1									1
Property - Special Handling - Damaged Ite	ems - Checl	red		1									1
Screening										1		1	2
Screening - Procedures/Process												1	1
Screening - Retrieving Abandoned/Confis	cated Items									1			1
2023	4	4	2	4	4	1	2	6	4	5	2		38
Civil Rights											1		1
Civil Rights - Transgender Screening											1		1
Customer Service								1	2				3
Customer Service - TSO								1	2				3
Expedited Passenger Screening Program	3	4	2	3	4	1	1	4	2	5	1		30
Expedited Passenger Screening Program	- TSA Appl	ication Prog	gram	1				1					2
Expedited Passenger Screening Program	3	4	2	2	4	1	1	3	2	5	1		28
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	arry-on Lug	gage				1					1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates						1						1
Property - Special Handling	1			1									2
Property - Special Handling - Damaged Ite	1			1									2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIB	2	3		2	2	1	1	1	2			1	15
2022	1	2		1	2		1					1	8
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimina	ation				1								1
Expedited Passenger Screening Program	1	2			1							1	5
Expedited Passenger Screening Program	1	2			1							1	5
Property - Special Handling				1									1
Property - Special Handling - Missing Item	s - Carry-O	n		1									1
Screening							1						1
Screening - Procedures/Process							1						1
2023	1	1		1		1		1	2				7
Expedited Passenger Screening Program	1	1		1		1							4
Expedited Passenger Screening Program	1	1		1		1							4
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Property - Special Handling								1					1
Property - Special Handling - Missing Item	is - Checke	d						1					1
Screening									1				1
Screening - Procedures/Process									1				1

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Categories	10-Oct	11-Nov	12-De		1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIE	15	18		16	15	15	19	18	29	28	16	13	15	217
2021													4	4
Expedited Passenger Screening Program													3	3
Expedited Passenger Screening Program	- TSA PreC	heck											3	3
Property - Special Handling													1	1
Property - Special Handling - Missing Iten	ns - Carry-O												1	1
2022	6	7		6	7	8	8	7	11	17	11	8		107
Customer Service	2	1		1	1	1		1	3	2	1	2		17
Customer Service - TSO	2	1		1	1	1		1	3	2	1	2		17
Expedited Passenger Screening Program	2	5		3	3	3	8	6	4	12	6	4	8	64
Expedited Passenger Screening Program			gram		1			1						2
Expedited Passenger Screening Program	2	5		3	2	3	8	5	4	12	6	4	8	62
Human Capital										1				1
Human Capital - Current Employee										1				1
Mishandling of Passenger Property									1					1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	Carry-on I	_uggag	ge				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 Ca	ancer										1			1
Persons w/ Disabilities (PWD) - Diabetes											1			1
Persons w/ Disabilities (PWD) - Internal N	nedical Devi	ces							1					1
Persons w/ Disabilities (PWD) - Medically	/ Necessary	Medication	n and Me	dical S	Supplies						1			1
Property - Special Handling					2	1			1					4
Property - Special Handling - Damaged It	ems - Carry-	-On							1					1
Property - Special Handling - Missing Iten	ns - Carry-O	n			1	1								2
Property - Special Handling - Missing Iten	ns - Checke	d			1									1
Screening	1	1		2	1	3			1	2			1	12
Screening - Inconsistency										1				1
Screening - Lengthy Lines						1								1
Screening - Procedures/Process	1	1		2	1	1			1	1			1	g
Screening - Retrieving Abandoned/Confis	cated Items					1								1
2023	9	11		10	8	7	11	11	18	11	5	5		106
Civil Rights		1				1	1		2					5
Civil Rights - Race		1				1			1					3
Civil Rights - Sex/Gender/Gender Identity	- Not Transo	ender							1					1
Civil Rights - Transgender Screening	1	,					1							1
Customer Service		2		2			3	2	1	1	1	1		13
Customer Service - TSO		2		2			3	2	1	1	1	1		13
Expedited Passenger Screening Program	5	7		8	6	4	7	6	14	7	3	3		70
Expedited Passenger Screening Program	-	1		1										2
Expedited Passenger Screening Program		6		7	6	4	7	6	14	7	3	3		68
Mishandling of Passenger Property				'		-	,	1		,				1
Mishandling of Passenger Property - Dam	l naded/Missir	na ItemsC	hecked	Rannar	ne			1						1
Patdown	3	ig itoilisC	, looked	Jayya	ge 1	1		1						5
Patdown - Flyer	3				1	1								4
Patdown - Non-Flyer	3				1	4								1
Persons w/ Disabilities (PWD)						1		1		1		1		3
Persons w/ Disabilities (PWD) - Medically	/ Necessary	Medication	and Ma	dical S	Supplied			1		1		- 1		2
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha			and ME	ulual C	upplies			1		- 1		1		
Property - Special Handling	ani Scooleri 	Jegway								0		1		1
	ome Cor-	On								2				
Property - Special Handling - Damaged It										1				
Property - Special Handling - Missing Iten	ns - Carry-O									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

Categories	10-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	2						1	5
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA Appl	ication Prog	ram									1	1
2022		1			1	2							4
Expedited Passenger Screening Program		1			1	2							4
Expedited Passenger Screening Program	- TSA PreC	1			1	2							4

				0. 000. (
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIR		1	1	1		1			1			1	6
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreC	Check										1	1
2022		1	1	1									3
Expedited Passenger Screening Program		1		1									2
Expedited Passenger Screening Program	- TSA Appl	1											1
Expedited Passenger Screening Program	- TSA PreC	Check		1									1
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
2023						1			1				2
Expedited Passenger Screening Program						1			1				2
Expedited Passenger Screening Program	- TSA PreC	heck				1			1				2

Categories	10-Oct 1	1-Nov	12-Dec	01-Jan	CC) Data T 02-Feb	001 - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIT	118	83	112	88	91	125	135	133	99	128	120		1,339
2021												35	35
Civil Rights												2	2
Civil Rights - Racial Profiling or Discrimina	ation											1	1
Civil Rights - Transgender Screening												1	1
Customer Service Customer Service - TSO												5	5 5
Expedited Passenger Screening Program												23	23
Expedited Passenger Screening Program	- TSA PreChe	ck										21	21
Expedited Passenger Screening Program			- Opt In									2	2
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dam	aged/Missing I	temsCl	necked Bag	gage								1	1
Property - Special Handling												2	2
Property - Special Handling - Damaged Ite												1	1
Property - Special Handling - Missing Item	is - Checked											1 2	1
Screening Screening - Procedures/Process												2	2
2022	28	29	37	25	33	63	69	73	51	58	62		600
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights				1		1	1	1		1			5
Civil Rights - Constitutional Rights							1						1
Civil Rights - Race						1		1		1			3
Civil Rights - Transgender Screening				1					4	4	0	4	1
Customer Service - Others	2	2	5 1	1	3	3	2	5	1	4	6	1	38
Customer Service - Others Customer Service - TSO	2	2	4	1	3	3	2	5	1	4	6		36
Expedited Passenger Screening Program	19	26	28	18	29	50	62	60	49	40	52		496
Expedited Passenger Screening Program		20	20	10	23	1	02	1	73	40	52	03	2
Expedited Passenger Screening Program		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		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	1/8 41 1			2		1_	2	2		2	2	1	12
Mishandling of Passenger Property - Dam						1	2			- 1	1		1
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam				1 1			2	2		1	1	1	8
Mishandling of Passenger Property - Disa										1	1		1
No Jurisdiction	rrayed itemst	Jan y-On	or oriconce	•						1	1		1
No Jurisdiction - Refer to Other										1			1
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - Genera	al		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 Sp	pectrum							1					1
Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically	1					1		1					3
Property - Special Handling	ı	1		1	1	2	1	1	1	4			11
Property - Special Handling - Damaged Ite	ems - Carry-Or			1	1				1	1			2
Property - Special Handling - Damaged Ite							1		'	1			2
Property - Special Handling - Missing Item		1			1					1			3
Property - Special Handling - Missing Item				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/Confisc								2					2
2023	90	54	75	63	58	62	66	60	48	70	58		704
Airline Raggaga Raguiramenta				1									1
Airline - Baggage Requirements Civil Rights	1	1		- 1		1	1		1	1			6
Civil Rights - Age	ı	- 1				1	1		I				1
Civil Rights - Race		1				1	į.			1			3
Civil Rights - Sex/Gender/Gender Identity-	Not Transgen								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
		47	63	58	50	56	61	49	41	55	49		603
Expedited Passenger Screening Program	74												1
Expedited Passenger Screening Program Expedited Passenger Screening Program	- DoD		1										13
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- DoD 1	2	2	2		1	3	1	-	1	-		
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- DoD 1 72	2 45		2 56	50	1 55	3 58	48	41	54	49		588
Expedited Passenger Screening Program	- DoD 1		2		50			48	41		49		588 1
Expedited Passenger Screening Program Hazardous Materials Safety	- DoD 1 72		2		50			48	41		49		588 1 1
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General	- DoD 1 72	45	2					48	41		49		588 1 1 1
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks	- DoD 1 72	45	2		1			48	41		49		588 1 1 1 2
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock	- DoD 1 72	45	2					48	41		49		588 1 1 1 2 2
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found	- DoD 1 72	45	2		1			48			49		588 1 1 1 2 2 2
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	- DoD 1 72 1	45	2		1			48	1		49		588 1 1 1 2 2 2 1
Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found	- DoD 1 72 1	1 1	2 60	56	1	55	58	1 1	1				588 1 1 1 2 2 2

			IOA COIIta	ct center (ICC) Data	1001-101							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checke	d				1	1				2
No Jurisdiction	1							1			1		3
No Jurisdiction - No Referral	1							1					2
No Jurisdiction - Refer to Other											1		1
Patdown		1			2	1	2	1		3	2		12
Patdown - Flyer		1			2		2	1		3	2		11
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)			1							2	1		4
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	1								1		2
Persons w/ Disabilities (PWD) - Service A	Animals									1			1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway								1			1
Property - Special Handling			1	1		1		1		1	1		6
Property - Special Handling - Damaged Ite	ems - Check	red				1					1		2
Property - Special Handling - Missing Iten	ns - Carry-O	n		1									1
Property - Special Handling - Missing Iten	ns - Checked	d	1					1		1			3
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	4	1	4	1	2			2	1	3	1		19
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency		1			1						1		3
Screening - Lengthy Lines					1					1			2
Screening - Procedures/Process	3		4	1				2	1	2			13

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

			ISA Contac	a center (1	CC) Data	OOI - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PLN	1		1	3	1	1		1		1		1	10
2021												1	1
Customer Service												1	1
Customer Service - TSO												1	1
2022	1			1	1					1			4
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1				1								2
Expedited Passenger Screening Program	1				1								2
Patdown										1			1
Patdown - Flyer										1			1
2023			1	2		1		1					5
Expedited Passenger Screening Program			1	2				1					4
Expedited Passenger Screening Program	- TSA PreC	heck	1	2				1					4
Screening						1							1
Screening - Procedures/Process						1							1

ories	10-Oct 1		Contact C 2-Dec 0		<i>'</i>		04-Apr	05-May (06-Jun	07-Jul	08-Aug	09-Sep	Total
3	29	34	2-Dec 0 35	29	2-reb 0. 27	3-iviar 41	45	55	53	39	40	оэ-эер 23	450
2021	23	J-1	33	23	21	-71	40	33	33	33	70	7	450
Customer Service												3	
Customer Service - TSO												3	
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	- TSA PreChed	k										1	
Property - Special Handling												2	
Property - Special Handling - Damaged Ite	ms - Checked											1	
Property - Special Handling - Missing Item												1	
Screening	011001104											1	
Screening - Procedures/Process												1	
2022	14	16	8	9	13	19	15	21	20	23	23	16	197
Civil Rights		1	•	•		1				1		1	4
Civil Rights - Race										1		· ·	
Civil Rights - Racial Profiling or Discrimina	tion	1											
Civil Rights - Sex/Gender/Gender Identity-						1							
Civil Rights - Transgender Screening	. tot manogom											1	
Customer Service	2	3		1	1	2	3	2	2	3	4	3	2
Customer Service - TSO	2	3		1	1	2	3	2	2	3	4	3	2
Expedited Passenger Screening Program	10	9	7	5	10	12	10	16	13	11	17	10	
			- 1	5	10		10	10	13	- 11	17	10	13
Expedited Passenger Screening Program		illitary				1							
Expedited Passenger Screening Program					0	4		2	1				
Expedited Passenger Screening Program	1	^	7	-	2	1	40	3	10	1	4-	- 10	10
Expedited Passenger Screening Program	9	9	7	5	8	10	10	13	12	10	17	10	12
Identification (ID) Requirements						1							
Identification (ID) Requirements - Domesti	С					1							
Mishandling of Passenger Property		2		1				2					
Mishandling of Passenger Property - Dam		1						2					
Mishandling of Passenger Property - Dam	aged/Missii	1		1									
Persons w/ Disabilities (PWD)	1					1	1			1			
Persons w/ Disabilities (PWD) - Cognitive	/Developmenta	al /Mental D	isability			1	1						
Persons w/ Disabilities (PWD) - Diabetes	1												
Persons w/ Disabilities (PWD) - Ostomy/C	stomates									1			
Prohibited & Permitted Items	1												
Prohibited & Permitted Items - General	1												
Property - Special Handling	- '		1	1		1	1		1	2			
Property - Special Handling - Damaged Ite	me Corny On		1	1		1	1		- '	1			
Property - Special Handling - Missing Item			1	- 1		- '	- 1		1	1			
	s - Carry-Ori	4		4	0	4		4			0		
Screening		1		1	2	1		1	4	5	2	2	19
Screening - Children									1				
Screening - Inconsistency					1					1	1		
Screening - Procedures/Process		1		1	1	1		1	3	4	1	2	1
		18	27	20	14	22	30	34	33	16	17		240
	15				• • • • • • • • • • • • • • • • • • • •								
Civil Rights	15		2	2				1	1				-
	15		2					1	1				
Civil Rights	15		2					1					
Civil Rights Civil Rights - Age Civil Rights - Race				2									4
Civil Rights Civil Rights - Age				1	1	2	2			3	4		4
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service	Not Transgen	der	2	1 1		2 2	2 2	1	1	3 3	4 4		3
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO	Not Transgend	der 1 1	2 1 1	1 1 1 1 1	1	2	2	1 7 7	7 7	3			3
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program	Not Transgeneral 2 2 11	der 1	1 1 20	1 1 1	1			1	7				3 3 16
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	Not Transgene 2 2 2 11	der 1 1 16	2 1 1 20 1	1 1 1 1 1	1 1 10	2 15	2 23	1 7 7	7 7	3 12			3 3 16
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	Not Transgene 2 2 11 - DoD - TSA Applicat	der 1 1 16 ion Progran	2 1 1 20 1	1 1 1 1 1	1 1 10	2 15	2 23	7 7 21	7 7 11	3 12 1	7		3 3 16
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program	Not Transgene 2 2 2 11	der 1 1 16	2 1 1 20 1	1 1 1 1 1	1 1 10	2 15	2 23	1 7 7	7 7 11	3 12			3 3 16
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks	Not Transgene 2 2 11 - DoD - TSA Applicat	der 1 1 16 ion Progran	2 1 1 20 1	1 1 1 1 1	1 1 10	2 15	2 23	7 7 21	7 7 11	3 12 1	7		3 3 16
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	Not Transgene 2 2 11 - DoD - TSA Applicat	der 1 1 16 ion Progran	2 1 1 20 1	2 1 1 1 1 1 14	1 1 10	2 15	2 23	1 7 7 21	7 7 11	3 12 1	7		3 3 3 160
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	Not Transgen 2 2 11 - DoD - TSA Applicat 11	der 1 1 16 ion Progran 16	2 1 1 20 1 1	2 1 1 1 1 1 14	1 1 10	2 15	2 23	7 7 21	7 7 11	3 12 1	7		3 3 16
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property	Not Transgene 2 2 11 - DoD - TSA Applicat 11	der 1 16 16 ion Progran 16	2 1 1 20 1 n 19	2 1 1 1 1 1 14	1 1 10	2 15	2 23	1 7 7 21	7 7 11	3 12 1	7		3 3 16
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	Not Transgene 2 2 11 - DoD - TSA Applicat 11	der 1 16 16 ion Progran 16	2 1 1 20 1 n 19	2 1 1 1 1 1 14	1 1 10	2 15	2 23	1 7 7 21	7 7 11	3 12 1	7		3 3 3 160
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property	Not Transgene 2 2 11 - DoD - TSA Applicat 11	der 1 16 16 ion Progran 16	2 1 1 20 1 n 19	2 1 1 1 1 1 14	1 1 10	2 15	2 23	1 7 7 21 21	7 7 11	3 12 1	7		33 33 160
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	Not Transgene 2 2 11 - DoD - TSA Applicat 11	der 1 16 16 ion Progran 16	2 1 1 20 1 n 19	2 1 1 1 1 1 14	1 1 10	2 15	2 23	1 7 7 21 21	7 7 11	3 12 1	7		3 3 16 15
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction	Not Transgene 2 2 11 - DoD - TSA Applicat 11	der 1 16 16 ion Progran 16	2 1 20 1 n 19	2 1 1 1 1 1 14	1 1 10	2 15	2 23	1 7 7 21 21	7 7 11	3 12 1	7		33 33 160
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal No Jurisdiction No Jurisdiction - Refer to Other	Not Transgen 2 2 11 DoD TSA Applicat 11	der 1 16 16 ion Progran 16	2 1 1 20 1 n 19	2 1 1 1 1 1 14	1 1 10 1 9	2 15 1 14	2 23	1 7 7 21 21	7 7 11	3 12 1	7		3 3 3 160
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer	Not Transgene 2 2 11 - DoD - TSA Applicat 11 aged/Missing I	der 1 16 16 ion Progran 16	2 1 1 20 1 n 19 /-on Lug Checked 1 1	2 1 1 1 1 1 14	1 1 10 1 9	2 15 1 14	2 23	1 7 7 21 21	7 7 11	3 12 1	7		3 3 16 15
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	Not Transgeneral 2 2 11 1 - DoD - TSA Applicat 11 agged/Missing It rayed Items-C	der 1 16 ion Progran 16 eemsCarry	2 1 1 20 1 1 n 19 /-on Lug Checked 1 1 1	1 1 1 1 14 14	1 1 10 1 9	2 15 1 14	2 23 1 22	1 7 7 21 21	7 7 11	3 12 1 1 11	7		3 3 3 16 15
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/G	Not Transgeneral 2 2 11 - DoD - TSA Applicat 11 aged/Missing I rayed Items-C	der 1 16 ion Progran 16 demsCarry carry-on or o	2 1 1 20 1 n 19 7-on Lug Checked 1 1 1	1 1 1 1 14 14	1 1 10 1 9	2 15 1 14	2 23 1 22	1 7 7 21 21	7 7 11	3 12 1 11	7		3 3 16 15
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Medically	Not Transgeneral 2 2 11 1 - DoD - TSA Applicat 11 aged/Missing I' rayed Items-C	der 1 16 ion Progran 16 demsCarry carry-on or sings/Masks dication and	2 1 1 20 1 n 19 7-on Lug Checked 1 1 1	2 1 1 1 1 1 14 14 14 15 supplies	1 1 10 1 9	2 15 1 14	2 23 1 22	1 7 7 21 21	7 7 11	3 12 1 1 11	7		3 3 16
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha	Not Transgeneral 2 2 11 1 - DoD - TSA Applicat 11 aged/Missing I' rayed Items-C	der 1 16 ion Progran 16 demsCarry carry-on or sings/Masks dication and	2 1 1 20 1 n 19 /-on Lug Checked 1 1 1 d Medical S	1 1 1 1 14 14	1 1 10 1 9	2 15 1 14	2 23 1 22	1 7 7 21 21	7 7 11	3 12 1 11	7		3 3 16 15
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche	Not Transgen: 2 2 11 - DoD - TSA Applicat 11 aged/Missing I' rayed Items-C	der 1 16 ion Program 16 demsCarry carry-on or or sings/Masks dication and	2 1 1 20 1 n 19 7-on Lug Checked 1 1 1	2 1 1 1 1 1 14 14 14 15 supplies	1 1 10 1 9	2 15 1 14	2 23 1 22	1 7 7 21 21	7 7 11	3 12 1 11	7		3 3 16 15
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling	Not Transgen: 2 2 11 - DoD - TSA Applicat 11 aged/Missing It rayed Items—C 1 1 sarments/Dress Necessary Me it/ Scooter/ Se ms - Carry-On	der 1 16 ion Program 16 demsCarry carry-on or or sings/Masks dication and	2 1 1 20 1 n 19 /-on Lug Checked 1 1 1 1 s d Medical S	2 1 1 1 1 1 14 14 14 15 supplies	1 1 10 1 9	2 15 1 14	2 23 1 22 1 1 1 1	1 7 7 21 21	7 7 11	3 12 1 11	7		3 3 3 3 160 155 155 155 155 155 155 155 155 155 15
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	Not Transgen: 2 2 11 - DoD - TSA Applicat 11 aged/Missing It rayed Items—C 1 1 sarments/Dress Necessary Me it/ Scooter/ Se ms - Carry-On	der 1 16 ion Program 16 temsCarry carry-on or of	2 1 1 20 1 1 19 19 7-on Lug Checked 1 1 1 1 3 d Medical S	2 1 1 1 1 1 14 14 14 15upplies 1	1 1 10 1 9	2 15 1 14 2 2 2	2 23 1 22 1 1 1 1	1 7 7 21 21 1 1	7 7 11 11 1 1 1 1	3 12 1 11	7		3 3 3 166 155 155 15 15 15 15 15 15 15 15 15 15 1
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling	Not Transgen: 2 2 11 - DoD - TSA Applicat 11 aged/Missing It rayed Items—C 1 1 sarments/Dress Necessary Me it/ Scooter/ Se ms - Carry-On	der 1 16 ion Program 16 demsCarry carry-on or or sings/Masks dication and	2 1 1 20 1 n 19 /-on Lug Checked 1 1 1 1 s d Medical S	2 1 1 1 1 1 14 14 14 15 supplies	1 1 10 1 9	2 15 1 14	2 23 1 22 1 1 1 1	1 7 7 21 21	7 7 11	3 12 1 11	7		3 3 3 3 1666
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	Not Transgene 2 2 11 - DoD - TSA Applicat 11 aged/Missing I rayed Items-C 1 1 1 arments/Dress Necessary Metir/ Scooter/ Se ms - Carry-On s - Checked 1	der 1 16 ion Program 16 temsCarry carry-on or of	2 1 1 20 1 1 19 19 7-on Lug Checked 1 1 1 1 3 d Medical S	2 1 1 1 1 1 14 14 14 15upplies 1	1 1 10 1 9	2 15 1 14 2 2 2	2 23 1 22 1 1 1 1	1 7 7 21 21 1 1	7 7 11 11 1 1 1 1	3 12 1 11	7		33 33 36 16 155
Civil Rights - Age Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening	Not Transgene 2 2 11 - DoD - TSA Applicat 11 aged/Missing I rayed Items-C 1 1 1 arments/Dress Necessary Metir/ Scooter/ Se ms - Carry-On s - Checked 1	der 1 16 ion Program 16 temsCarry carry-on or of	2 1 1 20 1 1 19 19 7-on Lug Checked 1 1 1 1 3 d Medical S	2 1 1 1 1 1 14 14 14 15upplies 1	1 1 10 1 9	2 15 1 14 2 2 2	2 23 1 22 1 1 1 1 1 2	1 7 7 21 21 1 1	7 7 11 11 1 1 1 1	3 12 1 11	7		3 3 3 160 155 3 4 4 4 4 4 7 7 8 8 8 8 8 8 8 8 8 8 8 8 8
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Emple	Not Transgene 2 2 11 - DoD - TSA Applicat 11 aged/Missing I rayed Items-C 1 1 1 arments/Dress Necessary Metir/ Scooter/ Se ms - Carry-On s - Checked 1	der 1 16 ion Program 16 temsCarry carry-on or of	2 1 1 20 1 1 19 19 7-on Lug Checked 1 1 1 1 3 d Medical S	2 1 1 1 1 1 14 14 14 15upplies 1	1 1 10 1 9	2 15 1 14 2 2 2	2 23 1 22 1 1 1 1 1 2	1 7 7 21 21 1 1	7 7 11 11 1 1 1 1	3 12 1 11	7		33 33 160 4 155 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Emple	Not Transgene 2 2 11 - DoD - TSA Applicat 11 aged/Missing I rayed Items-C 1 1 1 arments/Dress Necessary Metir/ Scooter/ Se ms - Carry-On s - Checked 1	der 1 16 ion Program 16 temsCarry carry-on or of	2 1 1 20 1 1 19 19 7-on Lug Checked 1 1 1 1 3 d Medical S	2 1 1 1 1 1 14 14 14 15upplies 1	1 1 10 1 9	2 15 1 14 2 2 2	2 23 1 22 1 1 1 1 1 2	1 7 7 21 21 1 1 1 4	1 7 7 11 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 12 1 11	7		33 33 160 155 2 2 2 3 3 3 4 4 2 2 3 3 4 4 4 4 4 5 6 7 7 8 7 8 7 8 7 8 7 8 7 8 7 8 7 8 7 8

			- O/ O O										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PPG		1	1						1		1	1	5
2021												1	1
Patdown												1	1
Patdown - Flyer												1	1
2022											1		1
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program	- TSA PreC	Check									1		1
2023		1	1						1				3
Expedited Passenger Screening Program		1							1				2
Expedited Passenger Screening Program	- TSA Pre0	1							1				2
Property - Special Handling			1										1
Property - Special Handling - Missing Iten	ns - Checke	d	1										1

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

			IOA OOIILA	ct Ochiter (icc, Data	001 - 1 017							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PRC	1	1			1	2	2	2			3	1	1
2021												1	
Civil Rights												1	
Civil Rights - Racial Profiling or Discriming	nation											1	
2022		1				1	1	1			2		
Expedited Passenger Screening Program		1				1	1	1					
Expedited Passenger Screening Progran	i - TSA PreC	1				1	1	1					
Patdown											1		
Patdown - Flyer											1		
Screening											1		
Screening - Procedures/Process											1		
2023	1				1	1	1	1			1		
Customer Service	1										1		
Customer Service - TSO	1										1		
Expedited Passenger Screening Program					1		1	1					
Expedited Passenger Screening Progran	- TSA PreC	Check			1		1	1					
Mishandling of Passenger Property						1							
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-on	or Checke	d		1							

					TCC) Data 1								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSC	16	8	10	8	7	12	8	11	14	7	14	8	123
2021												3	3
Expedited Passenger Screening Program												3	3
Expedited Passenger Screening Program	- TSA PreC	heck										3	3
2022	4	2	3	1	1	1	3	5	4	3	5	5	37
Airline												1_	1
Airline - Policy/Regulations/Service												1_	1
Civil Rights											1		1
Civil Rights - National Origin											1		1
Customer Service		1						1					2
Customer Service - TSO		1						1					2
Expedited Passenger Screening Program	3	1	1	1		1	2	3	4	1	3	3	23
Expedited Passenger Screening Program	1			1									2
Expedited Passenger Screening Program	1 2	1	1			1	2	3	4	1	3	3	2
Mishandling of Passenger Property	1											1	2
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	arry-on Lug	gage								1	
Mishandling of Passenger Property - Dan	n 1												
No Jurisdiction			1										
No Jurisdiction - Refer to Other			1										
Persons w/ Disabilities (PWD)								1					
Persons w/ Disabilities (PWD) - Medicall	y Necessary	Medication	and Medic	al Supplies				1					
Property - Special Handling							1			2			;
Property - Special Handling - Missing Iter	ns - Carry-O	n					1			1			
Property - Special Handling - Missing Iter	ns - Checke	d								1			
Screening			1								1		2
Screening - Procedures/Process			1								1		2
Transportation Security Operations Center					1								
Transportation Security Operations Center	er - Refer to	Airport			1								1
2023	12	6	7	7	6	11	5	6	10	4	9		83
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	10	5	5	7	5	9	4	5	10	4	8		72
Expedited Passenger Screening Program	1 1	1	1										3
Expedited Passenger Screening Program	1 9	4	4	7	5	9	4	5	10	4	8		69
Mishandling of Passenger Property			1		1								2
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	1										
Mishandling of Passenger Property - Disa	arrayed Items	sCarry-on	or Checked	1	1								
Patdown							1						
Patdown - Flyer							1						
Property - Special Handling		1											
Property - Special Handling - Missing Iter	ns - Checke	1											
Screening	1		1			2		1			1		(
Screening - Inconsistency						1							

					TCC) Data 1		١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSE	2	1	4	1	2		5	3	3	2	1		2
2022		1	2		1		3			1	1		9
Customer Service			1				1						2
Customer Service - TSO			1				1						2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	arry-on Lug	gage			1						1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Breast C	ancer		1										1
Property - Special Handling							1						1
Property - Special Handling - Damaged I	tems - Chec	ked					1						1
Screening		1			1						1		3
Screening - Inconsistency											1		1
Screening - Procedures/Process		1			1								2
2023	2		2	1	1		2	3	}	1			12
Customer Service	1				1								2
Customer Service - TSO	1				1								2
Expedited Passenger Screening Program							2	3	}	1			6
Expedited Passenger Screening Program	n - TSA Appl	ication Prog	gram					1					1
Expedited Passenger Screening Program	n - TSA Pre(Check					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 Iter	ms - Carry-C)n	1										1
Screening			1										1
Screening - Inconsistency			1										1

			I SA COIILA	ci center (ICC) Data	1001-1012	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSG	3						1			2		1	7
2021												1	1
Patdown												1	1
Patdown - Flyer												1	1
2022	3									1			4
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - D	Damaged/Missi	ng ItemsC	hecked Ba	ggage						1			1
Patdown	3												3
Patdown - Flyer	2												2
Patdown - Flyer as Observer	1												1
2023							1			1			2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - D	Damaged/Missi	ng ItemsC	hecked Ba	ggage						1			1
Screening							1						1
Screening - Procedures/Process							1						1

			ISA Contac	ct Center (rcc) Data	001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSM		1	1		2	1	1	1	3	1			11
2022		1			2		1		1	1			(
Customer Service									1				
Customer Service - TSO									1				
Expedited Passenger Screening Program		1			2		1			1			
Expedited Passenger Screening Program	- TSA Appl	ication Prog	gram		1								
Expedited Passenger Screening Program	ı - TSA PreC	1			1		1			1			
2023			1			1		1	2				
Expedited Passenger Screening Program								1	1				
Expedited Passenger Screening Program	- TSA PreC	Check						1	1				
No Jurisdiction									1				
No Jurisdiction - Refer to FAA									1				
Patdown			1										
Patdown - Flyer as Observer			1										
Screening						1							
Screening - Procedures/Process						1							

Categories	10.004	11 No.	12-Doc				04 4~=	OS Morr	06 1	07 11	N9 A~	00 800	Total
PSP	10-Oct 36	11-Nov 33	12-Dec 42	01-Jan 40	02-Feb 56	03-Mar 82	04-Apr 52	05-May 45	06-Jun 20	07-Jul 22	08-Aug	09-Sep	Total
PSP 2021	36	33	42	40	56	82	52	45	20	22	26	22 5	476
Expedited Passenger Screening Program												4	5
Expedited Passenger Screening Program	TSA DroC	hook										4	4
Prohibited & Permitted Items	I	HECK										1	1
Prohibited & Permitted Items - Liquids/Ge	l els/Aerosols											1	1
2022	16	16	23	21	16	39	30	28	9	13	15	17	243
Advanced Imaging Technology (AIT)	10							1		10	10	.,,	1
Advanced Imaging Technology (AIT) - Fly	ı /er							1					<u>-</u>
Civil Rights				1		1			1				3
Civil Rights - Race						1							1
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	jender		1									1
Civil Rights - Sexual Orientation - Not Tra	ınsgender								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 - Dan						1		1		1	1		5
Mishandling of Passenger Property - Dan	naged/Missin	ng ItemsC	Checked Bag	ggage				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	ļ.,		1										1
Persons w/ Disabilities (PWD)	3						1	1			1		6
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General	lmnoirm+						1	1					1
Persons w/ Disabilities (PWD) - Hearing								1					
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch											1		2
Prohibited & Permitted Items	1 1												1
Prohibited & Permitted Items - Medication													1
Property - Special Handling	2			3		2	1	4				1	13
Property - Special Handling - Damaged I				2				3				1	7
Property - Special Handling - Damaged I				1				1				'	3
Property - Special Handling - Missing Iter		n					1						1
Property - Special Handling - Missing Iter						2							2
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening		2		2	1		1			2		1	9
Screening - Inconsistency							1			1			2
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1		2	1					1		1	6
2023	20	17	19	19	40	43	22	17	11	9	11		228
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights					1		1						2
Civil Rights - Race							1						1
Civil Rights - Transgender Screening					1								1
Customer Service			3	1	3			3			2		13
Customer Service - TSO			3	1	3			3			2		13
Expedited Passenger Screening Program	19	16	13	12	30		15	12	9	6	7		177
Expedited Passenger Screening Program		4.0		1		1	1				1		5
Expedited Passenger Screening Program Hazardous Materials Safety	18	16	13	11	30	37	14	12	9	6	6		172
										1			1
Hazardous Materials Safety - General										1			1
Locks Locks - Missing or Damaged Lock							1 1						1
Mishandling of Passenger Property			2	1	1	2	1						7
Mishandling of Passenger Property - Dan	 naged/Missin	a Itoma (1	1	1						4
Mishandling of Passenger Property - Dan					- 1	1							2
Mishandling of Passenger Property - Disa		0					1						1
Patdown	ayou nome	J Garry-Ol	1 Checket	-			1			1			3
Patdown - Flyer			1				1			1			3
Persons w/ Disabilities (PWD)		1		2			1		2				6
Persons w/ Disabilities (PWD) - General		'		1			,						1
Persons w/ Disabilities (PWD) - Internal I	n Medical Devi	ces							2				2
Persons w/ Disabilities (PWD) - Medicall			n and Medic	1					_				1
Persons w/ Disabilities (PWD) - Mobility		1											1
Persons w/ Disabilities (PWD) - Prosthes		and Casts	3				1						1
Property - Special Handling				1	3	2	1	2					9
Property - Special Handling - Damaged I	ems - Carry-	On			3			1					6
Property - Special Handling - Missing Iter				1				1					2
Property - Special Handling - Missing Iter							1						1
Screening	1			2	1		1			1	2		8
Screening - Crew Member or Airline Emp	loyee				1								1
Screening - Procedures/Process	1			2			1			1	2		7
-	•												

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

			SA COIIIac	r center (CC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PUW	3	1	2	2	1	3	2	2	3	1		1	21
2022		1	1	2		2	1		2			1	10
Customer Service						1						1	2
Customer Service - TSO						1						1	2
Expedited Passenger Screening Program			1				1		2				4
Expedited Passenger Screening Program	- TSA PreC	heck	1				1		2				4
Screening		1		2		1							4
Screening - Inconsistency				1									1
Screening - Procedures/Process		1				1							2
Screening - Retrieving Abandoned/Confisc	cated Items			1									1
2023	3		1		1	1	1	2	1	1			11
Civil Rights							1						1
Civil Rights - Race							1						1
Expedited Passenger Screening Program	1		1		1	1		2	1	1			8
Expedited Passenger Screening Program	1		1		1	1		2	1	1			8
Patdown	1												1
Patdown - Flyer	1												1
Screening	1												1
Screening - Procedures/Process	1												1

				0. 00									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVC	1	2		1	4		2	2	1		1		14
2022	1	1		1	2		2	2			1		10
Civil Rights	1						2						3
Civil Rights - Profiling							1						1
Civil Rights - Race							1						1
Civil Rights - Racial Profiling or Discrimina	1												1
Expedited Passenger Screening Program		1		1	2			2			1		7
Expedited Passenger Screening Program	- TSA Appli	ication Prog	Jram		1								1
Expedited Passenger Screening Program	- TSA PreC	1		1	1			2					5
Expedited Passenger Screening Program	- TSA/DHS	Employees	s - Opt In								1		1
2023		1			2				1				4
Expedited Passenger Screening Program		1			2				1				4
Expedited Passenger Screening Program	- TSA PreC	1			2				1				4

gories	10-Oot 44) Data Too		1-Apr 0	5-May 0	S. lun (17_ Jul - 4	18_^~	00-602	Total
'D	10-Oct 11 51	I-Nov 1 35	2-Dec 0' 44	1-Jan 0 44	2-Feb 03 40	3-Mar 0 45	4-Apr 0: 51	5-May 0	6-Jun (49)7-Jul (36)8-Aug 45	09-Sep 26	Total 506
2021	31	33	44	44	40	40	91	40	43	30	40	26 7	500
Civil Rights												2	
Civil Rights - Racial Profiling or Discrimina	ıation											2	
Expedited Passenger Screening Program												3	
Expedited Passenger Screening Program	- TSA Applicati	on Prograr	n									1	
Expedited Passenger Screening Program												2	
Screening												2	
Screening - Procedures/Process												2	2
2022	17	16	15	15	13	26	22	14	25	23	28	19	233
Airline									1				1
Airline - Lost Baggage									1				1
Civil Rights												1	1
Civil Rights - Race												1	1
Customer Service	2		1				1	1				3	8
Customer Service - TSO	2		1				1	1				3	3
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	17
Expedited Passenger Screening Program	- DoD					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	t with TSA											1	
Identification (ID) Requirements		1	2		1	1							Ę
Identification (ID) Requirements - Domest	ic	1	2		1	1							į
Mishandling of Passenger Property	1		1			1			2		2		7
Mishandling of Passenger Property - Dam	aged/Missing It	emsChec	ked Baggag	je					2		2		4
Mishandling of Passenger Property - Disa	1		1			1							3
Patdown								1	1		1	1	4
Patdown - Flyer								1	1		1	1	4
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not W	heelchair (or Scooter)		1								1
Property - Special Handling	1	2	1			1	2		3	1	1		12
Property - Special Handling - Damaged Ite	ems - Carry	1							1				2
Property - Special Handling - Damaged Ite	ems - Checked						1		1				2
Property - Special Handling - Missing Item	ns - Carry-On								1		1		2
Property - Special Handling - Missing Item	1	1	1			1	1			1			6
Screening	2	2	1				1		1	3	2	1	13
Screening - Inconsistency										1			1
Screening - Procedures/Process	2	2	1				1		1	2	2	1	12
	2 34	2 19	1 29	29	27	19	1 29	26	24	13	2 17	1	
				29	27	19		26				1	266
2023				29	27	19		26			17	1	266 1
2023 Airline				29	27	19		26			17	1	266 1 1
Airline Airline - Policy/Regulations/Service				29		19		26			17	1	266 1 1 1
Airline Airline - Policy/Regulations/Service Civil Rights				29	1	19		26			17	1	266 1 1 1 1
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race	34	19	29	29	1		29		24	13	17 1 1	1	266 1 1 1 1 1
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service	34	19	29	29	1		29		24	13	17 1 1	1	266 1 1 1 1 1 15
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - Others	34	19	29	29	1		29		24 5	13	17 1 1	1	266 1 1 1 1 1 15 1
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - Others Customer Service - TCC	1	19	29 2 1	29	1	1	29	1	5	2	17 1 1	1	266 1 1 1 1 1 15 1 1
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO	1 1 30	1 1 1 16	2 1 1		1	1	1	1	5 1 4	2	17 1 1	1	266 1 1 1 1 1 1 1 1 1 1 1 2 2 2
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program	1 1 30 - Active Duty M	1 1 1 16	2 1 1 26		1	1	1	1 1 21	5 1 4	2	17 1 1	1	266 1 1 1 1 1 1 1 1 1 1 1 2 2 2 2
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 30 - Active Duty M	1 1 1 16	2 1 1 26 1		1	1	1	1 1 21	5 1 4	2	17 1 1	1	266 1 1 1 1 1 1 1 1 1 3 226 2
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 30 - Active Duty M	19 1 1 16 ilitary	29 2 1 1 26 1	27	1 1 26	1	1	1 1 21	5 1 4	2	17 1 1	1	266 11 11 11 15 15 11 13 226 22 27
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program	1 1 30 - Active Duty M	1 1 1 16 iilitary 1	2 1 1 26 1 1 2 2 1 2 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 1	27	1 1 26	1 1 17	1 1 25	1 1 21 1	5 1 4 18	2 2 9	17 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	266 11 11 11 11 13 13 226 22 22 7
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service - Others Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program	1 1 30 - Active Duty M	1 1 1 16 iilitary 1	2 1 1 26 1 1 2 2 1 2 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 1	27	1 1 26	1 1 17	1 1 25	1 1 21 1	5 1 4 18	2 2 9	17 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	266 11 11 11 15 15 11 13 226 22 27 7 215
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Hazardous Materials Safety	1 1 30 - Active Duty M	1 1 1 16 iilitary 1	2 1 1 26 1 1 2 2 1 2 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 1	27	1 1 26	1 1 17	1 1 25	1 1 21 1	5 1 4 18	2 2 9	17 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	266 11 11 11 15 15 11 13 226 22 22 27 7 215
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Safety Screening Program Hazardous Materials Safety Hazardous Materials Safety	1 1 30 - Active Duty M 1 2 27	1 1 1 16 iilitary 1	2 1 1 26 1 1 2 2 1 2 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 1	27	1 1 26	1 1 17	1 1 25	1 1 21 1	5 1 4 18	2 2 9	17 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	266 11 11 11 11 15 15 11 13 226 22 22 21 11 11 11 11 11 11 11 11 11 11
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks	1 1 30 - Active Duty M 1 2 27	1 1 1 16 iilitary 1	2 1 1 26 1 1 2 2 1 2 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 1	27	1 1 26	1 1 17	1 1 25	1 1 21 1	5 1 4 18	2 2 9	17 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	266 11 11 11 11 15 15 11 13 226 2 2 2 17 215 11 11 11 11
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service - Others Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock	1 1 30 - Active Duty M 1 2 27	1 1 1 16 iilitary 1 15	2 1 1 26 1 1 2 2 22	27 1 26	1 1 26	1 17 17	1 1 25 25	1 1 21 1	5 1 4 18	2 2 9	17 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	266 11 11 11 15 11 13 226 22 77 215 11 11 13 3
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service - Others Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	1 1 30 - Active Duty M 1 2 27	1 1 1 16 iilitary 1 15	2 1 1 26 1 1 2 2 22	27 1 26	1 1 26	1 17 17	1 1 25 25	1 1 21 1	5 1 4 18	2 2 9	17 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	266 11 11 11 11 15 11 13 226 22 27 7 215 11 11 13 33
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property	1 1 30 - Active Duty M 1 2 27	1 1 1 16 iilitary 1 15	2 1 1 26 1 1 2 2 22	27 1 26	1 1 26	1 17 17	1 1 25 25 22	1 1 21 1	5 1 4 18	2 2 9	17 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	266 11 11 11 11 11 13 226 22 7 215 11 11 13 33 22
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown	1 1 30 - Active Duty M 1 2 27	1 1 1 16 iilitary 1 15	2 1 1 26 1 1 2 2 22	27 1 26	1 1 26	1 17 17	1 1 25 25 25	1 1 21 1 20	5 1 4 18	2 2 9	17 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	266 11 11 11 11 11 13 226 22 21 21 11 11 13 33 22 22 22 22 22 22 22 22 22 22 22 22
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service - Others Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	1 1 30 - Active Duty M 1 2 27 1 1 1 aged/Missing It	1 1 1 16 iilitary 1 15	2 1 1 26 1 1 2 2 22	27 1 26	1 1 26	1 17 17	1 1 25 25 25	1 1 21 1 20	5 1 4 18	2 2 9	17 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	266 18 13 226 2 2 2 3 3 3 3 3 4 4 4 4 4 5 4 5 6 7 7 7 8 7 8 7 8 7 8 7 8 7 8 7 8 7 8 7
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service - Others Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility E	1 1 30 - Active Duty M 1 2 27 1 1 1 aged/Missing It	1 1 1 16 iilitary 1 15	2 1 1 26 1 1 2 2 22	27 1 26	1 1 26	1 17 17	1 1 25 25 25	1 1 21 1 20	5 1 4 18	2 2 9	17 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	266 11 11 11 13 226 22 27 77 215 11 11 13 33 33 22 21 11 11 11 11 11 11 11 11 11 11 11
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service - Others Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility E	1 1 30 - Active Duty M 1 2 27 1 1 1 aged/Missing It	1 1 1 16 iilitary 1 15	2 1 1 26 1 1 2 2 22	27 1 26	1 1 26	1 17 17	1 1 25 25 25	1 21 1 20 20	5 1 4 18	2 2 9	17 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	266 11 11 11 13 226 2 2 2 7 215 11 11 13 3 3 3 3 3 2 2 1 1 1 1 1 1 1 1
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service - Others Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedite	1 1 30 - Active Duty M 1 2 27 1 1 1 aged/Missing It	1 1 1 16 iilitary 1 15	2 1 1 26 1 1 2 2 22	27 1 26	1 1 26	1 17 17	1 1 25 25 25	1 1 21 1 20 20	5 1 4 18	2 2 9	17 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	266 11 11 11 11 11 13 226 22 77 215 11 11 22 21 22 22 22 22 22 22 22 22 22
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Deroperty - Special Handling Property - Special Handling - Damaged Ite Request for Assistance	1 1 30 - Active Duty M 1 2 27 1 1 1 aged/Missing It	1 1 1 16 iilitary 1 15	2 1 1 26 1 1 2 2 22	27 1 26	1 1 26	1 17 17	1 1 25 25 25	1 1 21 1 20 20	5 1 4 18	2 2 9	17 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	266 11 11 11 15 11 13 226 2 2 7 215 11 11 13 3 3 2 2 2 11 12 2 1
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Hazardous Materials Safety Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Deroperty - Special Handling Property - Special Handling - Damaged Ite Request for Assistance Request for Assistance	1 1 30 - Active Duty M 1 2 27 1 1 1 aged/Missing It	1 1 1 16 iilitary 1 15	2 1 1 26 1 1 2 2 22	27 1 26	1 1 26	1 17 17	1 1 25 25 25	1 21 1 20 20	5 1 4 18	2 9 9	17 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	266 11 11 11 11 15 11 13 226 2 7 215 11 11 11 2 2 2 11 11 11 11 11 11 11 11
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service - Others Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Scr	1 1 30 - Active Duty M 1 2 27 1 1 1 aged/Missing It 1 1 1 ems - Checked 1 1	1 1 1 16 16 iilitary 1 15	2 1 1 26 1 1 2 22	27 1 26	1 1 26	1 17 17	1 1 25 25 25	1 1 21 1 20 20	5 1 4 18	2 2 9	17 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	266 11 11 11 11 11 13 226 22 22 21 11 11 21 22 21 11 11 11 22 21 11 1
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service - Others Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Properam Expedited Passenger Properation Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling Property - Special Handling Property - Special Handling Property - Special Handling Request for Assistance - Other Screening Screening - Crew Member or Airline Empl	1 1 30 - Active Duty M 1 2 27 1 1 1 aged/Missing It 1 1 1 ems - Checked 1 1	1 1 1 16 iilitary 1 15 emsChec	2 1 1 26 1 1 2 22	27 1 26	1 1 26	1 17 17	1 1 25 25 25	1 21 1 20 20	5 1 4 18	2 9 9	17 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	266 11 11 11 15 11 13 226 22 27 7 215 11 11 11 22 22 11 11 11 11 11 12 11 11
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service - Others Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Empl Screening - Inconsistency	1 1 30 - Active Duty M 1 2 27 1 1 1 aged/Missing It 1 1 1 ems - Checked 1 1	1 1 1 16 16 iilitary 1 15	2 1 1 26 1 1 2 22	27 1 26	1 1 26	1 17 17	1 1 25 25 25	1 1 21 1 20 20	5 1 4 18	2 2 9	17 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	266 11 11 11 15 11 13 226 22 77 215 11 11 22 22 11 11 11 11 11 11 11 11 11
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service - Others Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Properam Expedited Passenger Properation Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling Property - Special Handling Property - Special Handling Property - Special Handling Request for Assistance - Other Screening Screening - Crew Member or Airline Empl	1 1 30 - Active Duty M 1 2 27 1 1 1 aged/Missing It 1 1 1 ems - Checked 1 1	1 1 1 16 iilitary 1 15 emsChec	2 1 1 26 1 1 2 22	27 1 26	1 1 26	1 17 17	1 1 25 25 25	1 21 1 20 20	5 1 4 18	2 9 9	17 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	12 266 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

			ISA COMICA	or center (CC) Data	1001 - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVU	2	3	2	3	3	4	5	5	2	1		1	31
2022	1			1		2	1			1		1	7
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program				1		1	1			1		1	5
Expedited Passenger Screening Program	- TSA PreC	Check		1		1	1			1		1	5
Screening						1							1
Screening - Procedures/Process						1							1
2023	1	3	2	2	3	2	4	5	2				24
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1	3	2	1	3	1	4	2	2				19
Expedited Passenger Screening Program	- DoD		1										1
Expedited Passenger Screening Program	1	3	1	1	3	1	4	2	2				18
Patdown								2					2
Patdown - Children								1					1
Patdown - Flyer as Observer								1					1
Property - Special Handling						1							1
Property - Special Handling - Missing Item	ns - Checke	d				1							1
Screening								1					1
Screening - Procedures/Process								1					1

			SA Contac										
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PWM	34	31	10	17	16	23	28	34	22	38	29	30	312
2021												11	11
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												6	6
Expedited Passenger Screening Program	- TSA PreCh	eck										6	6
Property - Special Handling												1	1
Property - Special Handling - Missing Item	ı ns - Carry-On											1	1
Screening	I											3	3
Screening - Inconsistency												1	1
·												2	2
Screening - Procedures/Process 2022		40	•	-	_	45	44	20	44	•	40		
-	8	10	3	5	6	15	11	20	14	9	13	19	133
Additional Information Required/Insufficient Inf		1											1
Additional Information Required/Insufficier	nt informatic	1											
Customer Service		1				2		1	1	2	2		
Customer Service - TSO		1				2		1	1	2	2		6
Expedited Passenger Screening Program	6	8	2	4	6	13	9	17	11	4	9	16	105
Expedited Passenger Screening Program	- DoD					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												
Locks - Missing or Damaged Lock	1												
Mishandling of Passenger Property	,		1	1			1	1	1	1			
Mishandling of Passenger Property - Dam	ı naged/Missin/	ı ItemsC	1					1					
Mishandling of Passenger Property - Dam				1					1	1			
Mishandling of Passenger Property - Disa							1		'	!			
Persons w/ Disabilities (PWD)	irrayeu iterris	-Carry-Orr	JI CHECKEU				1	1					:
,	- / ^							- 1					
Persons w/ Disabilities (PWD) - Prosthesi							1						1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ 3	segway						1					
Property - Special Handling										2		1	3
Property - Special Handling - Missing Item										1			1
Property - Special Handling - Missing Item	ns - Checked									1		1	2
Screening	1								1		2	2	(
Screening - Children											1		1
Screening - Procedures/Process	1								1		1	2	5
2023	26	21	7	12	10	8	17	14	8	29	16		168
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service							1			3			
Customer Service - TSO							1			3			4
Expedited Passenger Screening Program	23	16	6	11	10	8	15	14	8	21	12		144
Expedited Passenger Screening Program	1				10		10	1.7	1				2
Expedited Passenger Screening Program										0.4	10		142
Expedited Fasseriger derectiling Frodram	22	16	6	11	10	Q	15	1/	7				142
	22	16	6	11	10	8	15	14	7	21	12		
Locks	22	16	6	1	10	8	15	14	7	21	12		
Locks Locks - Missing or Damaged Lock		16			10	8		14	7	21			1
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	1	16	1	1	10	8	1	14	7	21	1		1
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1		1	1	10	8		14	7	21			3
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	1 1 rrayed Items	Carry-on		1	10	8	1	14	7	21	1		3
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1	Carry-on	1	1	10	8	1	14	7	21	1		3
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	1 1 rrayed Items	Carry-on	1	1	10	8	1	14	7	21	1		
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	1 1 rrayed Items	Carry-on	1	1	10	8	1	14	7	21	1		
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	1 1 rrayed Items 1 1	Carry-on 2 2	1	1	10	8	1	14	7	21	1		
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	1 1 1 1 1 1 1 1 1 1 1 1	Carry-on 2 2 2 2	1	1	10	8	1	14	7	21	1		
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically	1 1 1 1 1 1 1 1 1 1 1 1	-Carry-on 2 2 2 2 1	1	1	10	8	1	14	7		1		
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Property - Special Handling	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	-Carry-on 2 2 2 2 1	1	1	10	8	1	14	7	1	1		
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Carry-on 2 2 2 1 1 1	1	1	10	8	1	14	7	1 1	1 1		
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Missing Item Screening	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	-Carry-on 2 2 2 2 1	1	1	10	8	1	14	7	1	1 1 1		3 3 3 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Inconsistency	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Carry-on 2 2 2 1 1 1	1	1	10	8	1	14	7	1 1 3	1 1		1 1 1 4 3 3 3 3 3 3 1 1 2 2 1 1 1 1 1 1 1 1 1 1
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Carry-on 2 2 2 1 1 1	1	1	10	8	1	14	7	1 1 1 3	1 1 1		1 4 3 3 3 3 3 3 1 1 2 2 1 1 7 7
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Inconsistency	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Carry-on 2 2 2 1 1 1	1	1	10	8	1	14	7	1 1 3	1 1 1		1 4 4 3 3 3 3 3 3 1 1 2 2 1 1 1 1 7 7

					TCC) Data								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RAP	11	9	6	7	9	11	7	16	12	12	20	8	12
2021												3	;
Expedited Passenger Screening Program												2	
Expedited Passenger Screening Progra	m - TSA PreCh	neck										2	
Property - Special Handling												1	
Property - Special Handling - Missing Ite	ems - Carry-Or	1										1	
2022	5	2	3	2	1	2	4	7	7	5	5	5	4
Customer Service										2	1		
Customer Service - TSO										2	1		
Expedited Passenger Screening Program	4		1	2		1	4	6	6	2	3	5	3
Expedited Passenger Screening Progra	m 4		1	2		1	4	6	6	2	3	5	3
Locks		1											
Locks - Missing or Damaged Lock		1											
Patdown									1				
Patdown - Flyer									1				
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Prosthe	esis/Amputees	and Casts				1							
Prohibited & Permitted Items		1											
Prohibited & Permitted Items - Liquids/0	Gels/Aerosols	1											
Screening	1		2		1			1		1	1		
Screening - Inconsistency			1										
Screening - Procedures/Process	1		1		1			1		1	1		
2023	6	7	3	5	8	9	3	9	5	7	15		7
Civil Rights									1	1			
Civil Rights - Race										1			
Civil Rights - Transgender Screening									1				
Customer Service					2						1		
Customer Service - TSO					2						1		
Expedited Passenger Screening Program	4	5	2	4	6	9	3	8	3	5	8		5
Expedited Passenger Screening Progra	m - DoD						1						
Expedited Passenger Screening Progra	m - TSA Applic	ation Proç	1										
Expedited Passenger Screening Progra	m 4	5	1	4	6	9	2	8	3	5	8		5
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Da	amaged/Missing	g ItemsCa	arry-on Lug	gage							1		
Persons w/ Disabilities (PWD)								1			1		
Persons w/ Disabilities (PWD) - Genera	ıl										1		
Persons w/ Disabilities (PWD) - Wheeld	chair/ Scooter/	Segway						1					
Property - Special Handling			1										
Property - Special Handling - Damaged	Items - Carry-0	On	1										
Screening	2	2		1					1	1	4		1
Screening - Children									1				
Screening - Inconsistency	1	1									1		
Screening - Procedures/Process	1	1		1						1	3		

			ISA Conta	ct Center (CC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDD	8	2	3	3		1	1	3	1	1	5		2
2022	1	1	2	1		1	1		1		1		
Customer Service	1								1				
Customer Service - TSO	1								1				
Expedited Passenger Screening Program						1	1						
Expedited Passenger Screening Program	- TSA PreC	Check				1							
Expedited Passenger Screening Program			s - Opt In				1						
Mishandling of Passenger Property		. ,	1										
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	1										
Patdown	l		1	1									
Patdown - Flyer				1									
Patdown - General			1										
Screening		1									1		
Screening - Inconsistency		1											
Screening - Procedures/Process											1		
2023	7	1	1	2				3		1	4		1
Civil Rights											1		
Civil Rights - Race											1		
Expedited Passenger Screening Program	5		1	2				3		1	3		1
Expedited Passenger Screening Program	- Active Du	ty Military									1		
Expedited Passenger Screening Program			1	2				3		1	2		1-
Screening	2	1											
Screening - Inconsistency		1											
Screening - Procedures/Process	2												

		1	TSA Contac	ct Center (1	ΓCC) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDM	9	11	12	11	10	12	11	15	10	5	17	7	13
2021												2	
Expedited Passenger Screening Program												2	
Expedited Passenger Screening Program	- TSA PreC	heck										2	
2022	3	2	6	2	4	4	7	9	4	2	12	5	6
Civil Rights		1											
Civil Rights - Racial Profiling or Discrimina	ation	1											
Expedited Passenger Screening Program	2	1	5	2	4	4	6	9	3	2	10	4	5
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ıram							1			
Expedited Passenger Screening Program	2	1	5	2	4	4	6	9	3	1	10	3	5
Expedited Passenger Screening Program	- TSA/DHS	Employees	s - Opt In									1	
Patdown												1	
Patdown - Flyer												1	
Property - Special Handling	1												
Property - Special Handling - Damaged Ite	1												
Screening			1				1		1		2		
Screening - Inconsistency									1		1		
Screening - Procedures/Process			1				1				1		
2023	6	9	6	9	6	8	4	6	6	3	5		6
Customer Service							1		1				
Customer Service - TSO							1		1				
Expedited Passenger Screening Program	4	7	4	8	6	6	3	5	4	3	5		5
Expedited Passenger Screening Program	4	7	4	8	6	6	3	5	4	3	5		5
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												
Screening	1	2	2	1		2		1	1				1
Screening - Crew Member or Airline Empl	oyee					1							
Screening - Inconsistency	1	1				1							
Screening - Military			1										
Screening - Procedures/Process		1	1	1				1	1				

A d			A Contact C										
ategories							04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDU	174	181	190	140	150	220	222	226	211	229	190	165	2,298
2021												43	43
Civil Rights Transgender Sersening												1	1
Civil Rights - Transgender Screening Customer Service												4	
Customer Service - TSO												4	4
Expedited Passenger Screening Program												29	29
Expedited Passenger Screening Program	TCA Applier	ation Progra										6	
Expedited Passenger Screening Program			4111									23	23
Mishandling of Passenger Property	13A FIECHE	JUK .										23	
	rayed Itams	Corny on o	r Chackad									1	1
Mishandling of Passenger Property - Disar	rayed items	Carry-on o	Checked									1	
Patdown													1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - General												1	
Property - Special Handling												3	
Property - Special Handling - Damaged Ite		n										1	
Property - Special Handling - Missing Item												1	
Property - Special Handling - Missing Item	s - Checked											1	1
Screening												3	3
Screening - Procedures/Process												3	3
2022	42	67	61	52	53	102	108	118	111	104	107	122	1,047
Airline	1	1							1		2		5
Airline - Lost Baggage											1		1
Airline - Policy/Regulations/Service	1	1							1				3
Airline - Wheelchair Assistance											1		
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 Discrimina	tion	1	1										2
Civil Rights - Sex/Gender/Gender Identity-		4											4
Civil Rights - Transgender Screening	1												
Claims				1									-
Claims - Status				1									
Customer Service	3	6	2	4		9		7	7	10	6	5	59
Customer Service - Others						1			4				
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						00	101	101	01	10	1	107	010
Expedited Passenger Screening Program		IVIIII COI y		1		1		2			1		
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
		44	40	31	44	70	92	94	00	13	13	105	
Identification (ID) Requirements	1												
Identification (ID) Requirements - Domest	1					4							1
Locks				1		1							2
Locks - Missing or Damaged Lock				1		1							2
Lost and Found		1											1
Lost and Found - Airport/TSA		1											
Mishandling of Passenger Property	1	1				1	1	3	2	1	4	2	16
Mishandling of Passenger Property - Dam	1	1						3	2		2	1	10
Mishandling of Passenger Property - Dama				.ge		1	1			1	1		
Mishandling of Passenger Property - Disar	rayed Items	Carry-on o	r 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 Sp	ectrum									1			
Persons w/ Disabilities (PWD) - Diabetes								1	1				2
Persons w/ Disabilities (PWD) - Hearing Ir	npairment							1					
Persons w/ Disabilities (PWD) - Internal M		es								1			
Persons w/ Disabilities (PWD) - Medically			nd Medical S	Supplies					2				
Persons w/ Disabilities (PWD) - Medically									1				
Persons w/ Disabilities (PWD) - Mobility D		Joionali	3. 3000(01)			1							
Persons w/ Disabilities (PWD) - Wheelcha		euway	1			ı						1	
Property - Special Handling	4	egway 1	3	2	4	5	2	1	2		6	2	
Property - Special Handling Property - Special Handling - Damaged Ite	4	I	1	1	2	5	1	I	1	6	5	1	38
		d				5	1		1				24
Property - Special Handling - Damaged Item		a .					1		1	2	1	1	(
Property - Special Handling - Missing Item										1			
Property - Special Handling - Missing Item		1	2	1	2			1					20
Screening	1	3	3	6	1	1	1	1	4	4	6	5	30
Screening - Inconsistency			2	1		1					1	1	
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/Confisc												1	
2023	132	114	129	88	97	118	114	108	100	125	83		1,208
Additional Information Required/Insufficient Info						1							1
		- EMAIL OF	NLY			1							1
Additional Information Required/Insufficien	t Information							1					3
	t Information		1	1									
Additional Information Required/Insufficien	t Information		1	1				1					2
Additional Information Required/Insufficien	t Information			1									
Additional Information Required/Insufficien Airline Airline - Policy/Regulations/Service	t Information				1	1			1	1	3		1
Additional Information Required/Insufficien Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance				1	1	1		1	1	1	3		2 1 12 2
Additional Information Required/Insufficien Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights				1 2	1	1		1	1	1	3		1 12

gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Transgender Screening	1												
Customer Service	6	7	15	4	2	4	5	8	5	14	6		7
Customer Service - TSO	6	7	15	4	2	4	5	8	5	14	6		7
Expedited Passenger Screening Program	110	95	102	75	78	94	95	90	87	90	61		97
Expedited Passenger Screening Program	n - Active Du	ty Military	1		1			1					
Expedited Passenger Screening Program	n 1	1		2	1			1	1				
Expedited Passenger Screening Program	m 2	6	1	2	5	3	2	1	4	2	3		3
Expedited Passenger Screening Program	m 106	88	100	71	71	91	93	87	82	88	58		93
Expedited Passenger Screening Program	m 1												
Locks		1			1					1			
Locks - Missing or Damaged Lock		1			1					1			
Mishandling of Passenger Property	4	4	2	1	5	4	4	2	1	3	3		3
Mishandling of Passenger Property - Da	m 2	2	2	1	3	3	4	2	1		2		2
Mishandling of Passenger Property - Da	m 2	1			2	1				3	1		1
Mishandling of Passenger Property - Dis	arrayed Item	1											
No Jurisdiction			1			2	1				1		
No Jurisdiction - No Referral						1							
No Jurisdiction - Refer to CBP							1				1		
No Jurisdiction - Refer to Other			1			1							
Notice of Violation/Civil Penalties									1				
Notice of Violation/Civil Penalties - Gene	eral								1				
Patdown	3		1	1	1	3	3		1	1	2		
Patdown - Children							1						
Patdown - Flyer	3		1	1	1	2	2		1	1	2		
Patdown - General						1							
Persons w/ Disabilities (PWD)						1	2			8	1		
Persons w/ Disabilities (PWD) - Autism	Spectrum									2			
Persons w/ Disabilities (PWD) - Diabete	s									2	1		
Persons w/ Disabilities (PWD) - Diapers	/Garments/Di	essings/Ma	asks							1			
Persons w/ Disabilities (PWD) - Genera										2			
Persons w/ Disabilities (PWD) - Internal	Medical Devi	ces					1						
Persons w/ Disabilities (PWD) - Medical	ly Necessary	Medication	and Medic	al Supplies			1			1			
Persons w/ Disabilities (PWD) - Wheelc	hair/ Scooter/	Segway				1							
Property - Special Handling	2	4	4	3	3		2	3	1	1	3		
Property - Special Handling - Damaged	lte 1	2	1	2	2		2	1	1		3		
Property - Special Handling - Damaged	Items - Check	ked	1	1				1					
Property - Special Handling - Missing Ite	en 1		2		1					1			
Property - Special Handling - Missing Ite	ms - Checke	2						1					
Screening	5	3	3	1	6	8	2	3	3	6	3		
Screening - Crew Member or Airline Em	ployee		1							1			
Screening - Inconsistency					1	1	1						
Screening - Lengthy Lines	2		1		1	1							
Screening - Opposite Gender	1							1					
Screening - Procedures/Process	2	3	1	1	4	5	1	2	3	5	3		3
Screening - Retrieving Abandoned/Conf	scated Items					1							

					TCC) Data 1								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RFD	2	4	3	5	6	2	6	6	3	3	1	3	4
2021												3	;
Customer Service												1	
Customer Service - TSO												1	
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	- TSA PreC	heck										1	
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Dam	aged/Missir	g ItemsC	hecked Bag	gage								1	
2022	2	2	1	2	2	1	4	2	3	1			20
Customer Service				1									
Customer Service - TSO				1									
Expedited Passenger Screening Program	2	2	1	1	1	1	3	2	3				10
Expedited Passenger Screening Program	2	2	1	1	1	1	3	2	3				16
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dam	aged/Missir	g ItemsC	hecked Bag	gage			1						
Patdown										1			
Patdown - Flyer										1			
Persons w/ Disabilities (PWD)					1								-
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	t Wheelch	air or Scoot	er)	1								-
2023		2	2	3	4	1	2	4		2	1		21
Expedited Passenger Screening Program		1	1	3	4	1	2	4		2	1		19
Expedited Passenger Screening Program	- TSA Appli	cation Prog	Jram			1							
Expedited Passenger Screening Program	- TSA PreC	1	1	3	4		2	4		2	1		18
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	aged/Missir	1											
Screening			1										
Screening - Lengthy Lines			1										

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RHI				2	1					1	1		5
2022				2									2
Customer Service				1									1
Customer Service - TSO				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Ite	ems - Checke	ed		1									1
2023					1					1	1		3
Expedited Passenger Screening Program					1					1	1		3
Expedited Passenger Screening Program	- TSA PreCh	neck			1					1	1		3

gories							•		06-Jun	07-Jul	08-Aug	09-Sep	Total
	72	91	69	62	56	80	101	114	78	74	87	60	94
2021												17	1
Civil Rights												1	
Civil Rights - Sex/Gender/Gender Identity-	- Not Transgen	der										1	
Customer Service												2	
Customer Service - TSO												2	
Expedited Passenger Screening Program												7	
Expedited Passenger Screening Program			ım									1	
Expedited Passenger Screening Program	- TSA PreChed	:k										6	
Persons w/ Disabilities (PWD)												4	
Persons w/ Disabilities (PWD) - Diapers/G	Sarments/Dress	ings/Mask	(S									1	
Persons w/ Disabilities (PWD) - Medically		dication a	nd Medical S	Supplies								1	
Persons w/ Disabilities (PWD) - Ostomy/C	Ostomates											2	
Property - Special Handling												1	
Property - Special Handling - Missing Item	is - Carry-On											1	
Screening	-											2	
Screening - Procedures/Process												2	
2022	25	42	35	25	23	37	52	65	46	35	41	43	469
Airline											1	1	
Airline - Policy/Regulations/Service											1	1	
Civil Rights	1		2	1					1		1	1	
			1	ı									
Civil Rights - Civil Rights Violation (TSA E	mpioyee)		ı										
Civil Rights - Race									1		1	1	
Civil Rights - Racial Profiling or Discrimina	1		1										
Civil Rights - Transgender Screening				1									
Claims	1												
Claims - General	1												
Customer Service	5	4	4	4	5	5	12	9	6	6	5	2	6
Customer Service - Others	_	-	•		1								
Customer Service - TSO	5	4	4	4	4	5	12	9	6	6	5	2	6
	12	28	18	15	14	27	35	45	34	23	27	34	
Expedited Passenger Screening Program			10	15	14		33	45	- 34	23		34	31.
Expedited Passenger Screening Program		illitary				1							
Expedited Passenger Screening Program										1			
Expedited Passenger Screening Program	2	2	1		3	1	1	1	1	1			1
Expedited Passenger Screening Program	10	26	17	15	11	24	34	44	33	21	27	34	29
Expedited Passenger Screening Program	- TSA/DHS Em	iployees -	Opt In			1							
Hazardous Materials Safety												1	
Hazardous Materials Safety - General												1	
Identification (ID) Requirements					1								
	0				1								
Identification (ID) Requirements - Domest				4			4						
Mishandling of Passenger Property		2		1			1	2	1	1			
Mishandling of Passenger Property - Dam		2		1			1	1	1				(
Mishandling of Passenger Property - Dam	aged/Missing If		cked Bagga	ge				1		1			
Patdown	1	1	1			1	1	3		1	3	1	13
Patdown - Children										1			
Patdown - Flyer	1	1	1			1	1	3			3	1	1:
Persons w/ Disabilities (PWD)			2	1			1	1	1			1	
Persons w/ Disabilities (PWD) - Diabetes									1				
Persons w/ Disabilities (PWD) - Diapers/0	Carmonto/Drace	ings/Mr	1										
			1				1						
Persons w/ Disabilities (PWD) - Mobility D							1						:
Persons w/ Disabilities (PWD) - Respirato		-quipmen	t	1									
Persons w/ Disabilities (PWD) - Service A												1	
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	gway						1					
Prohibited & Permitted Items	1	1	1										
Prohibited & Permitted Items - Beauty & G	Grooming Items		1										
Prohibited & Permitted Items - Liquids/Ge													
Prohibited & Permitted Items - Medication		1											
	n resoribilo				A		4						
Property - Special Handling	2		2	1	1	2	1		2		1		1
Property - Special Handling - Damaged Ite					1	1			1				
Property - Special Handling - Damaged Ite			1			1			1				
Property - Special Handling - Missing Item			1	1			1				1		
Screening	2	6	5	2	2	2	1	5	1	4	3	2	3
Screening - Inconsistency		1	3									1	
Screening - Lengthy Lines	1		2		1			1	1	1		1	
Screening - Procedures/Process	1	5		1	1	1	1	4		3	3		2
<u> </u>	'			1	- '		- '						
Screening - Rail				1									
Screening - Retrieving Abandoned/Confise						1							
2023	47	49	34	37	33	43	49	49	32	39	46		458
Additional Information Required/Insufficient Inf									1				
Additional Information Required/Insufficier	nt Information -	EMAIL O	NLY						1				
Airline				1									
Airline - Lost Baggage				1									
Animals				•						1			
Animals - Carry-On										1			
Civil Rights									2	1			
<u> </u>													
Civil Rights - Race									1	1			
Civil Rights - Transgender Screening									1				
	3	5	5	4		4	2	4	3	3	7		4
Customer Service				1									
Customer Service - TCC		5	5	3		4	2	4	3	3	7		3
Customer Service - TCC	3		J		00	31	41						34
Customer Service - TCC Customer Service - TSO	3		26	20									54
Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program	34	36	26	28	30	31	41	37	21	27	34		
Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	34 - Active Duty M	36	26	28	30			1		21	34		
Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	34 - Active Duty M 2	36 Military				3	2	1 1	1				
Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	34 - Active Duty M	36	26	28	30			1		27	34		338
Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	34 - Active Duty M 2	36 Military				3	2	1 1	1				

			ISA Conta	ct Center (icc) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property	1	2		1	1		2				1		
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	arry-on Lug	ggage			1						
Mishandling of Passenger Property - Dan	1	1		1			1				1		
Mishandling of Passenger Property - Disa	arrayed Item	1			1								- 2
No Jurisdiction						1				1			
No Jurisdiction - Refer to Other						1				1			
Patdown	3			1		2		1		4			1
Patdown - Flyer	3			1		2		1		4			1
Persons w/ Disabilities (PWD)	2							2			2		
Persons w/ Disabilities (PWD) - Hearing	Impairment										1		
Persons w/ Disabilities (PWD) - Medically	1										1		
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)							1					
Persons w/ Disabilities (PWD) - Wheelch	1							1					
Property - Special Handling	1	1	1	2	1				1				
Property - Special Handling - Damaged It	ems - Carry	-On			1				1				
Property - Special Handling - Damaged It	ems - Check	red	1										
Property - Special Handling - Missing Iter	ns - Carry-O	n		2									
Property - Special Handling - Missing Iter	1	1											
Screening	2	5	2		1	4	4	5	3	2	2		3
Screening - Inconsistency	1	1						1					
Screening - Lengthy Lines						1			2				
Screening - Procedures/Process	1	4	2			3	4	4	1	1	2		2
Screening - Retrieving Abandoned/Confis	cated Items				1					1			

			I SA CUIILA	or center (i cc) Data	1001-101	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RIW			1	1				3					5
2022								1					1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program	- TSA PreC	Check						1					1
2023			1	1				2					4
Expedited Passenger Screening Program								2					2
Expedited Passenger Screening Program	- TSA PreC	Check						2					2
Patdown			1										1
Patdown - Flyer			1										1
Screening				1									1
Screening - Procedures/Process				1									1

Categories	40.0-4	44 Nau	40 Das	04 1	00 Fab	00 Man	04 4	05 Mar.	00 1	07 1	00 4	00.0	Takal
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RKD			1			1	1						3
2022							1						1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program	- TSA PreC	Check					1						1
2023			1			1							2
Expedited Passenger Screening Program			1			1							2
Expedited Passenger Screening Program	- TSA PreC	Check	1			1							2

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

gories	10-Oct 44				C) Data Too		4-Apr 0	5-May 0	6- lun 1	17- Iul - ^	8-Δ110	19_San	Tota
ories O	10-Oct 11 67	I-Nov 1: 58	2-Dec 0 54	1-Jan 0 51	2-Feb 0 37	3-Mar 0- 65	4-Apr 0: 68	5-May 0	6-Jun 0 59	7-Jul 0 60	8-Aug 69	9-Sep 55	Tota
2021	UI	30	J-4	31	31	03	00	JZ	33	00	UB	17	
Civil Rights												1	
Civil Rights - Racial Profiling or Discrimina	ition											1	
Customer Service												2	
Customer Service - TSO												2	
Expedited Passenger Screening Program												7	
Expedited Passenger Screening Program	 TSA Applicati 	on Progran	n									1	
Expedited Passenger Screening Program												5	
Expedited Passenger Screening Program	- TSA/DHS Em	ployees - C	Opt In									1	
Locks												1	
Locks - Missing or Damaged Lock												1	
Patdown												2	
Patdown - Flyer												2	
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/ Se	gway										1	
Property - Special Handling	01 1 1											1	
Property - Special Handling - Damaged Ite	ms - Checked											1	
Screening (P												2	
Screening - Procedures/Process												2	
2022	30	27	26	20	13	25	43	25	31	22	38	38	
Civil Rights	3		2		1		2	4		1			
Civil Rights - Hair Patdowns	1												
Civil Rights - Profiling								1					
Civil Rights - Race							1	1		1			
Civil Rights - Racial Profiling or Discrimina	1				1								
Civil Rights - Sex/Gender/Gender Identity-		ter	2					1					
Civil Rights - Transgender Screening	1						1	1					
Claims							1						
Claims - General							1						
Customer Service	5	7	3	3	2	2	5	3	4		1	1	
Customer Service - CSM	1											-	
Customer Service - TSO	4	7	3	3	2	2	5	3	4		1	1	
Expedited Passenger Screening Program	8	18	12	15	9	21	30	9	19	14	31	29	
Expedited Passenger Screening Program		2					2						
Expedited Passenger Screening Program	2	2	2	2	2		2		3			2	
Expedited Passenger Screening Program	6	14	10	13	7	21	26	9	16	14	31	27	
Hazardous Materials Safety			1										
Hazardous Materials Safety - General			1										
Human Capital									1				
Human Capital - Prospective Employment	with ISA								1				
Identification (ID) Requirements			1										
Identification (ID) Requirements - Domesti			1										
Locks	1												
Locks - Missing or Damaged Lock	1									4			
Lost and Found										1			
Lost and Found - Airport/TSA				1			1	1		2	1	3	
Mishandling of Passenger Property	agad/Missing It	ama Carr	, on Luggos				1	ļ			1	3	
Mishandling of Passenger Property - Dama				је 1			ļ	1		2		2	
Mishandling of Passenger Property - Dama				'				ļ				1	
Mishandling of Passenger Property - Disar	rayed itemsC	arry-orr or	Checked						1			1	
No Jurisdiction No Jurisdiction - Refer to Other									1			1	
Patdown	3				1		3	4	1	1	1	ı	
							3	1			1		
Patdown - Flyer	2				1		3	1	1	1	1		
Patdown - Flyer as Observer	1		0			4		0				4	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Procet Ca	1		2			1		2				1	
Persons w/ Disabilities (PWD) - Breast Ca						1							
Persons w/ Disabilities (PWD) - Hearing I	1	atta a Atto	al Marie III e	Norman III e e									
Persons w/ Disabilities (PWD) - Medically		uication an	u Medical S	upplies				1				4	
Persons w/ Disabilities (PWD) - Metal Imp		d Coota						4				1	
Persons w/ Disabilities (PWD) - Prosthesis			4					1					
Persons w/ Disabilities (PWD) - Respirator			1										
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain/trai	uilla)	1										
Prohibited & Permitted Items	1		1										
Prohibited & Permitted Items - Firearm/Am			1										
Prohibited & Permitted Items - Knives/Tod				4			4						
Property - Special Handling	1		3	1			1	3	2		1	1	
Property - Special Handling - Damaged Ite			1	4			1	1 1	2		1		
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten			I	1				1			ı	1	
Property - Special Handling - Missing Item Property - Special Handling - Missing Item			1					ı				1	
Screening	s - Checked 7	2	1			1		2	3	3	3	2	
Screening - Crew Member or Airline Emplo		۷	I I			1			3	3	3	1	
Screening - Crew Member of Alfiline Emplo	oyee 2	1				1						1	
Screening - Inconsistency Screening - Lengthy Lines		ı				ı		1		1	1		
Screening - Lengthy Lines Screening - Procedures/Process	5	1	1					1	3	2	2	1	
2023	37	31	28	21	24	40	25	27		38	31	1	
		31	28	31	24	40	25	21	28	38	57		
	1			1					1				
Civil Rights									4				
Civil Rights Civil Rights - Race	1	mial Harris							1				
Civil Rights Civil Rights - Race Civil Rights - Screening of Religious Cultur	1 ral and Ceremo	nial Items		4									
Civil Rights Civil Rights - Race Civil Rights - Screening of Religious Cultur Civil Rights - Sexual Orientation - Not Trar	1 ral and Ceremonsgender			1	4	•	•	4					
Civil Rights Civil Rights - Race Civil Rights - Screening of Religious Cultur Civil Rights - Sexual Orientation - Not Trar Customer Service	1 ral and Ceremonsgender 6	4	3	1	1	2	3	1	1	2	4		
Civil Rights Civil Rights - Race Civil Rights - Screening of Religious Cultur Civil Rights - Sexual Orientation - Not Trar	1 ral and Ceremonsgender		3 3 22		1 1 16	2 2 28	3 3 15	1 1 18		2 2 21	4 4 20		

		1	SA Contac	ct Center (1	CC) Data	ΓοοΙ - FΟΙΑ							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program	23	17	22	24	16	26	14	17	16	19	20		214
Expedited Passenger Screening Program	1												1
Locks				1	1			1		2			5
Locks - Missing or Damaged Lock				1	1			1		2			5
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property	1	1		2		4	1	1		2	1		13
Mishandling of Passenger Property - Dam	aged/Missii	1		1		2		1					5
Mishandling of Passenger Property - Dam	1			1		2	1			1	1		7
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checked	d						1			1
Patdown	1				2		1	3	4	2	2		15
Patdown - Flyer	1				2		1	3	4	2	2		15
Persons w/ Disabilities (PWD)	1	3		1	1			2	1		1		10
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Medical D	Devices - At	1						2					3
Persons w/ Disabilities (PWD) - Medically	1										1		2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	2			1								3
Property - Special Handling								1					1
Property - Special Handling - Damaged Ite	ems - Check	ked						1					1
Screening	1	5	3	1	2	6	5		5	9	3		40
Screening - Inconsistency		1			1	1			1	1	1		6
Screening - International Screening						1							1
Screening - Lengthy Lines	1					1	1		2	1			6
Screening - Procedures/Process		4	3	1	1	3	4		2	7	2		27

			SA Contact										
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ROA	7	10	7	9	7	13	21	19	12	10	14	4	133
2022	5	2	3	6	1	8	11	4	9	6	10	4	69
Customer Service			1			2	2		1	1			7
Customer Service - TSO			1			2	2		1	1			7
Expedited Passenger Screening Program	3	2	2	6		5	9	4	6	3	9	1	50
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program		ation Prog	ram	1			1		1				3
Expedited Passenger Screening Program	3	2	2	5		5	7	4	5	3	9	1	46
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown	1								1		1		3
Patdown - Children											1		1
Patdown - Flyer	1								1				2
Screening					1	1			1	1		2	6
Screening - Lengthy Lines						1							1
Screening - Procedures/Process					1				1	1		2	5
2023	2	8	4	3	6	5	10	15	3	4	4		64
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity-	- Not Transge	ender							1				1
Customer Service	, and the same of							1			1		2
Customer Service - TSO								1			1		2
Expedited Passenger Screening Program	2	8	3	3	5	4	10	12	2	3	2		54
Expedited Passenger Screening Program	- DoD				1								1
Expedited Passenger Screening Program	- TSA Applic	ation Progr	ram				1			1			2
Expedited Passenger Screening Program		8	3	3	4	4	9	12	2	2	2		51
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property			1					1					2
Mishandling of Passenger Property - Dam	i aged/Missing	ItemsCa	arry-on Lugg	age				1					1
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	1										1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically	Necessary N	/ledication	and Medica	Supplies				1					1
Screening	ĺ										1		1
Screening - Lengthy Lines													

				t Center (T									
Categories			2-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ROC	31	19	21	27	24	35	38	28	20	26	24	22	
2021												5	
Customer Service												1	1
Customer Service - TSO												1	
Expedited Passenger Screening Program												3	3
Expedited Passenger Screening Program	- TSA PreCh	eck										3	3
Screening												1	1
Screening - Procedures/Process												1	1
2022	9	6	6	8	9	21	20	11	14	18	7	17	146
Civil Rights	1									1			2
Civil Rights - Sexual Orientation - Not Tra										1			1
Civil Rights - Transgender Screening	1												
Customer Service	2	1	2				1			2		1	6
Customer Service - Others										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			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/0	Garments/Dre	ssings/Mask	S			1							1
Persons w/ Disabilities (PWD) - General					1								1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Beauty & G	Prooming Ite	1											1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening		1			1	2		1		1		1	7
Screening - Inconsistency						1		1		1			3
Screening - Lengthy Lines					1								1
Screening - Procedures/Process		1				1						1	3
2023	22	13	15	19	15	14	18	17	6	8	17		164
Civil Rights	1										1		2
Civil Rights - Perceived Religion	1												1
Civil Rights - Sex/Gender/Gender Identity	Not Transge	nder									1		1
Customer Service		1					1			1	1		4
Customer Service - TSO		1					1			1	1		4
Expedited Passenger Screening Program	18	11	13	17	12	13	17	14	5	7	9		136
Expedited Passenger Screening Program	1	1	1										3
Expedited Passenger Screening Program	17	10	12	17	12	13	17	14	5	7	9		133
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disa	rrayed 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							1		3
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Hearing I											1		1
Persons w/ Disabilities (PWD) - Ostomy/0				1									
Property - Special Handling				'							1		1
Property - Special Handling - Missing Item	I os - Carn/-On										1		
Screening	2 2		2		2	1		3	1		3		14
Screening - Lengthy Lines	1					1		3	- 1		3		14
	'												12
Screening - Procedures/Process			2		2	1		3	1		3		

			A Contac	t Ochice (i oo, bata	1001 - 1 012							
Categories	10-Oct 1	I1-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ROW	1		1		1	2	4		2	1	2	2	16
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreChe	ck										1	1
2022	1					1	1				2	1	6
Customer Service						1	1						2
Customer Service - TSO						1	1						2
Expedited Passenger Screening Program											1	1	2
Expedited Passenger Screening Program	- TSA PreChe	ck									1	1	2
Screening	1										1		2
Screening - Procedures/Process	1										1		2
2023			1		1	1	3		2	1			9
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program					1		2		1				4
Expedited Passenger Screening Program	- TSA PreChe	ck			1		2		1				4
Persons w/ Disabilities (PWD)						1			1				2
Persons w/ Disabilities (PWD) - Medically	Necessary Me	edication a	nd Medica	al Supplies					1				1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ Se	egway				1							1
Screening							1			1			2
Screening - Crew Member or Airline Emp	loyee									1			1
Screening - Inconsistency							1						1

		T	SA Conta	ct Center (1	CC) Data	Tool - FOIA	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RST	6	11	7	12	7	4	9	5	6	5	9	4	85
2022	2	7	3	4	4	2	5	1	3	1	3	4	39
Additional Information Required/Insufficient Information	ormation	1											1
Additional Information Required/Insufficier	nt 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) - Wheelcha	air/ Scooter/	Segway			1								1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening		1								1	1		3
Screening - Inconsistency										1			1
Screening - Procedures/Process		1									1		2
2023	4	4	4	8	3	2	4	4	3	4	6		46
Customer Service	1						2				1		4
Customer Service - Others	1												1
Customer Service - TSO							2				1		3
Expedited Passenger Screening Program	2	3	4	8	3	2		4	3	4	4		37
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ram	1		1							2
Expedited Passenger Screening Program	2	3	4	7	3	1		4	3	4	4		35
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsCl	necked Ba	ggage							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

Categorie	es	10-Oct 1		A Contact (04-Apr (05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RSW		78	146	173	190	176	244	234	150	97	95	112	90	1,785
202	21	70	140	173	130	170	244	234	130	31	33	112	34	34
	Customer Service												2	2
	Customer Service - TSO												2	2
	Expedited Passenger Screening Program												22	22
	Expedited Passenger Screening Program	- TSA Applica	tion Progra	ım									5	5
	Expedited Passenger Screening Program												17	17
	Patdown												2	2
	Patdown - General												2	2
	Property - Special Handling												1	1
	Property - Special Handling - Missing Iten	ns - Carry-On											1	1
	Screening												7	7
	Screening - Inconsistency												1	1
	Screening - Lengthy Lines												1	1
	Screening - Procedures/Process												5	5
202		43	68	86	83	91	137	140	80	50	50	59	56	943
202	Airline	1	00	00	00	31	107	140	00	30	1	- 33	30	2
	Airline - Policy/Regulations/Service	1									1			2
				2		1				1				
	Civil Rights	1		3		1				1			4	10
	Civil Rights - Constitutional Rights			1										1
	Civil Rights - Race												2	2
	Civil Rights - Racial Profiling or Discrimina			1										2
	Civil Rights - Sex/Gender/Gender Identity	 Not Transger 	nder	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		4	5	2	6	2	3	2		3	3		32
	Expedited Passenger Screening Program		49	61	60	70	115	115	63	31	39	42	42	715
	Expedited Passenger Screening Program			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 - Dam	l naged/Missing	ItemsCar	rv-on Lugga					'	1		1		2
	Mishandling of Passenger Property - Dam				2				1	1	1			5
	Mishandling of Passenger Property - Disa					1	1		ı	· ·	- 1			
		Trayed items	Carry-on o	Checker	1	1	1							3
	No Jurisdiction													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 S							1						1
	Persons w/ Disabilities (PWD) - Diabetes		2									1		3
	Persons w/ Disabilities (PWD) - Internal N	/ledical Dev	1				1							2
	Persons w/ Disabilities (PWD) - Medical [Devices - At	1											1
	Persons w/ Disabilities (PWD) - Medically	/ Necessary M	edication a	nd Medical	Supplies		1		1	1				3
	Persons w/ Disabilities (PWD) - Mobility [1						1						2
	Persons w/ Disabilities (PWD) - Respirato	ory and Inhaler	Equipmen	t								1		1
	Persons w/ Disabilities (PWD) - Wheelcha	1												1
	Prohibited & Permitted Items	1		3										4
	Prohibited & Permitted Items - Chemical/I	1		-										1
	Prohibited & Permitted Items - Lighters/M			3										3
	Property - Special Handling	1		1	6	5	1	1	3	1		1	2	22
	Property - Special Handling - Damaged It		n	1		J	1							2
	Property - Special Handling - Damaged It						1							
	. roporty openial rianding - Damageu III				2	1				1			1	
					3	1			4	1			1	
	Property - Special Handling - Missing Iten	ns - Carry-On				1		4	1	1		4		2
	Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	ns - Carry-On	^	A	3	1	0	1	2		-	1	1	2 11
	Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening	ns - Carry-On	6	4		1 3 1	2	9		4	2	1 3	1 2	2 11 40
	Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency	ns - Carry-On	2	1	3 6	1	1	9	1	4		3	1 2 1	2 11 40 8
	Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process	ns - Carry-On ns - Checked			3 6 5	1 3 1		9	2		2		1 2	2 11 40 8 31
	Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	ns - Carry-On ns - Checked cated Items	2	3	3 6 5 1	1 3 1 1	1	9 2 7	1	4	2	3	1 2 1	2 11 40 8 31
202	Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	ns - Carry-On ns - Checked	2	1	3 6 5	1 3 1	1	9	1	4 47		3	1 2 1	2 11 40 8 31 1
202	Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Airline	ns - Carry-On ns - Checked cated Items	2	3	3 6 5 1	1 3 1 1	1	9 2 7	1	4 4 47 1	2	3	1 2 1	2 11 40 8 31 1 808
202	Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Airline Airline - Policy/Regulations/Service	ns - Carry-On ns - Checked cated Items	2	1 3 87	3 6 5 1 107	1 3 1 1	1 1 107	9 2 7	1	4 47	2	3 3 53	1 2 1	2 11 40 8 31 1 808 1
202	Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Airline Airline - Policy/Regulations/Service Civil Rights	ns - Carry-On ns - Checked cated Items	2	3	3 6 5 1	1 3 1 1	1	9 2 7	1	4 4 47 1	2	3	1 2 1	2 111 40 8 31 1 808 1
202	Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Airline Airline - Policy/Regulations/Service	ns - Carry-On ns - Checked cated Items	2	1 3 87	3 6 5 1 107	1 3 1 1	1 1 107	9 2 7	1	4 4 47 1	2	3 3 53	1 2 1	2 111 40 8 31 1 808 1
202	Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Airline Airline - Policy/Regulations/Service Civil Rights	ns - Carry-On ns - Checked cated Items	2	1 3 87	3 6 5 1 107	1 3 1 1	1 1 107	9 2 7	1	4 4 47 1	2	3 3 53	1 2 1	2 11 40 8 31 1 808 1 1
202	Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 3 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion	ns - Carry-On ns - Checked cated Items	2 4 78	1 3 87	3 6 5 1 107	1 3 1 1	1 1 107	9 2 7	1	4 4 47 1	2	3 3 53	1 2 1	2 111 40 8 31 1 808 1 1 1 5
202	Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 3 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Race	ns - Carry-On ns - Checked cated Items	2 4 78	1 3 87	3 6 5 1 107	1 3 1 1	1 1 107	9 2 7	1	4 4 47 1	2	3 3 53	1 2 1	2 11 40 8 31 1 808 1 1
202	Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 3 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity	ns - Carry-On ns - Checked cated Items	2 4 78	1 3 87	3 6 5 1 107	1 3 1 1	1 107	9 2 7	1	4 4 47 1	2	3 3 53	1 2 1	2 11 4(8 33 808
202	Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 23 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening	ns - Carry-On ns - Checked cated Items 35	2 4 78	1 3 87	3 6 5 1 107	1 3 1 1	1 107	9 2 7 94	2 1 1 70	4 4 47 1	45	3 3 53 1	1 2 1	2 11 14 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
202	Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 3 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others	ns - Carry-On ns - Checked cated Items 35	2 4 78	1 3 87	3 6 5 1 107	1 3 1 1 1	1 107	9 2 7 94	2 1 1 70	4 4 47 1	45	3 3 53 1	1 2 1	2 1 1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
202	Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 3 Airline Airline - Policy/Regulations/Service Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	ns - Carry-On ns - Checked cated Items 35 - Not Transger 4	2 4 78 78	1 3 87 1 1 2	3 6 5 1 107	1 3 1 1 1 85	1 107 107	9 2 7 94 1 1 1	2 1 1 70	4 4 47 1 1 1	2 45 5	3 3 53 1 1 8	1 2 1	2 11 14 44 45 8 808 808 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6
202	Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 3 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	ns - Carry-On ns - Checked cated Items 35 - Not Transger 4 4 30	2 4 78 78 3 3 65	1 3 87 1 1 2 2 77	3 6 5 1 107 1 1 6 6	1 3 1 1 1 85	1 107 107	9 2 7 94 1 1 1 5 5	2 1 70	4 4 47 1 1 2	45	3 3 53 1 1 8 8 35	1 2 1	2 111 40 8 8 80 8 11 11 11 12 11 11 11 11 11 11 11 11 11
202	Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 23 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	ns - Carry-On ns - Checked cated Items 35 - Not Transger 4 30 1	2 4 78 78 3 65 6	1 3 87 1 1 2 2 77 6	3 6 5 1 107 1 1 6 6 90 2	1 3 1 1 1 85 85	1 107 107 1 1 5 5 90 2	9 2 7 94 1 1 1 5 5 75 1	2 1 70 4 4 56	4 4 47 1 1 1 2 2 2 37	2 45 5 5 31	3 3 53 1 1 8 8 35 1	1 2 1	2 11 44 8 808 5 4 4 4 4 6 6 5 2
202	Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 23 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	ns - Carry-On ns - Checked scated Items 35 - Not Transger 4 - Not 30 1 29	2 4 78 78 ander 3 65 65 65 59	1 3 87 1 1 2 2 77 6 71	3 6 5 1 107 1 1 6 6	1 3 1 1 1 85	1 107 107	9 2 7 94 1 1 1 5 5	2 1 1 70	4 4 47 1 1 1	2 45 5 5 31 30	3 3 53 1 1 8 8 35	1 2 1	2 11 44 8 808 5 5 4 45 45 655 23
202	Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 23 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Pacceived Religion Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	ns - Carry-On ns - Checked scated Items 35 - Not Transger 4 - Not 30 1 29	2 4 78 78 ander 3 65 65 65 59	1 3 87 1 1 2 2 77 6 71	3 6 5 1 107 1 1 6 6 90 2	1 3 1 1 1 85 85	1 107 107 1 1 5 5 90 2	9 2 7 94 1 1 1 5 5 75 1	2 1 70 4 4 56 56	4 4 47 1 1 1 2 2 2 37	2 45 5 5 31	3 3 53 1 1 8 8 35 1	1 2 1	2 111 446 8 808 11 11 11 11 11 11 11 11 11 11 11 11 11
202	Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 3 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	ns - Carry-On ns - Checked scated Items 35 - Not Transger 4 - Not 30 1 29	2 4 78 78 ander 3 65 65 65 59	1 3 87 1 1 2 2 77 6 71	3 6 5 1 107 1 1 6 6 90 2	1 3 1 1 1 85 85	1 107 107 1 1 5 5 90 2	9 2 7 94 1 1 1 5 5 75 1	2 1 1 70 4 4 56 56	4 4 47 1 1 1 2 2 2 37	2 45 5 5 31 30	3 3 53 1 1 8 8 35 1	1 2 1	2 111 400 8 311 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
	Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 3 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	ns - Carry-On ns - Checked scated Items 35 - Not Transger 4 - Not 30 1 29	2 4 78 78 ander 3 65 65 65 59	1 3 87 1 1 2 2 77 6 71	3 6 5 1 107 1 1 6 6 90 2	1 3 1 1 1 85 85	1 107 107 1 1 5 5 90 2 88	9 2 7 94 1 1 1 5 5 75 1	2 1 70 4 4 56 56	4 4 47 1 1 1 2 2 2 37	2 45 5 5 31 30	3 3 53 1 1 8 8 35 1	1 2 1	2 11 40 8 8 31 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
	Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 33 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General HAZMAT Endorsement	ns - Carry-On ns - Checked scated Items 35 - Not Transger 4 - Not 30 1 29	2 4 78 78 ander 3 65 65 65 59	1 3 87 1 1 2 2 77 6 71	3 6 5 1 107 1 1 6 6 90 2	1 3 1 1 1 85 85	1 107 107 1 1 5 5 90 2 88	9 2 7 94 1 1 1 5 5 75 1	2 1 1 70 4 4 56 56	4 4 47 1 1 1 2 2 2 37	2 45 5 5 31 30	3 3 53 1 1 8 8 35 1	1 2 1	2 1 1 1 4 0 8 8 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
	Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 3 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	ns - Carry-On ns - Checked scated Items 35 - Not Transger 4 - Not 30 1 29	2 4 78 78 ander 3 65 65 65 59	1 3 87 1 1 2 2 77 6 71	3 6 5 1 107 1 1 6 6 90 2	1 3 1 1 1 85 85	1 107 107 1 1 5 5 90 2 88	9 2 7 94 1 1 1 5 5 75 1	2 1 1 70 4 4 56 56	4 4 47 1 1 1 2 2 2 37	2 45 5 5 31 30	3 3 53 1 1 8 8 35 1	1 2 1	7 2 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

			TSA Contac	ct Center (1	CC) Data	ΓοοΙ - FΟΙΑ	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks - Missing or Damaged Lock							1						1
Lost and Found						1				1			2
Lost and Found - Airport/TSA						1				1			2
Mishandling of Passenger Property		1	1	6	1	1	1	2	2	3			18
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	arry-on Lug	1				1					2
Mishandling of Passenger Property - Dan	naged/Missii	1	1	3	1		1	1	2	2			12
Mishandling of Passenger Property - Disa	arrayed Items	sCarry-or	or Checked	2		1				1			4
No Jurisdiction											1		1
No Jurisdiction - Refer to CBP											1		1
Patdown			1	2	1	2			2	2	1		11
Patdown - Children											1		1
Patdown - Flyer			1	2	1	2			2	2			10
Persons w/ Disabilities (PWD)	1		1		1	1	1	2	1		1		9
Persons w/ Disabilities (PWD) - Breast C	ancer										1		1
Persons w/ Disabilities (PWD) - Cognitive	1		1										2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical	Devices - Att	ached to the	ne Body				1	1					2
Persons w/ Disabilities (PWD) - Respirate	ory and Inhal	ler Equipm	ent		1								1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway						1	1				2
Property - Special Handling		4	1	1	2	2	1	2		1			14
Property - Special Handling - Damaged It	tems - Carry	1			1								2
Property - Special Handling - Damaged It	tems - Checl	1				1		2					4
Property - Special Handling - Missing Iter	ns - Carry-C	1					1						2
Property - Special Handling - Missing Iter	ns - Checke	1	1	1	1	1				1			6
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening		5	3		6	3	9	3	2	2	6		39
Screening - Crew Member or Airline Emp	loyee					1							1
Screening - Inconsistency		1			2				1	1			5
Screening - Lengthy Lines		1			1	1	1						4
Screening - Procedures/Process		3	2		3	1	7	2	1	1	6		26
Screening - Retrieving Abandoned/Confis	cated Items		1				1	1					3

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

-4	10.0.1			ct Center (T						A= 1 :			
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAF	7	4	7	9	7	5	7	14	5	7	5		85
2021												1	1
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimina												1	1
2022	2	2	3	1	4	3	3	4	4	2	2	7	37
Civil Rights	1	1								1			3
Civil Rights - Race										1			1
Civil Rights - Racial Profiling or Discrimina													1
Civil Rights - Sex/Gender/Gender Identity	Not Trans	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 - Dam													1
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	hecked Ba	ggage								1	1
Patdown								1					1
Patdown - Flyer								1					1
Screening									1				1
Screening - Procedures/Process									1				1
2023	5	2	4	8	3	2	4	10	1	5	3		47
Civil Rights							1	1					2
Civil Rights - Race							1						1
Civil Rights - Sex/Gender/Gender Identity	Not Transge	nder						1					1
Customer Service	1		1	1							2		5
Customer Service - TSO	1		1	1							2		5
Expedited Passenger Screening Program	4	1	2	7	1	1	3	7	1	1	1		29
Expedited Passenger Screening Program	- TSA Applic	ation Prog	ıram	2									2
Expedited Passenger Screening Program	4	1	2	5	1	1	3	7	1	1	1		27
Locks					1	1							2
Locks - Missing or Damaged Lock					1	1							2
No Jurisdiction										4			4
No Jurisdiction - No Referral										2			2
No Jurisdiction - Refer to Other										2			2
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Hearing I	mpairment	1											1
Property - Special Handling	,				1								1
Property - Special Handling - Missing Item	ns - Checked				1								1
Screening								2					2
Screening - Procedures/Process								2					2

	10.0.1			Center (TCC			• • •				•••		
tegories							04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAN	239	259	223	187	194	286	286	307	293	284	294	221	3,073
2021												74	74
Civil Rights												3	3
Civil Rights - Hair Patdowns Civil Rights - Transgender Screening												2	2
Customer Service												9	9
Customer Service - TSO												9	9
Expedited Passenger Screening Program												48	48
Expedited Passenger Screening Program -	- DoD											1	1
Expedited Passenger Screening Program -		ation Program	1									4	4
Expedited Passenger Screening Program -												43	43
Patdown												3	3
Patdown - Flyer												3	3
Persons w/ Disabilities (PWD)												2	2
Persons w/ Disabilities (PWD) - Hearing In	npairment											2	2
Prohibited & Permitted Items												1	
Prohibited & Permitted Items - General												1	
Property - Special Handling												5	
Property - Special Handling - Damaged Ite	ms - Carry-C)n										2	
Property - Special Handling - Damaged Ite	ms - Checke	d										1	
Property - Special Handling - Missing Items	s - Carry-On											1	
Property - Special Handling - Missing Items												1	
Screening												3	
Screening - Children												1	
Screening - Procedures/Process												2	
2022	67	90	82	60	84	146	144	151	160	154	147	147	1,43
Additional Information Required/Insufficient Info		- *	- -			-						1	.,
Additional Information Required/Insufficien		- EMAIL ONI	Y									1	
Airline					1	1			1	2			
Airline - Lost Baggage					1				1	2			
Airline - Policy/Regulations/Service						1			1				
Civil Rights	1	3	2	2	2	3		1	2	1	3	3	2
Civil Rights - National Origin						1							
Civil Rights - Race						1		1	1		3	2	
Civil Rights - Racial Profiling or Discrimina	1	3		2	1								
Civil Rights - Sex/Gender/Gender Identity-			1						1	1		1	4
Civil Rights - Sexual Orientation - Not Tran					1								
Civil Rights - Transgender Screening	.ogoriuo.		1			1							
Claims	1			2									
Claims - General	1												
Claims - Status				2									
Customer Service	7	10	8	5	8	8	9	6	9	15	10	4	9:
Customer Service - CSM	•	10	•	1					-	10	10		
Customer Service - Others		1											
Customer Service - TCC	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 -			00	40	30	110	110	121	1	110	100	121	1,000
Expedited Passenger Screening Program -		3	3			5	3		2		3	2	2
Expedited Passenger Screening Program	4	5	1	2	5	2	5	4	5	5	4	6	4
Expedited Passenger Screening Program	44	52	51	38	51	109	107	116	119	110	101	113	1,01
Expedited Passenger Screening Program -				- 00	- 01	100	1	1	110	110	101	110	1,01
Identification (ID) Requirements	TOAIDITO	imployees - e	2				'						
Identification (ID) Requirements - Domestic	<u> </u>		2										
Locks	0					1					1		
Locks - Missing or Damaged Lock						1					1		
Locks - Missing or Damaged Lock Lost and Found				1		1				1	1 1	1	
Lost and Found Lost and Found - Airport/TSA				1 1		1 1				1 1	1 1	1 1	
·			2	1			4	4			1 4		
Mishandling of Passenger Property	1 4		3			1	4	1	1	2		6	2
Mishandling of Passenger Property - Dam	T aged/Micair =	Items C	2			1	2	1	1	1	3	1 5	
Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar			1			1	2		1	1	1	5	1
No Jurisdiction	rayed nems-	-Garry-Ull	I	2				2					
No Jurisdiction - Refer to CBP				1				2					
								2					
No Jurisdiction - Refer to Other				1			4						2
Patdown Elver	1	2		3	1	3	4	3	2	3	4	1	2
Patdown - Flyer				3	1	3	4	3	2	3	4	1	26
Patdown - General	1	•											
Persons w/ Disabilities (PWD)	3	3	3	1	4	4	1	2	1	2	2	3	29
Persons w/ Disabilities (PWD) - Cognitive	Developmer	ıtai /iviental D			1		1						
Persons w/ Disabilities (PWD) - Diabetes		anima (M.C.)	2		1	1						1	
Persons w/ Disabilities (PWD) - Diapers/G	arments/Dre	ssiriys/ivlasks		1						1		1	
Persons w/ Disabilities (PWD) - General	1				1					1	1		
Porcone w/ Dischilities (DMD) Headen II	1	ahad ta ti				4							
Persons w/ Disabilities (PWD) - Hearing I	ovioca AH-		1			1							
Persons w/ Disabilities (PWD) - Medical D	evices - Atta	cried to tr											
Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically	1												
Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Di	1 isability (N⊢	1			1	1		1				1	
Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/O	1 isability (Nestomates	1			1	1		1				1	
Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Prosthesis	1 isability (Nostomates	1			1	1		1				1	
Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service Ar	1 isability (Notestomates s/Amputees nimals	1 1 1			1	1		1	1			1	
Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Touch Ave	1 isability (Notation is stomates s/Amputees nimals ersion (pain/t	1 1 1 rauma)			1				1		1	1	
Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelcha	1 isability (Notation is stomates s/Amputees nimals ersion (pain/t	1 1 1 rauma)			1	1		1	1		1	1	
Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items	1 isability (Noistomates s/Amputees nimals ersion (pain/t ir/ Scooter/ S	1 1 1 rauma) Gegway	1		1				1		1	1	
Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milky	1 isability (Noistomates s/Amputees nimals ersion (pain/t ir/ Scooter/ S	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1			1		1					
Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items	1 isability (Nostomates s/Amputees nimals ersion (pain/t ir/ Scooter/ S/Baby Form 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		2 1	7 3		4		1	3	1	2	

ories	10_Oct				CC) Data T			05-May	OG_ lun	07_ !!	08_A~	00-500	Total
			12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
Property - Special Handling - Damaged Ite					2		1	3	2		1		
Property - Special Handling - Missing Item		1	1		1		1	1		2		1	
Property - Special Handling - Missing Item			1	1	1		2		3		2		
Screening	4	10	4	2	5	7	6	7	8	10	9		
Screening - Inconsistency		3	2		1	1	2		2	2	1	2	
Screening - Lengthy Lines							2						
Screening - Procedures/Process	4	7	2	2	4	6	2	7	6	8	7	3	
Screening - Retrieving Abandoned/Confis	cated Items										1		
2023	172	169	141	127	110	140	142	156	133	130	147		1,
Additional Information Required/Insufficient Inf	ormation				1			1			1		
Additional Information Required/Insufficier	nt Information	- EMAIL OI	NLY		1			1			1		
Airline			1										
Airline - Policy/Regulations/Service			1										
Civil Rights	1			5	1	1	2	1		2			
•				1	- 1	- '		- 1					
Civil Rights - Constitutional Rights				1	4								
Civil Rights - Headwear					1								
Civil Rights - Race				3		1	1			1			
Civil Rights - Sex/Gender/Gender Identity	1			1			1	1		1			
Customer Service	9	12	10	11	6	5	15	11	8	16	14		
Customer Service - Others			1										
Customer Service - TCC							1						
Customer Service - TSO	9	12	9	11	6	5	14	11	8	16	14		
Expedited Passenger Screening Program	132	133	105	87	80	107	107	119	101	92	100		1
				0/	00	107	107	119	101	92	100		
Expedited Passenger Screening Program			1										
Expedited Passenger Screening Program		nder 12								1			
Expedited Passenger Screening Program			1			2					1		
Expedited Passenger Screening Program	5	5	1		4	1	2	3	1		1		
Expedited Passenger Screening Program	127	128	102	87	76	104	105	116	100	91	98		
Hazardous Materials Safety	1												
Hazardous Materials Safety - General	1												
Locks		1	1				1	1			1		
Locks - General		1	1				- 1	- 1			- 1		
			- 1										
Locks - Missing or Damaged Lock		1					1	1			1		
Lost and Found	1				1						2		
Lost and Found - Airport/TSA	1				1						2		
Mishandling of Passenger Property	4	1	6	9	2	4		4	3	2	8		
Mishandling of Passenger Property - Dam	1		2	6	1	1		3	1	1	5		
Mishandling of Passenger Property - Dam	2	1	3	3	1	3		1	2		3		
Mishandling of Passenger Property - Dam		ı ItemsI I	1										
Mishandling of Passenger Property - Disa		g itomo o	'							1			
		4	4					2			4		
No Jurisdiction		1	1					2		1	1		
No Jurisdiction - Refer to CBP		1	1					1		1	1		
No Jurisdiction - Refer to Other								1					
Patdown	3	2	1	2	2	4	3		2	4	3		
Patdown - Flyer	3	2	1	1	2	3	1		2	4	3		
Patdown - Flyer as Observer	_			1		1	1						
Patdown - Non-Flyer						•	1						
	6	3	3	3	2	1	2	2	3	4	2		
Persons w/ Disabilities (PWD)	-	3	3	3		1			3	4	3		
Persons w/ Disabilities (PWD) - Autism Sp	pectrum						1				1		
Persons w/ Disabilities (PWD) - Diabetes				1					1				
Persons w/ Disabilities (PWD) - General	1				1								
Persons w/ Disabilities (PWD) - Medical D	Devices - Atta	ched to th	1						1				
Persons w/ Disabilities (PWD) - Medically	1									3	1		
Persons w/ Disabilities (PWD) - Mobility D	isability (N	2								1			
Persons w/ Disabilities (PWD) - Ostomy/C			1			1							
Persons w/ Disabilities (PWD) - Prosthesi		and Casta	- '	4	4	- '							
. ,				1	1								
Persons w/ Disabilities (PWD) - Respirato	-		ι								1		
Persons w/ Disabilities (PWD) - Service A		1											
Persons w/ Disabilities (PWD) - Wheelcha			1	1			1	2	1				
Property - Special Handling	7	7	3	1	3	1	2	3	5	3	2		
Property - Special Handling - Damaged Ite	5	2	1	1	1		1	1	2	3			
Property - Special Handling - Damaged Ite		3	1			1			1		2		
Property - Special Handling - Missing Item					2	- '		1	1				
Property - Special Handling - Missing Item	,		4										
		2	1	_		4-	1	1	1	_			
Screening	8	9	10	9	12	17	10	12	11	6	12		
Screening - Crew Member or Airline Empl	-							1					
Screening - Inconsistency	1	4	2	5	1	2	1		2	2	2		
Screening - Lengthy Lines	1		1	1	3	2		1	1		1		
Screening - Opposite Gender		1											
Screening - Procedures/Process	6	4	6	3	8	12	9	10	8	4	8		

ategories	10-Oct 1				CC) Data To 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAT	71	86	92	76	94	120	121	115	127	102			1,176
2021			V-		• •							23	23
Customer Service												4	4
Customer Service - TSO												4	4
Expedited Passenger Screening Program												12	12
Expedited Passenger Screening Program	- TSA Applicat	ion Progra	am									1	1
Expedited Passenger Screening Program	- TSA PreChed	ck										11	11
Persons w/ Disabilities (PWD)												2	2
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication a	nd Medical	Supplies								1	1
Property - Special Handling												3	3
Property - Special Handling - Damaged It												1	1
Property - Special Handling - Damaged It	ems - Checked											2	2
Screening												2	2
Screening - Procedures/Process												2	2
2022	21	34	33	22	34	73	57	58	62	59	52	51	556
Additional Information Required/Insufficient Information Required/Insufficien		EMAIL OF	VII V					1					1
· · · · · · · · · · · · · · · · · · ·	it iniormation -	EIVIAIL OI	NL T	1				1					1
Airline Policy/Regulations/Service				1									1
Airline - Policy/Regulations/Service Civil Rights	1	1	1	1		4	1				1	1	11
Civil Rights - Hair Patdowns	ı	1	ı	ı		4	1						11
		I					1						1
Civil Rights - Profiling						0	1					1	
Civil Rights - Race				4		2							3
Civil Rights - Racial Profiling or Discrimin		4	4	1		0							2
Civil Rights - Sex/Gender/Gender Identity	- NOUTRANSGEN	uei	1			2					1		3
Civil Rights - Transgender Screening	4										1		
Claims	1												1
Claims - Status	1					40	4						1
Customer Service TSO	3	6	3		3	10	4	1	4	3	3		42
Customer Service - TSO	3	6	3		3	10	4	1	4	3	3		42
Expedited Passenger Screening Program	14	26	24	16	26	50	42	47	53	48	42	39	427
Expedited Passenger Screening Program		1	1							1	1		4
Expedited Passenger Screening Program		1	1			4		1	2	1	1		13
Expedited Passenger Screening Program		3	1		1		2	2	2	3			14
Expedited Passenger Screening Program		21	21	16	25	46	40	43	48	43	38		392
Expedited Passenger Screening Program	- ISA/DHS En	nployees -						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			4						1	4			1
Mishandling of Passenger Property			1				1			1	1		5
Mishandling of Passenger Property - Dam				ige			1			1	4	1	3
Mishandling of Passenger Property - Dam	iaged/Missing i I	temsC	1			4					1		2
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - Gener	aı İ				4	1	0	4	4	0	4	4	1
Patdown					1		2	1	1	2		1	9
Patdown - Flyer					1		3	1	1	2			9
Persons w/ Disabilities (PWD)	/Davidanaaah	-1 /1 /11	Disability.				3	1		1	2	1	8
Persons w/ Disabilities (PWD) - Cognitive		ai /ivientai	Disability				4						1
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically			and Mandianal	Committee			1	1		- 1	1		3
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A		ulcation a	nu wedicai	Supplies			1	'					3
Prohibited & Permitted Items	mimais I	1	1				1						
Prohibited & Permitted Items - Knives/Too	lo/Dozoro/C	1	ı										2
Prohibited & Permitted Items - Knives/100		ı	1										1
•	IS/Aerosois		1	4	0	4	4	4		0			1
Property - Special Handling - Damaged Its	l I		1 1	1	1	1	1	1		1			10
Property - Special Handling - Damaged It		I	1		1					1			3
Property - Special Handling - Damaged It					4								1
Property - Special Handling - Missing Iten				a	1		1	1		1			4
Property - Special Handling - Missing Iten	is - 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	
Screening - Crew Member or Airline Empl				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/Confis								1					1
2023	50	52	59	54	60	47	64	57	65	43	46		597
Civil Rights	1		1			1			1				4
Civil Rights - Race			1			1			1				3
Civil Rights - Transgender Screening	1												1
Customer Service		2	4	4	1	5	3	4	3	1	1		28
Customer Service - TSO		2	4	4	1	5	3	4	3	1	1		28
Expedited Passenger Screening Program	42	45	48	38	53	38	55	41	53	38	39		490
Evandited December Coroning Program		1	2							1	1		5
Expedited Passenger Screening Program		1		1		1		1	2	2			10
Expedited Passenger Screening Program				37	52	37	55	40	51	35	36		474
Expedited Passenger Screening Program Expedited Passenger Screening Program	42	43	46	31		01	33	70	JI	00			
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	42				1	01	33	40	31				1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Federal Air Marshall Service (FAMS)	42 - TSA/DHS En			1		01	33	70	31				1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Federal Air Marshall Service (FAMS) Federal Air Marshall Service (FAMS) - Ge	42 - TSA/DHS En					01	33		31				1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Federal Air Marshall Service (FAMS) Federal Air Marshall Service (FAMS) - Ge Locks	42 - TSA/DHS En			1		37	33	1	31	1			1 1 3
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Federal Air Marshall Service (FAMS) Federal Air Marshall Service (FAMS) - Ge	42 - TSA/DHS En			1			30		31		1		1

			TSA Conta	ct Center (TCC) Data	Tool - FOIA	A						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property	1	1	1	4	1	1	3	5	4	1			22
Mishandling of Passenger Property - Dam	1			2		1		1	2	1			8
Mishandling of Passenger Property - Dam	naged/Missir	1		1	1		2	1	2				8
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsU	Inspecified	Luggage				1					1
Mishandling of Passenger Property - Disa	arrayed Items	sCarry-on	1	1			1	2					5
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown		1				1	1	2					5
Patdown - Children							1						1
Patdown - Flyer		1				1		2					4
Persons w/ Disabilities (PWD)		1	1	1			1				2		6
Persons w/ Disabilities (PWD) - Breast C	ancer	1											1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies							1		1
Persons w/ Disabilities (PWD) - Respirato	ory and Inhal	ler Equipme	ent								1		1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway	1	1									2
Property - Special Handling	2	1	1	1	2			1	1	1	1		11
Property - Special Handling - Damaged It	2	1	1						1				5
Property - Special Handling - Damaged It	ems - Check	red		1	1						1		3
Property - Special Handling - Missing Iter	ns - Carry-O	n			1			1		1			3
Screening	4	1	3	5	3	1	1	2	3	1	2		26
Screening - Crew Member or Airline Emp	loyee		1										1
Screening - Inconsistency	1	1		3	2						1		8
Screening - Procedures/Process	3		2	2	1	1	1	2	3	1	1		17

SAV	10-Oct 1	1-Nov	12-Dec 0)1-Jan 0	2) Data Too 2-Feb (04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	39	50	60	35	26	44	66	78	60	38	61	46	603
2021												20	20
Civil Rights												1	1
Civil Rights - Age												1	1
Customer Service												3	3
Customer Service - TSO												3	3
Expedited Passenger Screening Program	TO A D. O.											8	8
Expedited Passenger Screening Program	- TSA PreChe	CK										8	8
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Wheelcha	air/ Coootor/ Co	an vov										1 1	1
Prohibited & Permitted Items	aii/ 3000tei/ 3e	gway										1	1
Prohibited & Permitted Items - Beauty & G	 Prooming Items											1	1
	I	1										3	
Property Special Handling Damaged Its	ome Corny Or												3
Property - Special Handling - Damaged Ite	ems - Carry-Or I	1										3	3
Screening Procedures/Process												2	2
Screening - Procedures/Process	46	24	40	44	40	24	25	46	24	4.4	40		
2022	16	24	19	11	12	21	35	46	34	14	40	26	298
Airline								1					1
Airline - Policy/Regulations/Service	4							1					
Civil Rights	1							3					4
Civil Rights - Profiling								1					1
Civil Rights - Race								1					1
Civil Rights - Racial Profiling or Discrimina													1
Civil Rights - Sex/Gender/Gender Identity								1					1
Customer Service	2	1	2	2	1		2	1				2	13
Customer Service - TSO	2	1	2	2	1		2	1				2	10
Expedited Passenger Screening Program	12	12	16	8	11	19	26	35	28	11	36	21	235
Expedited Passenger Screening Program	1				2		1	2					6
Expedited Passenger Screening Program	2	2	3			1	1		2		1		12
Expedited Passenger Screening Program	9	10	13	8	9	18	23	33	26	11	35	21	216
Expedited Passenger Screening Program			- 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 - Dam	ı aged/Missing I	temsCa	rry-on Lugga	ge			1				1		2
Mishandling of Passenger Property - Dam		1	, , ,								1		2
Patdown								2	1				
Patdown - Flyer								2	1				
Persons w/ Disabilities (PWD)		1							1			1	3
Persons w/ Disabilities (PWD) - Internal M	l Medical Devices								1				
Persons w/ Disabilities (PWD) - Mobility D		1							- 1				1
Persons w/ Disabilities (PWD) - Wheelcha												1	1
* /	aii/ 3000tei/ 3e	gway 3	1	1			4		2	1	2		14
Property - Special Handling - Demaged It	l Corn	1	1	1			4		1	<u> </u>	2		
Property - Special Handling - Damaged Ite				ı			4		- 1				9
Property - Special Handling - Damaged Ite		1	4						4	4			1
Property - Special Handling - Missing Item			1						1	1			3
Property - Special Handling - Missing Item		1											1
	l 1	4				2	2	4	2	2		2	19
Screening	!												2
Screening - Inconsistency	1									1			
Screening - Inconsistency Screening - Procedures/Process	1	4				2	2	4	2	1		2	17
Screening - Inconsistency Screening - Procedures/Process 2023	23	4 26	41	24	14	2 23	2 31	4 32	2 26	1 1 24	21		17
Screening - Inconsistency Screening - Procedures/Process 2023 Airline	1		41	24	14					24	21		17 285 3
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service	1		41	24	14	23				24	21		17 28 5 3
Screening - Inconsistency Screening - Procedures/Process 2023 Airline	1		41	24	14	23 1				24	21		17 28 5 3
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service	23		41	24	14	23 1 1				24			28!
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights	23		41	24	14	23 1 1				24	1		28 9
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights	1 23 1	26	41	24	14	23 1 1				24	1		28!
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race	1 23 1	26	41	24	14	23 1 1 1				24	1		289
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity	23 1 1 - Not Transgen	26 der				23 1 1 1		32		24 2 2	1		17 288 3 3 3 4 1
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity	23 1 1 - Not Transgen	26 der	1			23 1 1 1		32		24 2 2	1		1: 28!
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others	1 23 1 1 - Not Transgen 2	26 der	1	1	1	23 1 1 1		32		24 2 2	1		17 285 3 3 4 10
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	1 23 1 - Not Transgen 2 2 19	26 der 1 1 19	1	1	1	23 1 1 1 1	31	2 2	26	24 2 2 2 2	1		17 288 3 3 3 4 10 6 237
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 23 1 1 - Not Transgen 2 2 19 - Active Duty M	26 der 1 1 19	1	1	1	23 1 1 1 1	31	2 2 25	26	24 2 2 2 2	1 1		17 288 3 3 4 10 11 4 237
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 23 1 1 - Not Transgen 2 2 19 - Active Duty N - DoD	der 1 1 19 Ailitary	1 1 33	1 1 22	1	23 1 1 1 1	26	2 2	26	24 2 2 2 2	16 1		177 288 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	1 23 1 1-Not Transgen 2 2 19 - Active Duty M - DoD - TSA Applicat	der 1 1 19 Military ion Progra	1 1 33 1	1 1 22	1 1 11	23 1 1 1 1 1 21	26	2 2 2 25	26 25	24 2 2 2 2 2 20	1 1 16 1		177 285 3 3 3 1 1 1 1 1 1 1 1 2 3 3 1 1 1 1 1 1
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	1 23 1 1-Not Transgen 2 2 19 - Active Duty M - DoD - TSA Applicat 19	der 1 1 19 //ilitary ion Progra	1 1 33 1 am	1 1 22	1	23 1 1 1 1	26	2 2 25	26 25 1 23	24 2 2 2 2	16 1		177 285 3 3 3 3 1 1 1 1 1 1 1 237 1 3 5 5 227
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	1 23 1 1-Not Transgen 2 2 19 - Active Duty M - DoD - TSA Applicat 19	der 1 1 19 //ilitary ion Progra	1 1 33 1 am 32 - Opt In	1 1 22	1 1 11	23 1 1 1 1 1 21	26 1 25	2 2 2 25	26 25	24 2 2 2 2 2 20	16 16 1 2 13		177 285 3 3 3 3 1 1 1 1 1 1 1 237 1 3 5 227 1
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	1 23 1 1 - Not Transgen 2 2 19 - Active Duty M - DoD - TSA Applicat 19 - TSA/DHS En	der 1 19 Alilitary ion Progra 19 nployees	1 1 33 1 am	1 1 22	1 1 11	23 1 1 1 1 1 21	26 1 25	2 2 2 25	26 25 1 23	24 2 2 2 2 2 20	16 16 1 2 13		177 288 3 3 3 4 10 11 4 5 237 5 227
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 23 1 1 - Not Transgen 2 19 - Active Duty M - DoD - TSA Applicat 19 - TSA/DHS En	der 1 19 Alilitary ion Progra 19 nployees temsC	1 1 33 1 am 32 - Opt In	1 1 22 1 21	1 1 11 11	23 1 1 1 1 1 21	26 1 25	2 2 2 25	26 25 1 23	24 2 2 2 2 2 20	16 16 1 2 13		17 288 3 3 4 11 11 233
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 23 1 1 - Not Transgen 2 19 - Active Duty M - DoD - TSA Applicat 19 - TSA/DHS En lagged/Missing I	der 1 1 19 Alilitary ion Progra 19 nployees temsC temsCh	1 1 33 1 am 32 - Opt In 1 ecked Bagga	1 1 22 1 21	1 1 11	23 1 1 1 1 1 21	26 1 25 2 1	2 2 2 25	26 25 1 23	24 2 2 2 2 2 20	16 16 1 2 13		177 288 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam	1 23 1 1 - Not Transgen 2 19 - Active Duty M - DoD - TSA Applicat 19 - TSA/DHS En lagged/Missing I	der 1 1 19 Alilitary ion Progra 19 nployees temsC temsCh	1 1 33 1 am 32 - Opt In 1 ecked Bagga	1 1 22 1 21	1 1 11 11	23 1 1 1 1 1 21	26 1 25	2 2 2 25	26 25 1 23	24 2 2 2 2 2 20	16 10 11 2 13 11		177 288 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	1 23 1 1 - Not Transgen 2 19 - Active Duty M - DoD - TSA Applicat 19 - TSA/DHS En lagged/Missing I	der 1 1 19 Alilitary ion Progra 19 nployees temsC temsCh	1 1 33 1 am 32 - Opt In 1 ecked Bagga or Checked 1	1 1 22 1 21	1 1 11 11	23 1 1 1 1 1 21	26 1 25 2 1	2 2 2 25	26 25 1 23	24 2 2 2 2 2 20	16 16 1 2 13 1 1		17 288 3 3 3 3 4 4 4 5 6 7 7 8 8 8 9 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Properting Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	1 23 1 1 - Not Transgen 2 19 - Active Duty M - DoD - TSA Applicat 19 - TSA/DHS En lagged/Missing I	der 1 1 19 Military 19 nployees temsChecarry-on co	1 1 33 1 am 32 - Opt In 1 ecked Bagga or Checked 1	1 1 22 1 21	1 1 11 11	23 1 1 1 1 1 21	26 1 25 2 1	2 2 25 1 24	26 25 1 23	24 2 2 2 2 2 20	16 10 11 2 13 11		177 288 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	1 23 1 1 1 - Not Transgen 2 19 - Active Duty M - DoD - TSA Applicat 19 - TSA/DHS En aged/Missing I aged/Missing I rrayed Items—C	der 1 1 19 Alilitary ion Progra 19 nployees temsC temsCh	1 1 33 1 am 32 - Opt In 1 1 ecked Bagga or Checked 1 1	1 1 22 1 21	1 1 11 11	23 1 1 1 1 1 21	26 1 25 2 1	2 2 2 25	26 25 1 23	24 2 2 2 2 2 20	16 16 1 2 13 1 1		177 288 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	1 23 1 1 1 - Not Transgen 2 19 - Active Duty M - DoD - TSA Applicat 19 - TSA/DHS En aged/Missing I aged/Missing I arayed Items—0	der 1 1 19 Military ion Progra 19 nployees temsC temsCh Carry-on c	1 1 33 1 am 32 - Opt In 1 ecked Bagga or Checked 1	1 1 22 1 21	1 1 11 11	23 1 1 1 1 1 21	26 1 25 2 1	2 2 25 1 24	26 25 1 23	24 2 2 2 2 2 20	16 16 1 2 13 1 1		17 288 3 3 3 4 10 4 22 22 3
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically	1 23 1 1 1 - Not Transgen 2 19 - Active Duty M - DoD - TSA Applicat 19 - TSA/DHS En agged/Missing I agged/Missing I arayed Items—0	der 1 1 19 Alilitary ion Progra 19 nployees temsC temsChe Carry-on c	1 1 33 1 am 32 - Opt In 1 1 ecked Bagga or Checked 1 1	1 1 22 1 21	1 1 11 11	23 1 1 1 1 1 21	26 1 25 2 1	2 2 25 1 24	26 25 1 23	24 2 2 2 2 2 20	16 16 1 2 13 1 1		17 288 3 3 3 4 10 23 3 3 4 22 22
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	1 23 1 1 1 - Not Transgen 2 19 - Active Duty M - DoD - TSA Applicat 19 - TSA/DHS En agged/Missing I agged/Missing I arayed Items—0	der 1 1 19 Alilitary ion Progra 19 nployees temsC temsChe Carry-on c	1 1 33 1 am 32 - Opt In 1 1 ecked Bagga or Checked 1 1	1 1 22 1 21	1 1 11 11	23 1 1 1 1 1 21	26 1 25 2 1	2 2 25 1 24	26 25 1 23	24 2 2 2 2 2 20	16 16 1 2 13 1 1		17 288 3 3 3 4 10 23 3 3 4 22 22
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically	1 23 1 1 1 - Not Transgen 2 19 - Active Duty M - DoD - TSA Applicat 19 - TSA/DHS En agged/Missing I agged/Missing I arayed Items—0	der 1 1 19 Alilitary ion Progra 19 nployees temsC temsChe Carry-on c	1 1 33 1 am 32 - Opt In 1 1 ecked Bagga or Checked 1 1	1 1 22 1 21	1 1 11 11	23 1 1 1 1 1 21	26 1 25 2 1	2 2 25 1 24	26 25 1 23	24 2 2 2 2 2 20	16 16 1 2 13 1		177 288 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi	1 23 1 1 - Not Transgen 2 19 - Active Duty M - DoD - TSA Applicat 19 - TSA/DHS En aged/Missing I aged/Missing I rrayed Items—C	der 1 1 19 Military 19 nployees temsC temsCh Carry-on c 2 2 d Casts 1	1 1 33 1 am 32 - Opt In 1 1 ecked Bagga or Checked 1 1 1	1 1 22 1 21	1 1 11 1 1 1	23 1 1 1 1 1 21	26 1 25 2 1	2 2 25 1 24	26 25 1 23	24 2 2 2 2 2 20	16 16 1 2 13 1		177 288 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling	1 23 1 1 1 - Not Transgen 2 19 - Active Duty M - DoD - TSA Applicat 19 - TSA/DHS En laged/Missing I larged/Missing I larged/M	der 1 1 19 Military 19 nployees temsC temsCh Carry-on c 2 2 d Casts 1	1 1 33 1 am 32 - Opt In 1 1 ecked Bagga or Checked 1 1 1	1 1 22 1 21	1 1 11 1 1 1	23 1 1 1 1 1 21	26 1 25 2 1	2 2 25 1 24	26 25 1 23	24 2 2 2 2 2 20	16 16 1 2 13 1		177
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling - Damaged Ite	1 23 1 1 1 - Not Transgen 2 19 - Active Duty M - DoD - TSA Applicat 19 - TSA/DHS En aged/Missing I aged/Missing I rrayed Items— Necessary s/Amputees an ems - Carry-Or	der 1 1 19 Military 19 nployees temsCh Carry-on c 2 2 d Casts 1	1 1 33 1 am 32 - Opt In 1 1 ecked Bagga or Checked 1 1 1	1 1 22 1 21	1 1 11 1 1 1	23 1 1 1 1 1 21	26 1 25 2 1	2 2 25 1 24	26 25 1 23	24 2 2 2 2 2 20	16 16 1 2 13 1		177 285 3 3 3 3 1 1 1 1 1 1 1 1 1 1 1 2 2 2 1 1 1 2 2 3 3 3 3
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	1 23 1 1 1 - Not Transgen 2 19 - Active Duty M - DoD - TSA Applicat 19 - TSA/DHS En agged/Missing I agged/Missing I rrayed Items—C	der 1 19 Alilitary ion Progra 19 nployees temsC temsCh Carry-on c	1 1 33 1 am 32 - Opt In 1 1 ecked Bagga or Checked 1 1 1	1 1 22 1 21 ge	1 1 1 1 1 1 1	23 1 1 1 1 1 21	26 1 25 2 1 1 1	2 2 25 1 24	25 1 23 1	24 2 2 2 2 2 20	16 16 1 2 13 1 1 1		177 285 3 3 3 3 1 1 1 1 1 10 1 1 9 237 1 1 22 1 1 2 2 1 1 6 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Inconsistency Screening - Procedures/Process 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item	1 23 1 1 1 - Not Transgen 2 19 - Active Duty M - DoD - TSA Applicat 19 - TSA/DHS En aged/Missing I aged/Missing I aged/Missing I arayed Items—0 / Necessary s/Amputees an ems - Carry-Or ns - Carry-Or ns - Carry-C ns - Checked 1	der 1 1 19 Alilitary ion Progra 19 nployees temsC temsCh Carry-on c	1 1 33 1 am 32 - Opt In 1 1 ecked Bagga or Checked 1 1 1	1 1 22 1 21	1 1 1 1 1 1 1	23 1 1 1 1 1 21	26 1 25 2 1	2 2 25 1 24	26 25 1 23	24 2 2 2 2 2 20	16 16 1 2 13 1		177 285 3 3 3 3 1 1 1 1 1 1 1 1 1 1 1 1 2 2 7 1 1 2 2 1 1 6 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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SAW	Screening - Retrieving Abandoned/Confisc		11-Nov 1	12-Dec 0	1-Jan 02	?-Feb 03	8-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Screening - Netheving Abandoned/Confist	cated Items	2	3			3	1	4			1	2	1
2021			4	3			3		4			1	1	1
	creening												1	
	Screening - Procedures/Process												1	
2022	co.coming 1 recodulitor 1 recode	1	2	2			2		4			1	1	1
	ivil Rights	•	_				1		•			•	•	
	Civil Rights - Race						1							
Cı	ustomer Service		1				1		1					
	Customer Service - TSO		1				1		1					
E	xpedited Passenger Screening Program	1	1						3				1	
	Expedited Passenger Screening Program	1	1						3				1	
Pr	roperty - Special Handling											1		
	Property - Special Handling - Missing Item	s - Checked										1		
Sc	creening			2										
	Screening - Children			1										
	Screening - Procedures/Process			1										
2023	Corocining 1 1000ddico/1 100000	1		1			1							
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SBA	Expedited Fasseriger Screening Frogram	11	17	12	16	8	21	27	24	16	23	27	13	21
2021			17	12	10	0	41	21	24	10	23	21	4	21
	to the second of													
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E	xpedited Passenger Screening Program	T04 = 61											3	
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2022		1	3	3	8	2	9	20	16	8	14	8	9	10
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	Civil Rights - Race											1		
Cı	ustomer Service	1							2				1	
	Customer Service - TSO	1							2				1	
E	xpedited Passenger Screening Program		2	3	6	2	8	15	12	6	13	7	7	
	Expedited Passenger Screening Program	- DoD							1					
	Expedited Passenger Screening Program		ation Progra	m	2					1				
	Expedited Passenger Screening Program		2	3	4	2	8	15	11	5	13	7	7	7
Pa	atdown						1	2			1		1	
	Patdown - Flyer						1	2			1		1	
Pr	ersons w/ Disabilities (PWD)		1		1			1						
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	Persons w/ Disabilities (PWD) - Mobility D	isability (Not	vvneeicnair	or Scoot	1									
Pr	roperty - Special Handling									1				
	Property - Special Handling - Missing Item	is - Checked								1				
		io Onconou						_						
Sc	creening	io Onconod			1			2	2	1				
So	Screening - Inconsistency	io oncoroa							1	1				
	creening				1			2	1 1	1				
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2023	creening Screening - Inconsistency Screening - Procedures/Process ivil Rights		14	9	1	1	12	2	1 1	1	9	19		11
2023 Ci	creening Screening - Inconsistency Screening - Procedures/Process ivil Rights Civil Rights - Race			9	1		12	2 7	1 1	1 8	9	19		1′
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2023 Ci	creening Screening - Inconsistency Screening - Procedures/Process ivil Rights Civil Rights - Race ustomer Service Customer Service - TSO	10	2 2		1 8	1		2 7 1	1 1 8	1 8 1 1 1				11
2023 Ci	creening Screening - Inconsistency Screening - Procedures/Process ivil Rights Civil Rights - Race ustomer Service Customer Service - TSO spedited Passenger Screening Program	10 7 - DoD	2 2 11 1	7	1 8	1		2 7 1	1 1 8	1 8 1 1 1				11
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2023 Ci Ci E) M Pe	Screening Screening - Inconsistency Screening - Procedures/Process Avid Rights Civil Rights - Race Lustomer Service Customer Service - TSO Redited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Addown Patdown - Flyer Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Property - Special Handling - Damaged Itercening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	7 - DoD - TSA Applic 7 1 aged/Missing 1 Devices - Atta Necessary N 1 ems - Checke 1	2 2 11 1 1 ation Progra 10 IltemsCarr	7 m 7 1 y-on Luggaç 1 Body and Medical S	1 8 6 6 ge 1 1 1 Supplies 1	1 1 5	10	2 7 1 1 1 5 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 8 8	1 8 1 1 5 1 4	7 7 1 1	16 16 3 1	1	£ 8
2023 Ci Ci E) M Pi Pi Si BD 2022 Ci 2023	Screening Screening - Inconsistency Screening - Procedures/Process Avid Rights Civil Rights - Race Lustomer Service Customer Service - TSO Redited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Addown Patdown - Flyer Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Property - Special Handling - Damaged Itercening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	7 - DoD - TSA Applic 7 1 aged/Missing 1 Devices - Atta Necessary N 1 ems - Checke 1 1 2	2 2 11 1 1 ation Progra 10 IltemsCarr	7 m 7 1 y-on Luggaç 1 Body and Medical S	1 8 6 6 ge 1 1 1 Supplies 1	1 1 5	10 10 2 2	2 7 1 1 5 5 1 1 1 1 1 1 1 1 1	1 1 8 8	1 8 1 1 5 1 4	7 7 1 1	16 16 3 1	1	£ 8
2023 Ci Ci Ei M Pi Pi Sci SBD 2022 Ci 2023	Screening Screening - Inconsistency Screening - Procedures/Process ivil Rights Civil Rights - Race ustomer Service Customer Service - TSO xpedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam dishandling of Passenger Property - Dam datdown Patdown - Flyer ersons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical Improperty - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite creening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process ustomer Service Customer Service - Others	7 - DoD - TSA Applic 7 1 aged/Missing 1 Devices - Atta Necessary N 1 ems - Checke 1 2	2 2 11 1 1 ation Progra 10 IltemsCarr	7 m 7 1 y-on Luggaç 1 Body and Medical S	1 8 6 6 ge 1 1 1 Supplies 1	1 1 5	10 10 2 2	2 7 1 1 5 5 1 1 1 1 1 1 1 1 1	1 1 8 8	1 8 1 1 5 1 4	7 7 1 1	16 16 3 1	1	£ 8
2023 Ci Ci Ei M Pe Pe Pe Sco SBD 2022 Ci 2023 Ci	Screening Screening - Inconsistency Screening - Procedures/Process ivil Rights Civil Rights - Race ustomer Service Customer Service - TSO spedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam atdown Patdown - Flyer ersons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medical Improperty - Special Handling Property - Special Handling Property - Special Handling Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process ustomer Service Customer Service - Others ivil Rights Civil Rights - Race	7 - DoD - TSA Applic 7 1 aged/Missing 1 1 Devices - Atta Necessary N 1 ems - Checke 1 2 2 2	2 2 11 1 1 ation Progra 10 IltemsCarr	7 m 7 1 y-on Luggaç 1 Body and Medical S	1 8 6 6 ge 1 1 1 Supplies 1	1 1 5	10 10 2 2	2 7 1 1 5 5 1 1 1 1 1 1 1 1 1	1 1 8 8	1 8 1 1 5 1 4	7 7 1 1	16 16 3 1	1	11
2023 Ci Ci Ei M Pe Pe Pe Sco SBD 2022 Ci 2023 Ci	Screening Screening - Inconsistency Screening - Procedures/Process Ivil Rights Civil Rights - Race ustomer Service Customer Service - TSO spedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Addown Patdown - Flyer Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medical Improperty - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Creening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Institute of Passenger Property Lines Screening - Procedures/Process Institute of Passenger Property Lines Screening - Procedures/Process Listomer Service Customer Service - Others Livil Rights Civil Rights Civil Rights - Race Listomer Property	7 - DoD - TSA Applic 7 1 aged/Missing 1 Devices - Atta Necessary N 1 ems - Checke 1 2 2 2	2 2 11 1 ation Progra 10 ItemsCarr	7 m 7 1 y-on Luggaç 1 Body nd Medical S	1 8 6 6 9e 1 1 1 Supplies 1 1 1	1 1 5	10 10 2 2	2 7 1 1 5 5 1 1 1 1 1 1 1 1 1	1 1 8 8	1 8 1 1 5 1 4	7 7 1 1	16 16 3 1 2 1	1	11
2023 Ci Ci E) M Pe Pr Sc SBD 2022 Ci 2023 Ci M	Screening Screening - Inconsistency Screening - Procedures/Process ivil Rights Civil Rights - Race ustomer Service Customer Service - TSO xpedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program ishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Addown Patdown - Flyer Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Property - Special Handling - Damaged Ite property - Special - Damaged Ite prop	7 - DoD - TSA Applic 7 1 aged/Missing 1 Devices - Atta Necessary N 1 ems - Checke 1 2 2 2	2 2 11 1 ation Progra 10 ItemsCarr	7 m 7 1 y-on Luggaç 1 Body nd Medical S	1 8 6 6 9e 1 1 1 Supplies 1 1 1	1 1 5	10 10 2 2 1	2 7 1 1 5 5 1 1 1 1 1 1 1 1 1	1 1 8 8	1 8 1 1 5 1 4	7 7 1 1	16 16 3 1 2 1	1	111 E E
2023 Ci Ci E) M Pe SSBD 2022 Ci 2023 Ci M	Screening Screening - Inconsistency Screening - Procedures/Process ivil Rights Civil Rights - Race ustomer Service Customer Service - TSO xpedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam dishandling of Passenger Property - Dam atdown Patdown - Flyer ersons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD)	7 - DoD - TSA Applic 7 1 aged/Missing 1 Devices - Atta Necessary N 1 ems - Checke 1 2 2 2	2 2 11 1 ation Progra 10 ItemsCarr	7 m 7 1 y-on Luggaç 1 Body nd Medical S	1 8 6 6 9e 1 1 1 Supplies 1 1 1	1 1 5	10 10 2 2 1	2 7 1 1 5 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 8 8	1 8 1 1 5 1 4	7 7 1 1	16 16 3 1 2 1	1	111 8 8
2023 Ci Ch Eb MM Pi Pi Sc SBD 2022 Ci MM Sc	Screening Screening - Inconsistency Screening - Procedures/Process ivil Rights Civil Rights - Race ustomer Service Customer Service - TSO xpedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program ishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Addown Patdown - Flyer Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Property - Special Handling - Damaged Ite property - Special - Damaged Ite prop	7 - DoD - TSA Applic 7 1 aged/Missing 1 Devices - Atta Necessary N 1 ems - Checke 1 2 2 2 2 aged/Missing	2 2 11 1 ation Progra 10 IltemsCarr ched to the Beledication and	7 m 7 1 y-on Luggaç 1 Body nd Medical S	1 8 6 6 Ge 1 1 1 Supplies 1 1 1	5	10 10 2 2 1	2 7 1 1 1 5 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 8 8	1 8 1 1 1 5 1 4	7 7 1 1 1 1 1 1 1	16 16 3 1 2 1	1 1 1	8 8
2023 Ci Ci Ei M Pi Si SBD 2022 Ci MM Si SBBN	Screening Screening - Inconsistency Screening - Procedures/Process ivil Rights Civil Rights - Race ustomer Service Customer Service - TSO xpedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam dishandling of Passenger Property - Dam atdown Patdown - Flyer ersons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD)	7 - DoD - TSA Applic 7 1 aged/Missing 1 Devices - Atta Necessary N 1 ems - Checke 1 2 2 2	2 2 11 1 ation Progra 10 ItemsCarr	7 m 7 1 y-on Luggaç 1 Body nd Medical S	1 8 6 6 9e 1 1 1 Supplies 1 1 1	1 1 5	10 10 2 2 1	2 7 1 1 5 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 8 8	1 8 1 1 5 1 4	7 7 1 1	16 16 3 1 2 1	1 1 1 1	111 8 8
2023 Ci Ci Ei M Pi SeBD 2022 Ci M SeBN 2021	Screening Screening - Inconsistency Screening - Procedures/Process ivil Rights Civil Rights - Race ustomer Service Customer Service - TSO xpedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Addown Patdown - Flyer ersons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical Improperty - Special Handling Property - Special Handling Property - Special Handling Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process ustomer Service Customer Service - Others ivil Rights Civil Rights - Race ishandling of Passenger Property - Dam creening Screening - Procedures/Process	7 - DoD - TSA Applic 7 1 aged/Missing 1 Devices - Atta Necessary N 1 ems - Checke 1 2 2 2 2 aged/Missing	2 2 11 1 ation Progra 10 IltemsCarr ched to the Beledication and	7 m 7 1 y-on Luggaç 1 Body nd Medical S	1 8 6 6 Ge 1 1 1 Supplies 1 1 1	5	10 10 2 2 1	2 7 1 1 1 5 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 8 8	1 8 1 1 1 5 1 4	7 7 1 1 1 1 1 1 1	16 16 3 1 2 1	7 2	
2023 Ci Ci Ei MM Pi Pi Sci SBD 2022 Ci MM Sci SBN 2021	Screening Screening - Inconsistency Screening - Procedures/Process ivil Rights Civil Rights - Race ustomer Service Customer Service - TSO xpedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam dishandling of Passenger Property - Dam atdown Patdown - Flyer ersons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD)	7 - DoD - TSA Applic 7 1 aged/Missing 1 Devices - Atta Necessary N 1 2 2 2 2 2 aged/Missing	2 2 11 1 ation Progra 10 IltemsCarr ched to the Bedication and 1 1 IltemsChee	7 m 7 1 y-on Luggaç 1 Body and Medical S 1 1 1	1 8 6 6 Ge 1 1 1 Supplies 1 1 1	5	10 10 2 2 1	2 7 1 1 1 5 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 8 8	1 8 1 1 1 5 1 4	7 7 1 1 1 1 1 1 1	16 16 3 1 2 1	1 1 1 1	111 8 8

			TSA Cont	act Center (TCC) Data	Tool - FOIA	١						
tegories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2022	2	2		3 2	2	7	5	3	7	4	3	5	45
Civil Rights												1	1
Civil Rights - Race												1	1
Customer Service				1		1							2
Customer Service - TSO				1		1							2
Expedited Passenger Screening Program	2	1		1 2	. 1	2	3	2	6	2	3	4	29
Expedited Passenger Screening Program	- TSA Appl	ication Prog	gram	1									1
Expedited Passenger Screening Program	2	1		1 1	1	2	3	2	6	2	3	4	28
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dam	aged/Missii	ng ItemsC	arry-on Lu	iggage					1				1
Patdown		1											1
Patdown - General		1											1
Property - Special Handling							2						2
Property - Special Handling - Damaged Ite	ems - Carry	-On					2						2
Screening				1	1	4		1		2			9
Screening - Inconsistency						2							2
Screening - Procedures/Process				1	1	2		1		2			7
2023	7	2		3 7	6	2	4	2	3	5	4		45
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service				1	1	1	2						5
Customer Service - TSO				1	1	1	2						5
Expedited Passenger Screening Program	6	2		3 5	5	1	1	1	3	2	3		32
Expedited Passenger Screening Program	6	2		3 5	5	1	1	1	3	2	3		32
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dam	aged/Missii	ng ItemsC	arry-on Lu	iggage						1			1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)										1	1		2
Persons w/ Disabilities (PWD) - Breast Ca	ncer									1			1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts									1		1
Screening	1			1				1					3
Screening - Procedures/Process	1			1				1					3

				ct Center (1		ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SBP	8	8	7	3	12	16	9	9	9	8	12		10 ⁻
2022	4	4	3		6	7	5	2	5	3	6		45
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service	1				2		1	1		1	1		7
Customer Service - TSO	1				2		1	1		1	1		7
Expedited Passenger Screening Program	2	4	2		3	6	4	1	5	1	4		32
Expedited Passenger Screening Program	2	4	2		3	6	4	1	5	1	4		32
Intranet/Internet Inquiries	1												1
Intranet/Internet Inquiries - General	1												1
Property - Special Handling			1								1		2
Property - Special Handling - Damaged Ite	ems - Carry	-On									1		1
Property - Special Handling - Missing Item	ns - Checke	d	1										1
Screening					1	1							2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process						1							1
2023	4	4	4	3	6	9	4	7	4	5	6		56
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	3	4	3	2	5	7	3	7	4	4	6		48
Expedited Passenger Screening Program	- Active Du	ty Military	1										1
Expedited Passenger Screening Program	- DoD	1											1
Expedited Passenger Screening Program	- TSA Appl	ication Prog	gram						1		1		2
Expedited Passenger Screening Program	3	3	2	2	5	7	3	7	3	4	5		44
Patdown	1		1			2							4
Patdown - Children						1							1
Patdown - Flyer	1		1			1							3
Property - Special Handling				1									1
Property - Special Handling - Damaged Ite	ems - Carry	-On		1									1
Screening							1			1			2
Screening - Procedures/Process							1			1			2

			I SA CUIILA	ci Center (ICC) Data	1001 - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SBY	1		1			1	1	2	1	1		5	13
2021												4	4
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program	- TSA PreCl	heck										2	2
Patdown												1	1
Patdown - Flyer												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	1											1	2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Screening												1	1
Screening - Procedures/Process												1	1
2023			1			1	1	2	1	1			7
Civil Rights								1					1
Civil Rights - National Origin								1					1
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program			1			1	1	1					4
Expedited Passenger Screening Program	- TSA PreCl	heck	1			1	1	1					4
Screening									1				1
Screening - Retrieving Abandoned/Confis	cated Items								1				1

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

Categories 10-	Oct	11-Nov	12-Dec		01-Jan	CC) Data	03-Mar	04-Apr	05-May	06-Jur	07	'-Jul	08-Aug	09-Sep	Total
SCK	1	11 1101		3	1	1	oo ma	1	20 11129		2	1	2	3	18
2021	•			J		•					_			2	10
Customer Service														1	
Customer Service - TSO														1	1
Screening														1	
Screening - Procedures/Process														1	
2022	4			4				1	1		1		- 1	1	
Civil Rights	- 1			•				- '			•				
Civil Rights - Transgender Screening	1														
Customer Service	- 1												1	- 1	
Customer Service - TSO													1	1	
Expedited Passenger Screening Program													ı		
Expedited Passenger Screening Program - TSA	D 0	Na a ale							1						
	Prec	леск		4					1						
Patdown				1											
Patdown - Flyer				1											
Property - Special Handling	_							1			1				
Property - Special Handling - Missing Items - Ca	arry-O	n		_				1			1				
2023		1		2	1	1			1		1	1	1		
Expedited Passenger Screening Program				2		1			1		1		1		
Expedited Passenger Screening Program - TSA	PreC	Check		2		1			1		1		1		(
Patdown					1										
Patdown - Flyer					1										
Persons w/ Disabilities (PWD)		1													
Persons w/ Disabilities (PWD) - Visual Impairm	ent	1													
Property - Special Handling												1			
Property - Special Handling - Damaged Items -	Carry-	-On										1			1

Categories	40.0 .				•	- FOIA		05.55			00.1	00.0	-
			12-Dec 01 60			3-Mar (55		05-May 65	06-Jun	07-Jul	08-Aug	09-Sep	Total
SDF 2021	61	39	60	46	49	55	51	65	66	68	61	51 11	672 11
Customer Service												11	11
Customer Service - TSO												1	1
Expedited Passenger Screening Program												9	9
Expedited Passenger Screening Program	- TSA Applicati	on Progra	m									1	1
Expedited Passenger Screening Program												8	8
Property - Special Handling												1	1
Property - Special Handling - Damaged It	ems - Checked											1	1
2022	24	18	18	13	18	29	28	39	27	29	31	40	314
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights			2								1		3
Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity	Not Transgens	lor	1								1		1
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening	- Not Transgend	lei	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		1											1
Expedited Passenger Screening Program		2					1	4	2	1	1	4	16
Expedited Passenger Screening Program		12	12	5	16	22	21	33	21	23	24	33	241
Expedited Passenger Screening Program	- TSA/DHS Em	ployees -	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 - Dam	naged/Missing It	emsC	1										1
Patdown				3			1		1			1	6
Patdown - Flyer				2			1		1			1	5
Patdown - Non-Flyer		4		1			4						1
Persons w/ Disabilities (PWD)	Andinal Davison	1		1			1						3
Persons w/ Disabilities (PWD) - Internal M		l Cooto		1			4						1
Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av		1 Casis					1						1
Property - Special Handling	version (pan		2	2	1		2				1		11
Property - Special Handling - Damaged It	tems - Carry-On		1								1		2
Property - Special Handling - Missing Iten			1				1				'		3
Property - Special Handling - Missing Iten			•	2	1		1						6
Screening		1		1		6	1		1	2	4	1	17
Screening - Inconsistency						1							1
Screening - Lengthy Lines						1					1		2
Screening - Procedures/Process		1		1		4	1		1	2	3	1	14
2023	37	21	42	33	31	26	23	26	39	39	30		347
Airline								1					1
Airline - Policy/Regulations/Service				1			1	1	1				3
Civil Rights Civil Rights - Constitutional Rights													
Civil Rights - Race													
				1			1		1				1
	2	1		1			1	1	1	1	1		
Customer Service	2	1		1			1	1	1	1	1		1 2 7
Customer Service Customer Service - TSO	2	1	34	1 1 1	26	23		1		1	1		1 2 7 7
Customer Service Customer Service - TSO Expedited Passenger Screening Program	2 34	1 15	34	1	26	23	1 18		31				1 2 7 7 281
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	2 34 1 - Active Du	1	34	1 1 1 25	26	23		1		1	1		1 2 7 7 281 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	2 34 1 - Active Du 1 - DoD	1 15 1	34	1 1 1 25			18	1 24	31	31	1 20		1 2 7 7 281 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	2 34 1 - Active Du 1 - DoD	1 15 1	34	1 1 1 25	26	23		1		1	1		1 2 7 7 281 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program	2 34 1 - Active Du 1 - DoD	1 15 1	34	1 1 1 25			18	1 24	31	31	1 20		1 2 7 7 281 1 1 278
Customer Service Customer Service - TSO Expedited Passenger Screening Program	2 34 1 - Active Du 1 - DoD	1 15 1	34	1 1 1 25			18	1 24	31	30	1 20		1 2 7 7 281 1 1 278
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks	2 34 1 - Active Du 1 - DoD	1 15 1	34	1 1 1 25			18	1 24	31	30 1 3	1 20		1 2 7 7 281 1 1 278 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General	2 34 1 - Active Du 1 - DoD	1 15 1	34	1 1 1 25			18	1 24	31	30 1 3 1	20		1 2 7 7 281 1 1 278 1 4
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock	2 34 - Active Du - DoD 34 - TSA/DHS Em	1 15 1 1 14 ployees -	34 Opt In	1 1 1 25 1 24	26	23	18	1 24	31	30 1 30 1 3 1 2	20		1 2 7 7 281 1 1 278 1 4 4
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property	2 34 1 - Active Du 1 - DoD 34 1 - TSA/DHS Em	1 15 1 1 14 ployees -	34 Opt In	1 1 1 25 1 24	26	23	18	1 24	31	30 1 30 1 3 1 2	20		1 2 7 7 281 1 278 1 4 1 3
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	2 34 1 - Active Du 1 - DoD 1 34 1 - TSA/DHS Em 1 agged/Missing It	1 15 1 14 ployees -	34 Opt In 1 ry-on Luggage	1 1 1 25 1 24	26	23	18	1 24	31	30 1 30 1 3 1 2	20		1 2 7 7 7 281 1 1 1 278 1 1 4 1 1 3 3 11 4
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	2 34 1 - Active Du 1 - DoD 34 1 - TSA/DHS Em agged/Missing Ith nagged/Missin	1 15 1 14 ployees -	34 Opt In 1 ry-on Luggagee 1 pecified Lugga	1 1 1 25 1 24	26	23	18	1 24	31	30 1 30 1 3 1 2	20		1 2 7 7 7 281 1 1 1 278 1 4 4 1 1 3 3 3 111 4 5 5
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction	2 34 1 - Active Du 1 - DoD 34 1 - TSA/DHS Em agged/Missing Ith nagged/Missin	1 15 1 14 ployees -	34 Opt In 1 ry-on Luggagee 1 pecified Lugga	1 1 1 25 1 24	26	23	18	1 24	31	30 1 30 1 3 1 2 3 2	20		1 2 7 7 7 281 1 1 1 278 1 4 4 1 3 3 111 4 4 5 5 1 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral	2 34 1 - Active Du 1 - DoD 34 1 - TSA/DHS Em agged/Missing Ith nagged/Missin	1 15 1 14 ployees - 2 emsCarr 2 emsUnsparry-on or	34 Opt In 1 y-on Luggage 1 pecified Lugga	1 1 1 25 1 24	26	23	18	1 24	31	30 1 30 1 3 1 2 3 2	20		1 2 7 7 7 281 1 1 1 3 3 11 4 4 5 5 1 1 1 1 1 1 1 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral	2 34 1 - Active Du 1 - DoD 34 1 - TSA/DHS Em agged/Missing Ith nagged/Missin	1 15 1 14 ployees - 2 emsCarr 2 emsUnsia	34 Opt In 1 y-on Luggage 1 pecified Luggar Checked	1 1 1 25 1 24	26	23	18	1 24	31 31 1 1	30 1 30 1 3 1 2 3 2	20		1 2 7 7 7 281 1 1 1 4 4 5 5 1 1 1 1 2 2 1 1 1 1 2 2 1 1 1 1 1 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer	2 34 1 - Active Du 1 - DoD 34 1 - TSA/DHS Em agged/Missing Ith nagged/Missin	1 15 1 14 ployees - 2 emsCarr 2 emsUnsparry-on or	34 Opt In 1 y-on Luggage 1 pecified Lugg: Checked	1 1 1 25 1 24	26 1 1	23	18	1 24	31 31 1 1	30 1 30 1 3 1 2 3 2	20 1 1		1 2 7 7 7 281 1 1 1 4 4 1 5 5 1 1 1 1 2 2 2 2
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	2 34 1 - Active Du 1 - DoD 34 1 - TSA/DHS Em agged/Missing Ith nagged/Missin	1 15 1 14 ployees - 2 emsCarr 2 emsUnsia	34 Opt In 1 y-on Luggage 1 pecified Lugg: Checked 1 1 1	1 1 1 25 1 24	26	23	18	1 24	31 31 1 1	30 1 30 1 3 1 2 3 2	20		1 2 7 7 7 281 1 1 1 1 4 4 5 5 1 1 1 1 2 2 2 3 3
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General	2 34 1 - Active Du 1 - DoD 34 1 - TSA/DHS Em aged/Missing Itanaged/Missing Itanaged/Missing Itanaged/Missing Itanaged/Missing Itanaged/Missing Itanaged/Missing Itanaged/Missing Itanaged/Missing Itanaged/Missing Itanaged	1 15 1 14 14 ployees - 2 2 emsCarr 2 emsUns; arry-on or	34 Opt In 1 ry-on Luggage 1 pecified Lugga Checked 1 1 1	1 1 1 25 1 24 1 1 agge	26	23	18	1 24	31 31 1 1	30 1 30 1 3 1 2 3 2	20 1 1		1 2 7 7 7 281 1 1 1 1 4 4 5 5 1 1 1 1 1 2 2 2 3 3 1 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically	2 34 - Active Du - DoD 34 - TSA/DHS Em - TSA/DHS Em - Active Du - DoD 34 - TSA/DHS Em - Active Du - DoD 34 - TSA/DHS Em - DoD	1 15 1 14 ployees - 2 emsCarr 2 emsUnsparry-on or 1 1	34 Opt In 1 ry-on Luggage 1 pecified Lugga Checked 1 1 1	1 1 1 25 1 24 1 1 agge	26 1 1	23	18	1 24	31 31 1 1	30 1 30 1 3 1 2 3 2	1 20 20 1 1		1 2 7 7 7 281 1 1 1 278 1 1 1 1 1 1 1 1 2 2 2 3 3 1 1 1 1 1 1 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelch	2 34 - Active Du - DoD 34 - TSA/DHS Em - TSA/DHS Em - Active Du - DoD 34 - TSA/DHS Em - Active Du - DoD 34 - TSA/DHS Em - DoD	1 15 1 14 ployees - 2 emsCarr 2 emsUnsparry-on or 1 1	34 Opt In 1 Ty-on Luggage 1 pecified Lugga Checked 1 1 1 1 1 nd Medical Su	1 1 1 25 1 24 1 1 agge	26	23	18	1 24	31 31 1 1	30 31 33 1 2 3 3 2	1 20 20 1 1		1 2 7 7 7 281 1 1 1 278 1 1 1 1 1 1 2 2 2 3 3 1 1 1 1 1 1 1 1 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelch	2 34 - Active Du - DoD 34 - TSA/DHS Em agged/Missing It agged/Missing It arrayed ItemsC	1 15 1 14 ployees - 2 emsCarr 2 emsUnsparry-on or 1 1	34 Opt In 1 Ty-on Luggage 1 pecified Lugga Checked 1 1 1 1 1 nd Medical Su	1 1 1 25 1 24 1 1 agge	26	23	18	1 24	31 31 1 1	30 31 33 1 2 3 3 2	1 20 20 1 1 1		1 2 7 7 7 281 1 1 1 4 4 5 5 1 1 1 1 2 2 2 3 3 1 1 1 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It	2 34 1- Active Du 1- DoD 34 1- TSA/DHS Em 1-	1 15 1 14 ployees - 2 emsCarr 2 emsUnsparry-on or 1 1	34 Opt In 1 Ty-on Luggage 1 pecified Lugga Checked 1 1 1 1 1 nd Medical Su	1 1 1 25 1 24 1 1 agge	26	23	18	1 24	31 31 1 1	30 31 33 1 2 3 3 2	1 20 20 1 1		1 2 7 7 7 281 1 1 1 4 4 1 1 1 2 2 2 3 3 1 1 1 4 4 3 3
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged It	2 34 1- Active Du 1- DoD 34 1- TSA/DHS Em 1-	1 15 1 14 ployees - 2 emsCarr 2 emsUns arry-on or 1 1	34 Opt In 1 y-on Luggage 1 pecified Lugg: Checked 1 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 25 1 24 1 1 s 1 agge	1 1 1	1 1	18 18 1 1	1 24	31 31 1 1 1	30 31 33 1 2 3 3 2	1 20 20 1 1 1 1 1 1 1 1 1		1 2 7 7 7 281 1 1 1 1 4 4 1 1 2 2 2 3 3 1 1 1 1 1 1 4 3 3 1 1 1 1 1 1 1 1 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	2 34 1 - Active Du 1 - DoD 34 1 - TSA/DHS Em 34 1 - TSA/DHS Em 4 -	1 15 1 14 ployees - 2 emsCarr 2 emsUnsparry-on or 1 1	34 Opt In 1 Ty-on Luggage 1 pecified Lugga Checked 1 1 1 1 1 nd Medical Su	1 1 25 1 24 1 1 2 1 1 2 1 2 1 2 1 2 1 2 1 2 1	26	23	18	1 24	31 31 1 1	30 31 33 1 2 3 3 2	1 20 20 1 1 1		1 2 7 7 7 281 1 1 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Screening Screening - Crew Member or Airline Emp	2 34 1 - Active Du 1 - DoD 34 1 - TSA/DHS Em 34 1 - TSA/DHS Em 4 -	1 15 1 14 ployees - 2 emsCarr 2 emsUnsparry-on or 1 1 dication ar	34 Opt In 1 y-on Luggage 1 pecified Lugg: Checked 1 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 25 1 24 1 1 age	26 1 1 1	1 1	18 18 1 1 1 1	1 24	31 31 1 1 1 1 5	30 31 33 1 2 3 3 2	1 20 20 1 1 1 1 1 1 1 1 1		1 2 7 7 7 281 1 1 1 1 2 2 2 2 3 3 1 1 1 4 4 3 3 3 1 1 1 1 4 3 3 3 3 3
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Screening Screening - Crew Member or Airline Empi	2 34 1 - Active Du 1 - DoD 34 1 - TSA/DHS Em 34 1 - TSA/DHS Em 4 -	1 15 1 14 ployees - 2 emsCarr 2 emsUns arry-on or 1 1	34 Opt In 1 y-on Luggage 1 pecified Lugg: Checked 1 1 1 1 1 2 1 nd Medical Su 2 1	1 1 25 1 24 1 1 2 1 1 2 1 2 1 2 1 2 1 2 1 2 1	26 1 1 1 1 3	1 1	18 18 1 1	1 24	31 31 1 1 1	30 31 33 1 2 3 3 2	1 20 20 1 1 1 1 1 1 1 1 1		1 2 7 7 7 281 1 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - International Screening	2 34 1 - Active Du 1 - DoD 34 1 - TSA/DHS Em 34 1 - TSA/DHS Em 4 -	1 15 1 14 ployees - 2 emsCarr 2 emsUnsparry-on or 1 1 dication ar	34 Opt In 1 y-on Luggage 1 pecified Lugg: Checked 1 1 1 1 1 2 1 nd Medical Su 2 1	1 1 25 1 24 1 1 age	26 1 1 1	1 1	18 18 1 1 1 1	1 24	31 31 1 1 1 1 1	30 31 33 1 2 3 3 2	1 20 20 1 1 1 1 1 1 1 1 1		1 2 7 7 7 281 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Screening Screening - Crew Member or Airline Empi	2 34 1 - Active Du 1 - DoD 34 1 - TSA/DHS Em 34 1 - TSA/DHS Em 4 -	1 15 1 14 ployees - 2 emsCarr 2 emsUnsparry-on or 1 1 dication ar	34 Opt In 1 y-on Luggage 1 pecified Lugg: Checked 1 1 1 1 1 2 1 nd Medical Su 2 1	1 1 25 1 24 1 1 age	26 1 1 1 1 3	1 1	18 18 1 1 1 1	1 24	31 31 1 1 1 1 5	30 31 33 1 2 3 3 2	1 20 20 1 1 1 1 1 1 1 1 1		1 2 7 7 7 281 1 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1

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

egories		11-Nov			02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EA	439	467	482	356	406	488	562	590	656	587	661	472	6,166
2021												114	114
Civil Rights Civil Rights - Racial Profiling or Discrimina	ation											3	3
Customer Service	20011											23	23
Customer Service - TSO												23	23
Expedited Passenger Screening Program												63	63
Expedited Passenger Screening Program			am									4	4
Expedited Passenger Screening Program	- TSA PreChe	ck										59	59
HAZMAT Endorsement												1	1
HAZMAT Endorsement - General Locks												1	1
Locks - Missing or Damaged Lock												1	1
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property												2	2
Mishandling of Passenger Property - Dam				ge								1	1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on o	or Checked									1	1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes												2	3
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	adway										1	
Prohibited & Permitted Items	aii/ Ocoolei/ O	egway										1	
Prohibited & Permitted Items - Knives/Too	l ols/Razors/Sha	rn Objects	3									1	
Property - Special Handling	7.07.1 (0.20.07.01.0	p 0 0,000										9	
Property - Special Handling - Damaged Ite	ı ems - Carry-O	n										3	
Property - Special Handling - Damaged Ite												3	
Property - Special Handling - Missing Item	ns - Carry-On											1	1
Property - Special Handling - Missing Item	ns - Checked											2	2
Screening												6	6
Screening - Lengthy Lines												1	
Screening - Procedures/Process												5	5
2022	117	167	169	120	160	229	253	284	265	221	301	358	2,644
Additional Information Required/Insufficient Inf Additional Information Required/Insufficier		EMAIL O	MI V									2	2
Additional information required/insufficient	it illioilliation	1	/INL I			1		2	1	1		1	7
Airline - Lost Baggage		- '				- '		1	'			1	2
Airline - Policy/Regulations/Service		1				1		1	1	1			5
Cargo								1					1
Cargo - Known Shipper								1					1
Civil Rights	7	4	1	3		1	5	4	2	3	3	3	36
Civil Rights - Age							1						1
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin										1			1
Civil Rights - Race						1	2	3		2	2	2	12
Civil Rights - Racial Profiling or Discrimina		3	1	3									9
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity		1					1				1		1 5
Civil Rights - Sexual Orientation - Not Tra		- 1					1	1			- 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					4				1				1
Expedited Passenger Screening Program Expedited Passenger Screening Program			1	2	1	3	3		1			2	15
Expedited Passenger Screening Program		13	10	8	4	5	6	10	11	2	7	11	92
Expedited Passenger Screening Program		98	107	74	111	152	183	176	178	136	189	230	1,690
Expedited Passenger Screening Program		1	107	14	2	102	100	2	170	100	100	1	1,000
Identification (ID) Requirements	1	2		1									
Identification (ID) Requirements - Domest	1	2											
Identification (ID) Requirements - Minors I				1									
Locks	1			1	1	2	1				2	1	9
Locks - Missing or Damaged Lock	1			1	1	2	1				2	1	9
Lost and Found				1					1		3	1	6
Lost and Found - Airport/TSA				1					1		3	1	6
Mishandling of Passenger Property	6	3	2	5	4	3	6	6	1	6	3	6	51
Mishandling of Passenger Property - Dam		1	1	1	1		4	1	1	4	1	1	18
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	-	2 Itams I In	1 specified Luc	4	1	2	2	4		1 1	2	4	23
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa		nemsUN	specified Ed(gage	2	1		1		1		1	9
No Jurisdiction	4	1	2	1	2	1	2	1	3	1	3	2	18
No Jurisdiction - No Referral		ı					1	1	2	1	3		5
No Jurisdiction - Refer to CBP			1		2		1	1	1	1	1	1	7
No Jurisdiction - Refer to Department of S	tate										1		1
No Jurisdiction - Refer to Other		1	1	1							1	1	5
Notice of Violation/Civil Penalties											1		1
Notice of Violation/Civil Penalties - Gener	al										1		1
Notice of Violation/Olvir i challes - Gener													
Patdown	2	1	1	1		3	2	7	2	8	18	5	50

			A Contact (•								
ategories	_	I1-Nov 1	12-Dec ()1-Jan ()2-Feb ()4-Apr (05-May (6-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer	2		1	1		2	1	7	2	7	15	5	43
Patdown - Flyer as Observer						1							1
Patdown - General		1											1
Persons w/ Disabilities (PWD)	5	3	7	1		3	4	7	8		6	7	51
Persons w/ Disabilities (PWD) - Autism S	pectrum								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/Dres	sings/Mask	S					1					1
Persons w/ Disabilities (PWD) - General		1	1	1			1						4
Persons w/ Disabilities (PWD) - Hearing	1								2			1	4
Persons w/ Disabilities (PWD) - Internal I	Medical Device	S					1						1
Persons w/ Disabilities (PWD) - Medical			Body					1				1	2
Persons w/ Disabilities (PWD) - Medically		1					1	1	1		1	2	9
Persons w/ Disabilities (PWD) - Mobility							1						2
Persons w/ Disabilities (PWD) - Ostomy/			3										3
Persons w/ Disabilities (PWD) - Prosthes		nd Casts							1				1
Persons w/ Disabilities (PWD) - Service		ia oaoto	2										2
Persons w/ Disabilities (PWD) - Touch A		auma)									1		1
Persons w/ Disabilities (PWD) - Visual In		auma)									1		1
Persons w/ Disabilities (PWD) - Wheelch		adman	1					3	1		2	1	8
Prohibited & Permitted Items		egway 2	ļ.					3	'			1	2
	- I - /D /C												
Prohibited & Permitted Items - Knives/To		2	0	0	7	44		0	- 4		4.4	7	2
Property - Special Handling	11	8	9	9	7	11	2	8	4	6	14	7	96
Property - Special Handling - Damaged II		1		6	4	1	1	2		1	5	1	25
Property - Special Handling - Damaged II		2	1		1	5		1		3	3	3	22
Property - Special Handling - Missing Iter		3	3	2		1	1	3	3	1	4		24
Property - Special Handling - Missing Iter		2	5	1	2	4		2	1	1	2	3	25
Screening	9	9	7	6	13	17	17	26	23	26	12	42	207
Screening - Children					2								2
Screening - Crew Member or Airline Emp	loyee						1					1	2
Screening - Gate Pass												1	1
Screening - Inconsistency	2		1		1	1	3	1	3	2	1	3	18
Screening - International Screening				1									1
Screening - Lengthy Lines	1	3				4	4	15	3	2	6	22	60
Screening - Procedures/Process	6	5	6	5	10	10	8	10	17	22	5	15	119
Screening - Retrieving Abandoned/Confis	cated Items	1				2	1						4
2023	322	300	313	236	246	259	309	306	391	366	360		3,408
Additional Information Required/Insufficient In		2							•••				2,100
Additional Information Required/Insufficie		2											2
Airline	4	2						1		2			9
Airline - Lost Baggage	1	1						- '		2			4
Airline - Lost Baggage Airline - Policy/Regulations/Service	2	1						1					
		ļ.											4
Airline - Wheelchair Assistance	1	7		0					0	_	40		1
Civil Rights	4	7	4	2	3	9	5	7	8	5	10		64
Civil Rights - Age						1			2		1		4
Civil Rights - Constitutional Rights					1	1			1				3
Civil Rights - National Origin		1						1	1				3
Civil Rights - Perceived Religion				1		1							2
Civil Rights - Profiling								1			1		2
Civil Rights - Race	3	2	3		2	2	2	2	3	2	3		24
Civil Rights - Screening of Religious or C										1	1		2
Civil Rights - Sex/Gender/Gender Identity		1	1			3	2	3		1	1		12
Civil Rights - Sexual Orientation - Not Tra	1			1									2
Civil Rights - Transgender Screening		3				1	1		1	1	3		10
Claims					1								1
Claims - Status					1								1
Customer Service	35	21	25	31	24	31	31	30	35	41	32		336
Customer Service - CSM	1												1
Customer Service - Others							2						2
Customer Service - TSO	34	21	25	31	24	31	29	30	35	41	32		333
DHS TRIP								1					1
DHS TRIP - General								1					1
Expedited Passenger Screening Program	238	225	235	165	173	161	212	205	239	230	227		2,310
Expedited Passenger Screening Program			200	1	170	101	212	1	200	200			2,010
Expedited Passenger Screening Program		3		'		1			1	2			10
Expedited Passenger Screening Program		3				-			'				10
		0	40	0		4	4		2	0			
Expedited Passenger Screening Program		8	10	2	6	4	4	5	3	2	000		52
Expedited Passenger Screening Program		214	225	162	167	156	208	199	235	225	226		2,243
Expedited Passenger Screening Program	ı - TSA/DHS E	npioyees -	Opt In							1	1		2
Hazardous Materials Safety										2			2
Hazardous Materials Safety - General										2			2
HAZMAT Endorsement			1										1
HAZMAT Endorsement - Status			1										1
Locks		2		1		2		2	1		3		11
Locks - General		1		1									2
200.10 00.1014.	1	1				2		2	1		3		9
Locks - Missing or Damaged Lock						1	1	1		1	2		6
Locks - Missing or Damaged Lock Lost and Found						1	1	1		1	2		F
Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	4	6	8	3	5		1 6		6				
Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property		6	8	3	5	5	6	3	6	6	16		68
Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan	naged/Missii	3	5	2	2	5	6	3 1	3	6	16 8		68 33
Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	naged/Missii					5 3 1	6 3 2	3		6 3 2	16 8 6		68 33 29
Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	naged/Missii	3	5 3	2	3	5 3 1	6	3 1 2	3	6 3 2 1	16 8 6 2		68 33 29 6
Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction	naged/Missii	3	5 3 3	2	3	5 3 1	6 3 2	3 1	3 3	6 3 2	16 8 6		68 33 29 6 16
Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral	naged/Missii	3	5 3 3	2	3	5 3 1	6 3 2	3 1 2	3 3 3 1	6 3 2 1 3	16 8 6 2		6 68 33 29 6 16 4
Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction	naged/Missii	3	5 3 3	2	3	5 3 1	6 3 2	3 1 2	3 3	6 3 2 1	16 8 6 2		68 33 29 6 16

					ГСС) Data ⁻								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown	6	2	2	4	4	7	4	2	13	12	6		62
Patdown - Children										2			2
Patdown - Flyer	6	2	2	4	4	6	4	2	13	10	6		59
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)	3	9	5	1	2	6	5	13	11	12	5		72
Persons w/ Disabilities (PWD) - Autism S	pectrum					1		1	2		1		5
Persons w/ Disabilities (PWD) - Breast Ca	ancer								1				1
Persons w/ Disabilities (PWD) - Cognitive	/Developm	ental /Ment	al 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 I	mpairment										1		1
Persons w/ Disabilities (PWD) - Medical D	Devices - At	tached to th	1			1		2	1				5
Persons w/ Disabilities (PWD) - Medically	Necessary	3					1	5	1	3	2		15
Persons w/ Disabilities (PWD) - Metal Imp	1	2							1				4
Persons w/ Disabilities (PWD) - Mobility D	1		2			1	1	2		1			8
Persons w/ Disabilities (PWD) - Ostomy/0	Stomates		1										1
Persons w/ Disabilities (PWD) - Prosthesi	1						1		1				3
Persons w/ Disabilities (PWD) - Respirato	ry and Inha	ler Equipme	ent							1			1
Persons w/ Disabilities (PWD) - Service A	nimals				1								1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)						1					1
Persons w/ Disabilities (PWD) - Visual Im	pairment							1					1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	4					1	1		3			9
Property - Special Handling	7	9	6	8	5	5	7	4	9	5	8		73
Property - Special Handling - Damaged Ite	2	3		2		3	3	1	1	2	3		20
Property - Special Handling - Damaged Ite	1	3	1	3	2		2		2				14
Property - Special Handling - Missing Item	2	2	3	2	2		1	2	5	3	5		27
Property - Special Handling - Missing Item	2	1	2	1	1	2	1	1	1				12
Request for Assistance									1	1			2
Request for Assistance - Other									1	1			2
Screening	21	14	24	21	26	31	38	36	65	46	50		372
Screening - Children	1										1		2
Screening - Crew Member or Airline Empl	3		3	1	2					1	1		11
Screening - Inconsistency	3		1	4	2		2	2	7	5	7		33
Screening - International Screening					2					1			3
Screening - Lengthy Lines	5	12	9	5	7	16	17	17	34	17	22		161
Screening - Procedures/Process	9	2	9	11	13	14	19	16	24	22	18		157
Screening - Retrieving Abandoned/Confis	cated Items		2					1			1		4
Screening - Shoe Screening						1							1

ories	1							5-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	19	34	26	17	28	17	30	29	28	29	31		306
2021												7	7
Customer Service												2	2
Customer Service - TSO												2	2
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Screening												4	4
Screening - Crew Member or Airline Emp	loyee											1	
Screening - Procedures/Process												3	3
2022	12	14	8	8	16	8	14	19	12	13	17	11	152
Airline		1			1								2
Airline - Policy/Regulations/Service		1			1								2
Civil Rights		1	1		1					1		1	
Civil Rights - Age		1											
Civil Rights - Age		1								4			
<u> </u>	41		4							1		1	2
Civil Rights - Racial Profiling or Discrimin	iation		1		1								
Claims		1											
Claims - Status		1											
Customer Service		2	1		2	3		3	1	2	1	2	1
Customer Service - TSO		2	1		2	3		3	1	2	1	2	1
Expedited Passenger Screening Program	6	6	4	4	9	2	11	10	9	5	15		8
Expedited Passenger Screening Program				1	1			1	1		1		
Expedited Passenger Screening Program		6	4	3	8	2	11	9	8	5	14	6	
	0		4	3	0		11	9	0	5	14		8
Locks		1											
Locks - Missing or Damaged Lock		1											
Lost and Found	1							1					2
Lost and Found - Airport/TSA	1							1					2
Mishandling of Passenger Property	1	1						1					
Mishandling of Passenger Property - Dar		1						1					
		I I						I					
Mishandling of Passenger Property - Dan										_			
Patdown	2	1		2	1		1	2	1	2		2	14
Patdown - Children		1								1			
Patdown - Flyer	1			1	1		1	2	1	1		1	
Patdown - Flyer as Observer	1												
Patdown - General				1									
Patdown - Non-Flyer				- '								1	
	4				4	4	4	-		4			
Persons w/ Disabilities (PWD)	1				1	1	1	1		1			
Persons w/ Disabilities (PWD) - Medicall		ledication and I	Medical Su	ipplies	1	1							
Persons w/ Disabilities (PWD) - Mobility	1												
Persons w/ Disabilities (PWD) - Ostomy/								1					
		and Casts					1						
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees a						1	'		1			1
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch	is/Amputees a		1		1		1	,		1	1		1
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling	is/Amputees a air/ Scooter/ S	Segway	1		1		1			1	1		1 1 3
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged I	is/Amputees a air/ Scooter/ S tems - Carry-O	Segway	1		1		1	'		1	·		1 1 3 1
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Itel	is/Amputees a air/ Scooter/ S eems - Carry-C ms - Carry-On	Segway					1	'		1	1		1 1 3 1
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Itel Property - Special Handling - Missing Itel	is/Amputees a air/ Scooter/ S air/ Scooter/ S tems - Carry-O ms - Carry-On ns - Checked	Segway	1		1						·		1 1 3 1 1
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Itel Property - Special Handling - Missing Itel Screening	is/Amputees a air/ Scooter/ S eems - Carry-C ms - Carry-On	Segway		2		2	1	1	1	1	·		1 1 3 1 1 1
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Itel Property - Special Handling - Missing Itel	is/Amputees a air/ Scooter/ S air/ Scooter/ S tems - Carry-O ms - Carry-On ns - Checked	Segway	1	2		2			1		·		1 1 3 1 1 1
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Itel Property - Special Handling - Missing Itel Screening	is/Amputees a air/ Scooter/ S air/ Scooter/ S tems - Carry-O ms - Carry-On ns - Checked	Segway	1	2		2		1	1		·		1 3 1 1 1 1 11
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged I' Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process	is/Amputees a air/ Scooter/ S air/ Scooter/ S tems - Carry-O s - Carry-On s - Checked 1	Segway	1					1		2	·		1 1 3 1 1 1 1 1 1 2
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged I' Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	is/Amputees a air/ Scooter/ S lems - Carry-O ms - Carry-On ms - Checked 1 1 cated Items	Segway	1 1	2	1	2	1	1 1	1	2	1		1 1 3 1 1 1 1 1 9
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged I' Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	is/Amputees a air/ Scooter/ S air/ Scooter/ S tems - Carry-O s - Carry-On s - Checked 1	Segway	1		1		1	1		2	·		1 3 1 1 1 1 1 1 2 1
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged I' Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	is/Amputees a air/ Scooter/ S lems - Carry-O ms - Carry-On ms - Checked 1 1 cated Items	Segway	1 1	2	1 12 1	2	1	1 1	1	2	1		1 1 3 1 1 1 1 1 1 5 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged I: Property - Special Handling - Missing Itel Property - Special Handling - Missing Itel Property - Special Handling - Missing Itel Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 023 Airline Airline - Policy/Regulations/Service	is/Amputees a air/ Scooter/ S lems - Carry-O ms - Carry-On ms - Checked 1 1 cated Items	Segway	1 1	9	1	9	1 1 16	1 1	1	2	1		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 23 Airline Airline - Policy/Regulations/Service Civil Rights	is/Amputees a air/ Scooter/ S lems - Carry-O ms - Carry-On ms - Checked 1 1 cated Items	Segway	1 1	2	1 12 1	9	1	1 1	1	2	1		11
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race	is/Amputees a air/ Scooter/ S lems - Carry-C ms - Carry-O ms - Checked 1 1 cated Items 7	Segway On 20	1 1	2 9	1 12 1	9	1 1 16	1 1	1	2	1		11
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Airline Airline - Policy/Regulations/Service Civil Rights	is/Amputees a air/ Scooter/ S lems - Carry-C ms - Carry-O ms - Checked 1 1 cated Items 7	Segway On 20	1 1	9	1 12 1	9	1 1 16	1 1	1	2	1		14
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 223 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race	is/Amputees a air/ Scooter/ S lems - Carry-C ms - Carry-O ms - Checked 1 1 cated Items 7	Segway On 20	1 1	2 9	1 12 1	9	1 1 16	1 1	1	2	1		14
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged I' Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 1023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity	is/Amputees a air/ Scooter/ S lems - Carry-C ms - Carry-O ms - Checked 1 1 cated Items 7	Segway On 20 nder	1 1 1 18	2 9 1	1 12 1	9	1 16	1 1	16	2	14		14
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged I' Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO	is/Amputees a air/ Scooter/ S lems - Carry-O ms - Carry-On ms - Checked 1 1 cated Items 7	20 nder 1 1	1 1 1 18 1 1 1 1	2 9 1 1 1 1	1 12 1	9 1 1	1 1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 10	1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 16	14		14
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged II Property - Special Handling - Missing Itel Property - Special Handling - Missing Itel Property - Special Handling - Missing Itel Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 023 Airline Airline - Policy/Regulations/Service Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program	is/Amputees a air/ Scooter/ S lems - Carry-Cr ms - Carry-On ms - Checked 1 1 2 cated Items 7	20 nder 1 1 15	1 1 1 18	2 9 1 1 1	1 12 1	9	1 1 16 1 1 1 1	1 1	1 16	2	14		14
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 23 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	is/Amputees a air/ Scooter/ S lems - Carry-Or ms - Carry-Or ms - Checked 1 1 cated Items 7 7 7- Not Transge 4 1 - TSA Appl	20 nder 1 15 2	1 1 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 9 1 1 1 1 1 6	1 12 1 1	2 9 1 1	1 1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 10	1 1 1 1 8	2 2 16	1 1 1 1 6		114
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	is/Amputees a air/ Scooter/ S lems - Carry-Or ms - Carry-Or ms - Checked 1 1 cated Items 7 7 7- Not Transge 4 1 - TSA Appl	20 nder 1 1 15	1 1 1 18 1 1 1 1 14	2 9 1 1 1 1	1 12 1	9 1 1	1 1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 10	1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 16	1 14 1 1 6 6 6		114
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2023 Airline Airline - Policy/Regulations/Service Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program	is/Amputees a air/ Scooter/ S lems - Carry-C ms - Carry-O ms - Checked 1 1 cated Items 7 Not Transge 4 - TSA Appl 4	20 nder 1 1 15 2 13	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 9 1 1 1 1 1 6	1 12 1 1	2 9 1 1	1 1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 10	1 16 1 1 1 8	2 2 16	1 14 1 1 6 6 6 1		114
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Property - Special Handling - Missing Iter Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Procedures/Process Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	is/Amputees a air/ Scooter/ S lems - Carry-C ms - Carry-O ms - Checked 1 1 cated Items 7 Not Transge 4 - TSA Appl 4	20 nder 1 1 15 2 13	1 1 1 18 1 1 1 1 14	2 9 1 1 1 1 1 6	1 12 1 1	2 9 1 1	1 1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 10	1 16 1 1 1 8	2 2 16	1 14 1 1 6 6 6		114
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	is/Amputees a air/ Scooter/ S lems - Carry-C ms - Carry-O ms - Checked 1 1 cated Items 7 Not Transge 4 - TSA Appl 4	20 nder 1 1 15 2 13	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 9 1 1 1 1 1 6	1 12 1 1	2 9 1 1	1 1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 10	1 16 1 1 1 8	2 2 16	1 14 1 1 6 6 6 1		114
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Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Property - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Neelch Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iter	is/Amputees a air/ Scooter/ S lems - Carry-Or ms - Carry-Or ms - Checked 1 1 1 cated Items 7 - Not Transge 4 - TSA Appl 4 - TSA Appl 4 - TSA Appl 4 - TSA Appl 5 - Wedical Device y Necessary N plants (joint) Ostomates 1 lems - Carry-Or	20 nder 1 1 15 2 13 ItemsC	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 9 1 1 1 1 1 6 6	1 1 2 1 1 1 1 8 8 8 8 1 1	2 9 1 1 1 6 6	1 1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 10	1 1 1 8 8 8 1 1 1 2 2 1 1	2 2 16 6 6 6 1 1 1 1	1 1 1 6 6 6 1 1 1 1 3 3 1		110 147 147 147 147 147 147 147 147 147 147
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Itel Property - Special Handling - Missing Itel Property - Special Handling - Missing Itel Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2023 Airline Airline - Policy/Regulations/Service Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medicall	is/Amputees a air/ Scooter/ S lems - Carry-Or ms - Carry-Or ms - Checked 1 1 1 cated Items 7 - Not Transge 4 - TSA Appl 4 - TSA Appl 4 - TSA Appl 4 - TSA Appl 5 - Wedical Device y Necessary N plants (joint) Ostomates 1 lems - Carry-Or	20 nder 1 15 2 13 ItemsC	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 9 1 1 1 1 1 6 6	1 1 2 1 1 1 1 8 8 8 8 1 1	2 9 1 1 1 6 6	1 1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 10 6 6	1 1 1 8 8 8 1 1 1 2 2 1 1	2 2 16 6 6 1 1 1	1 1 1 6 6 6 1 1 1 1 3 3 1		110
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2023 Airline Airline - Policy/Regulations/Service Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property Mojurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Netal Im Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Netal Im Persons w/ Disabilities (PWD) - Netal Im Persons w/ Disabilities (PWD) - Netal Im Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Special Handling - Damaged Iter Property - Special Handling - Missing Iter	is/Amputees a air/ Scooter/ S lems - Carry-Or ms - Carry-Or ms - Checked 1 1 1 cated Items 7 - Not Transge 4 - TSA Appl 4 - TSA Appl 4 - TSA Appl 4 - TSA Appl 5 - Wedical Device y Necessary N plants (joint) Ostomates 1 lems - Carry-Or	20 nder 1 15 2 13 ItemsC	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 9 1 1 1 1 1 6 6	1 1 2 1 1 1 1 8 8 8 8 1 1	2 9 1 1 1 6 6	1 1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 10 6 6	1 1 1 8 8 8 1 1 1 2 2 1 1	2 2 16 6 6 6 1 1 1 1	1 1 1 6 6 6 1 1 1 1 3 3 1		11 11 11 11 11 11 11 11 11 11 11 11 11
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Itel Property - Special Handling - Missing Itel Property - Special Handling - Missing Itel Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal Persons w/ Disabilities (PWD) - Medicall	is/Amputees a air/ Scooter/ S lems - Carry-Or ms - Carry-Or ms - Checked 1 1 1 cated Items 7 - Not Transge 4 - TSA Appl 4 - TSA Appl 4 - TSA Appl 4 - TSA Appl 5 - Wedical Device y Necessary N plants (joint) Ostomates 1 lems - Carry-Or	20 nder 1 15 2 13 ItemsC	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 9 1 1 1 1 1 6 6	1 1 2 1 1 1 1 8 8 8 8 1 1	2 9 1 1 1 6 6	1 1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 10 6 6	1 1 1 8 8 8 1 1 1 2 2 1 1	2 2 16 6 6 6 1 1 1 1 1 1	1 1 1 6 6 6 1 1 1 3 1 2 2		11 11 11 11 11 11 11 11 11 11 11 11 11
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2023 Airline Airline - Policy/Regulations/Service Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medicall	is/Amputees a air/ Scooter/ S lems - Carry-Co ms - Carry-On ms - Checked 1 1 1 coated Items 7 Interpret Items 1 1 coated Items 1 Interpret Items 1 Interpret Items Interpret I	20 nder 1 1 15 2 13 ItemsC	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 9 1 1 1 1 6 6	1 1 2 1 1 1 8 8 8 1 1 1 1	2 9 1 1 1 6 6	1 1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 10 10	1 1 1 8 8 8 1 1 1 2 2 1 1 1	2 2 16 6 6 6 1 1 1 1 1 1	1 1 1 6 6 6 1 1 1 1 3 3 1		11 11 11 11 11 11 11 11 11 11 11 11 11
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged II Property - Special Handling - Damaged II Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction Ro Jurisdiction - Refer to CBP Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal II Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Misaing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Request for Assistance Request for Assistance	is/Amputees a air/ Scooter/ S lems - Carry-Co ms - Carry-On ms - Checked 1 1 1 ccated Items 7 Interpret Items 1 Interpret Items Interpret Item	20 nder 1 1 15 2 13 ItemsC	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 9 1 1 1 1 6 6	1 1 2 1 1 1 8 8 8 1 1 1 1	2 9 1 1 1 6 6	1 1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 10 10	1 1 1 8 8 8 1 1 1 2 2 1 1 1	2 2 16 6 6 6 1 1 1 1 1 1	1 1 1 6 6 6 1 1 1 3 1 2 2 2		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process		1		1	2	1	1	3	4	3			16
Screening - Retrieving Abandoned/Confis	1												1

Categories	10-Oct	11-Nov		Center (TCC 01-Jan 0			04 Apr	05 May	06-Jun	07 1	00 Διια	00 Son	Total
SFO	462	476	12-Dec 484	335	403	03-Mar 618	04-Apr 685	05-May 690	759	07-Jul 644	08-Aug 577	09-Sep 469	Total 6,602
2021	402	4/0	404	333	403	010	000	030	100	044	311	98	98
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimina	l ation											1	1
Customer Service												3	3
Customer Service - TSO												3	3
Expedited Passenger Screening Program												84	84
Expedited Passenger Screening Program	- TSA Applic	ation Progr	ram									2	2
Expedited Passenger Screening Program												82	82
Mishandling of Passenger Property												2	2
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCa	arry-on Lugga	age								1	1
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCh	necked Bagg	jage								1	1
Property - Special Handling												4	4
Property - Special Handling - Missing Item												3	3
Property - Special Handling - Missing Item	s - Checked											1	1
Screening												4	4
Screening - Lengthy Lines												1	1
Screening - Procedures/Process												2	2
Screening - Retrieving Abandoned/Confis							•••					1	1
2022	126	157	131	78	145	319	384	344	419	328	303	371	3,105
Additional Information Required/Insufficient Inf		1										1	2
Additional Information Required/Insufficier	nt informatic	1				4	0		0	1		1	2
Airline Paggage Requirements		I				1	2		2	1		3	10
Airline - Baggage Requirements Airline - Lost Baggage									1	- 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 Discrimina	ation	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		40	40	1	1	2	1		1	1	7	40	7
Expedited Passenger Screening Program		13	10	5	6	2	16	9	19	9	7	12	118
Expedited Passenger Screening Program		110	89	50	121	290	343	295	353	277	270	317	2,603
Expedited Passenger Screening Program Identification (ID) Requirements	- 13A/DH3	- 1			1	1				3		- 1	2
Identification (ID) Requirements - Domest	ic				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 - Dam	aged/Missing	Items Priv	vate Screeni	ng Contracto	r			3	2				5
Mishandling of Passenger Property - Dam	1	1									2		4
Mishandling of Passenger Property - Dam	aged/Missii	2				1	1	4				3	11
Mishandling of Passenger Property - Disa	rrayed Item	1									1	2	4
No Jurisdiction			3	1		1	1	1	2	1		2	12
No Jurisdiction - No Referral								1					1
No Jurisdiction - Refer to CBP			2				1		1	1		2	7
No Jurisdiction - Refer to Other			1	1		1			1				4
Patdown	1		3	1		1	1	2	1	1	5	2	18
Patdown - Children			1								1		2
Patdown - Flyer	1		2	1		1	1	2	1	1	4	2	16
Persons w/ Disabilities (PWD)	2		2		1	1		4	3	3	1	3	20
Persons w/ Disabilities (PWD) - Autism S			1		1							1	4
Persons w/ Disabilities (PWD) - Cognitive								1					1
Persons w/ Disabilities (PWD) - Diapers/0			SKS						1	4			1
Persons w/ Disabilities (PWD) - Internal M			and Madical	I Committee						1	1	4	1
Persons w/ Disabilities (PWD) - Medically		redication	and Medical	Supplies				1			1	1	2
Persons w/ Disabilities (PWD) - Metal Imp	. ,	\//baalaba	ir or Coosto	-1				1		1			1
Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C		vvrieeicna	III OI SCOOLEI	1)		1				1			2
Persons w/ Disabilities (PWD) - Ostorny/C						1		1					2
Persons w/ Disabilities (PWD) - Flostilesi		rauma)							1				1
Persons w/ Disabilities (PWD) - Wheelcha			1					1	1			1	4
Prohibited & Permitted Items	5551017 0		1						1			1	1
Prohibited & Permitted Items - Food/Beve	rages		1										1
Property - Special Handling	4	1		5	1	1	4	1	1	1	2	2	23
Property - Special Handling - Damaged Ite	1	•		3			•	1	•		2	1	8
Property - Special Handling - Damaged Ite	1						2				_		3
Property - Special Handling - Missing Item		1		2			2		1			1	8
Property - Special Handling - Missing Item					1	1				1			4
Screening	14	7	7	5	5	10	5	11	14	14	4	6	102

			Т	SA Contac	ct Center (T	CC) Data	ΓοοΙ - FΟΙΑ							
Categories		10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	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	10				1	•							1
	Screening - Procedures/Process	12	5	5	5	2	8	3	6	6	11	3	3	
	Screening - Retrieving Abandoned/Confis Screening - Shoe Screening	cated items		1		1		1	<u> </u>					4
	Screening - Shoe Screening Screening - Traveling with Cash								1	1				1
TW		1								I			1	2
1 1 1	TWIC - General	1											1	2
2023	TWIC - General	336	319	353	257	258	299	301	346	340	316	274	- 1	3,399
Air	line	1	313	1	231	230	233	301	1	340	310	214		3,393
7411	Airline - Policy/Regulations/Service	1		1					1					3
Civ	ril Rights		1	1	3		2	2	8	3	3	2		25
0	Civil Rights - Constitutional Rights								1					1
	Civil Rights - National Origin		1											1
	Civil Rights - Not Specified										1			1
	Civil Rights - Perceived Religion									1				1
	Civil Rights - Race			1			1		5	1	1	1		10
	Civil Rights - Sex/Gender/Gender Identity	- Not Transq	ender		2				1			1		4
	Civil Rights - Transgender Screening	1			1		1	2		1	1			7
Cla	ims			1										1
	Claims - Status			1										1
Cu	stomer Service	14	8	10	13	10	9	11	14	14	13	11		127
	Customer Service - Others									2				2
	Customer Service - TSO	14	8	10	13	10	9	11	14	12	13	11		125
DH	S TRIP	1							1					2
	DHS TRIP - General	1							1					2
Exp	pedited Passenger Screening Program	297	287	324	221	227	266	261	295	295	269	230		2,972
	Expedited Passenger Screening Program	2							1		1			4
	Expedited Passenger Screening Program	8	6	4	6	8	3	2	5	5	9	4		60
	Expedited Passenger Screening Program		278	319	215	219	262	259	289	290	259	226		2,902
	Expedited Passenger Screening Program		3	1			1							6
Loc		1	2		2	2		1			2	1		11
	Locks - General				1									1
	Locks - Missing or Damaged Lock	1	2		1	2		1			2	1		10
Los	st and Found	1												1
	Lost and Found - Airport/TSA	1												1
Mis	shandling of Passenger Property	7		2	2	1	4	2	3	3	2	8		34
	Mishandling of Passenger Property - Dam						1			•				2
	Mishandling of Passenger Property - Dam			1	0	1	1		1	3	1	4		14
	Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam		altomo IIn	l openified I	2		2	1	1		1	4		15
	Mishandling of Passenger Property - Disa		g itemson	ispecified i	Luggage			1	1					1
No	0 0 1 7	4	3	1	2		1	3	3	2	3	3		25
INO	Jurisdiction No Jurisdiction - No Referral	4	1	1	1		ı	1	2	2	1	3		6
	No Jurisdiction - Refer to CBP	3	2		- 1		1	2		1	1	2		12
	No Jurisdiction - Refer to Other	1		1	1		- 1		1	1	1	1		7
No	tice of Violation/Civil Penalties	'		- '	- 1				- 1		1	- 1		1
140	Notice of Violation/Civil Penalties - Gener	-al									1			1
Pat	tdown	1	4	3	1		1	1	2	3	3			19
1 4	Patdown - Flyer	1	4	2	1		1	1		3	3			18
	Patdown - Flyer as Observer			1	'		'	'		0				1
Per	rsons w/ Disabilities (PWD)	1	5	1	2	2	3	4	3	1	7	1		30
	Persons w/ Disabilities (PWD) - Autism S				1			1			1			3
	Persons w/ Disabilities (PWD) - Cognitive		ental /Menta	l Disability				1						1
	Persons w/ Disabilities (PWD) - Diabetes						1				1			2
	Persons w/ Disabilities (PWD) - General		1				1							2
	Persons w/ Disabilities (PWD) - Hearing I	mpairment										1		1
	Persons w/ Disabilities (PWD) - Medical I		ached to the	Body				1						1
	Persons w/ Disabilities (PWD) - Medically	/ Necessary	1		1		1			1	2			6
	Persons w/ Disabilities (PWD) - Mobility [Disability (No	t Wheelch	1							1			2
	Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees	and Casts						1		1			2
	Persons w/ Disabilities (PWD) - Touch Av	1							1					2
	Persons w/ Disabilities (PWD) - Visual Im	pairment				1								1
	Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	3			1		1	1		1			7
Pro	perty - Special Handling	1	3	2	2	1	2	3	4	4	5	6		33
	Property - Special Handling - Damaged Ite	ems - Carry-	On				1	3	1		3			8
	Property - Special Handling - Damaged Ite		1	1	1							1		4
	Property - Special Handling - Missing Iten	1				1			2	3	2	3		12
	Property - Special Handling - Missing Iten	ns - Checke	2	1	1		1		1	1		2		9
Sci	reening	7	6	7	9	15	11	13	12	15	8	12		115
	Screening - Crew Member or Airline Empl			1										1
	Screening - Inconsistency	2	1	2	2	1			2	4		1		15
	Screening - Lengthy Lines										1	4		5
														0.0
	Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	5	5	4	7	13	7	13	10	11	7	7		89

Categories	10 004			t Center (T				OE Mari	06 1	07 11	00 4	00 800	Total
		11-Nov	12-Dec 9	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SGF	11	14	9	14	16	14	21	23	9	15	10	13	169
2021												2	2
Patdown Patdown - Flyer												1	1
Screening												1	1
												<u> </u>	1
Screening - Inconsistency 2022		-	4		40	7		44			-		
Civil Rights	6	5	4	6	10	,	6	11	4	8	5	11	83
Civil Rights - Race								1 1					<u>_</u> 1
Customer Service	1	2			1			- 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				<u> </u>	1	0	7	1	7	0	3	1	3
Expedited Passenger Screening Program		3	1	3	5	6	4	8	4	6	3	8	54
Hazardous Materials Safety	3	<u> </u>		<u> </u>	<u> </u>	0	1	0		0	3	0	1
Hazardous Materials Safety - General							1						1
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Lost and Found			1		ı								1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property			'		1						1		2
Mishandling of Passenger Property - Dam	l Jaged/Missing	ı ItemsCh	ecked Ran	nane	1						1		2
Patdown	lageu/Missing	J ItellisCII	1	yaye	1						- 1		1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)			1	1									1
Persons w/ Disabilities (PWD) - Diapers/0	l Sarments/Dre	esings/Mas	ke	1									1
Property - Special Handling	1	33111g3/IVIa3	iko	1		1				1			4
Property - Special Handling - Damaged Ite	ems - Carry-C)n				1							1
Property - Special Handling - Damaged Ite		211											1
Property - Special Handling - Missing Item										1			1
Property - Special Handling - Missing Item				1						- '			1
Screening	1		1	1	1		1	1		1	1		8
Screening - Inconsistency	'		'		1		'	1		- '	1		3
Screening - Procedures/Process	1		1	1			1	'		1	'		5
2023	5	9	5	8	6	7	15	12	5	7	5		84
Civil Rights	Ū	1	1	•	•	•		1	•	•	•		3
Civil Rights - Race		1	1										2
Civil Rights - Transgender Screening								1					1
Customer Service		1					1		1	1	1		5
Customer Service - TSO		1					1		1	1	1		5
Expedited Passenger Screening Program	4	6	2	7	5	7	8	11	4	6	2		62
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program		ation Progr	am	1	1		1						3
Expedited Passenger Screening Program		6	2	6	4	6	7	11	4	6	2		58
Lost and Found						-	1						1
Lost and Found - Airport/TSA							1						1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)	1						2						3
Persons w/ Disabilities (PWD) - Medical D													1
Persons w/ Disabilities (PWD) - Medically		/ledication a	and Medica	al Supplies			1						1
Persons w/ Disabilities (PWD) - Ostomy/0							1						1
Property - Special Handling				1									1
Property - Special Handling - Damaged Ite	i ems - Carrv-0	On		1									1
Screening		1	1		1		3				1		7
Screening - Procedures/Process		1	1		1		3				1		7
3													

		•	SA Contac	ct Center (1	ГСС) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SGU	4	5	4	1		3	5	5	5	3	1	8	4
2021												2	
Customer Service												1	
Customer Service - TSO												1	
Screening												1	
Screening - Crew Member or Airline Empl	oyee											1	
2022	4	1	2			3	4	3	3	1		6	2
Civil Rights	1								1				
Civil Rights - Race									1				
Civil Rights - Racial Profiling or Discrimina	1												
Customer Service			1				1						
Customer Service - TSO			1				1						
Expedited Passenger Screening Program	3		1			3	1	2	1	1		5	
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	2		1			3	1	2	1	1		5	
Locks												1	
Locks - Missing or Damaged Lock												1	
Screening		1					2	1	1				
Screening - Inconsistency		1					1						
Screening - Procedures/Process							1	1	1				
2023		4	2	1			1	2	2	2	1		
Customer Service			1				1			1			
Customer Service - TSO			1				1			1			
Expedited Passenger Screening Program		3	1	1				1	2	1			
Expedited Passenger Screening Program	- TSA Appli	ication Prog	ıram	1									
Expedited Passenger Screening Program	- TSA PreC	3	1					1	2	1			
Patdown		1									1		
Patdown - Flyer		1									1		
Property - Special Handling								1					
Property - Special Handling - Damaged Ite	ems - Check	red						1					

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

Catagorias	40.0=1			ct Center (1				OF Mac	00 1	07 1.1	00 4	00 0-4	Tatel
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SHR	2	3		1	2	3	2	1	1		1	2	1
2021												2	
Property - Special Handling												2	
Property - Special Handling - Damaged It												1	
Property - Special Handling - Missing Iter	ns - Checked	d										1	
2022	2	3		1	2	2	1	1	1		1		
Additional Information Required/Insufficient In	formation				1								
Additional Information Required/Insufficie	nt Informatio	n - EMAIL	ONLY		1								
Claims	1												
Claims - General	1												
Customer Service	1							1					
Customer Service - TSO	1							1					
Expedited Passenger Screening Program		1			1	2			1		1		
Expedited Passenger Screening Program	- TSA PreC	1			1	2			1		1		
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dan	naged/Missir	1											
Patdown		1					1						
Patdown - Flyer							1						
Patdown - General		1											
Screening				1									
Screening - Procedures/Process				1									
2023						1	1						
Customer Service						1							
Customer Service - TSO						1							
Expedited Passenger Screening Program							1						
Expedited Passenger Screening Program	- TSA PreC	heck					1						

Catamaniaa	10.0 (ct Center (1						A= 1 .	•••		
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SHV	8	10	8	7	11	11	11	7	11	9	13	7	113
2021												2	2
Civil Rights												1	
Civil Rights - Racial Profiling or Discrimin	ation											1	
Screening												1	
Screening - Lengthy Lines	_											1	
2022	2	3	2	4	4	5	7	3	6	3	7	5	51
Customer Service		2				1					1		
Customer Service - TSO		2				1					1		
Expedited Passenger Screening Program	1		1	4	1	2	6	3		2	1	5	31
Expedited Passenger Screening Program		cation Progr				1			2			1	4
Expedited Passenger Screening Program	1		1	4	1	1		3	3	2	1	4	27
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked	1			1						
Patdown											2		2
Patdown - Flyer											2		2
Persons w/ Disabilities (PWD)	l	1											
Persons w/ Disabilities (PWD) - Wheelch		1											
Prohibited & Permitted Items	1												
Prohibited & Permitted Items - Knives/Too	1												
Property - Special Handling		_				1					1		
Property - Special Handling - Damaged It	ems - Carry-	On				1					1		2
Screening			1		3	1			1	1	2		(
Screening - Crew Member or Airline Emp	oyee									1			
Screening - Inconsistency						1							
Screening - Procedures/Process					3				1		2		(
Screening - Retrieving Abandoned/Confis			1										
2023	6	7	6	3	7	6	4	4	5	6	6		60
Civil Rights						2							2
Civil Rights - Race						2							2
Customer Service		1									2		
Customer Service - Others											1		
Customer Service - TSO		1									1		2
Expedited Passenger Screening Program	6	5	6	2	4	3		2		2	2		39
Expedited Passenger Screening Program	6	5	6	2	4	3	2	2	5	2	2		39
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsCh	necked Bag	gage			1						
Patdown					1								
Patdown - Flyer					1								
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Mobility [Disability (No	t Wheelcha	ir or Scoot								1		
Property - Special Handling				1				1					
Property - Special Handling - Damaged It	ems - Check			1				1					2
Screening		1			2	1	1	1		4	1		1
Screening - Lengthy Lines										1			
Screening - Procedures/Process		1			2	1	1	1		3	1		10

			ISA Conta	x Center ((ICC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SIT		2	2			2	1	1	1	2	9		20
2022		1	2				1	1	1		6		12
Customer Service							1	1					2
Customer Service - TSO							1	1					2
Expedited Passenger Screening Program									1		2		3
Expedited Passenger Screening Program	- TSA Pre(Check							1		2		3
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Mobility	Disability (N	lot Wheelch	1										1
Property - Special Handling		1											1
Property - Special Handling - Missing Iter	ns - Checke	1											1
Screening			1								4		5
Screening - Inconsistency											3		3
Screening - Lengthy Lines											1		1
Screening - Procedures/Process			1										1
2023		1				2				2	3		8
Expedited Passenger Screening Program		1				1				2	3		7
Expedited Passenger Screening Program	- TSA Pre(1				1				2	3		7
Screening						1							1
Screening - Inconsistency						1							1

Custome Server - 150	Categories	10-Oct 1	1-Nov	12-Dec (03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
Casteries Provinces 100 Program 1.00 Program 1.00 Process 1.00 Program 1.00 Process 1.00 Program 1.00 Process 1.		99	113	92	68			•					98	1,214	
Castemer Service - TSD Lappeter Desegrate General Program - TSA Application Program - TSA Programs - TSA Rectures - 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1														36	
Equation Processing Assessment Program - 12A Applicator														4	
Learning Princepting December (program SA Application Program SA Application Program SA Application Program SA Application Program SA Application														10	
Executed Preserve Processor		I - TSA Applica	tion Progr	am										3	
Ministendiary of Presentage Processory														16	
No substitions Foodbard Fiber to Origin Foodbard Fiber Security (PVD) - Medically Necessary Medicators and Riedad Singiples Forest and Obstantianic (PVD) - Medically Necessary Medicators and Riedad Singiples Forest and Obstantianic (PVD) - Medically Necessary Medicators and Riedad Singiples Forest and Obstantianic (PVD) - Medically Necessary Medicators and Riedad Singiples Forest Security (PVD) - Medically Necessary Medicators and Riedad Singiples Forest Security (PVD) - Medically Necessary Medicators and Riedad Singiples Forest Security (PVD) - Medically Necessary Medicators and Riedad Singiples Forest Security (PVD) - Medically Necessary Medicators and Riedad Singiples Forest Security (PVD) - Medically Necessary Medicators and Riedad Singiples Forest Security (PVD) - Medically Necessary Medicators and Riedad Singiples Forest Security (PVD) - Medically Necessary Medicators and Riedad Singiples Forest Security (PVD) - Medically Necessary Medicators and Riedad Singiples Forest Security (PVD) - Medically Necessary Medicators and Riedad Singiples Forest Security (PVD) - Medically Necessary Medicators and Riedad Singiples Forest Security (PVD) - Medically Necessary Medicators and Riedad Singiples Forest Security (PVD) - Medically Necessary Medicators and Riedad Singiples Forest Security (PVD) - Medically Necessary Medicators and Riedad Singiples Forest Security (PVD) - Medically Necessary Medicators and Riedad Singiples Forest Security (PVD) - Medically Necessary Medicators and Riedad Singiples Forest Security (PVD) - Medically Necessary Medicators and Riedad Singiples Forest Security (PVD) - Medically Necessary Medicators and Riedad Singiples Forest Security (PVD) - Medically Necessary Medicators and Riedad Singiples Forest Security (PVD) - Medically Necessary Medicators and Riedad Singiples Forest Security (PVD) - Medically Necessary Medicators and Riedad Singiples Forest Security (PVD) - Medically Necessary Medicators and Riedad Singiples Forest Security (PVD) - Medically Necessary Medicators and Riedad Singiple														1	
No auristoticon - Nation (Proper Properties of Disabilities (PVNO) Properties of Disabilities (PVNO) - Medically Necessary Medication and Medical Supplies	Mishandling of Passenger Property - Dam	aged/Missing	ItemsUn	specified Lug	ggage								1	1	
Paidown Fyer Patients (FWP) Patients														1	
Personal Politikillia (PVDV) - Medically hosestay Medicalist and Medical Registers														1	
Persons of Dealettine (PMO) - Medically Necessary Methodorium and Medical Supplies															
Persone of Disabilities (PWD) - Miscolary Misc	•													2	
Personn of Distabilities (PMD) Mobility Disability (National Property Septical Handling Mosting Berner Carry-On 1 1 1 1 1 1 1 1 1		I ∕ Necessarv M	edication a	and Medical	Supplies									1	
Property - Special Handling - Duraged Berns - Carry-On														1	
Procesty - Special Handmark - Missing Berne - Carry-On													5	5	
Screening Capcasing Ca			า										4	4	
Screening - Procedure Genetic 1 1 2 2 2 2 2 2 2 2		ns - Carry-On												1	
Screening - Procedures/Process 1 3 4 3 4 3 5 5 60 62 602 6														3	
Child Nights															
Colf Rights - Ago	<u>~</u>	30	51	41	32	42	59	63	47	52	55	69			
Civil Rights - Again Ching Civil Rights - National Origin														14	
Coli Rights - Proteining Coli Rights - Fronting Coli Rights - Fronting Coli Rights - Fronting Coli Rights - Racial Rights												1		1	
Oile Rights - Frontling	Civil Rights - National Origin				1									1	
Colif Egiglis - Race 3 2 1 6 Child Egiglis - Race 5 7 3 6 7 3 1 2 3 4 2 4 4 Customer Service - TSO 5 7 3 6 7 3 1 2 3 4 2 4 4 Customer Service - TSO 5 7 3 6 7 3 1 2 3 4 2 4 4 Customer Service - TSO 5 7 3 6 7 3 1 2 3 4 2 4 4 Customer Service - TSO 5 7 3 6 7 3 1 2 3 4 2 4 4 Customer Service - TSO 5 1 1 1 1 2 3 1 1 2 6 3 3 3 3 Expedited Passenger Screening Program - Do Customer Service - TSO 5 1 1 1 3 1 1 2 6 3 3 3 3 Expedited Passenger Screening Program - Do Customer Service - TSO 5 1 1 1 3 1 1 2 6 3 3 3 3 Expedited Passenger Screening Program - Do Customer Service - TSO 5 1 1 1 3 1 1 2 6 3 3 3 3 Expedited Passenger Screening Program - Do Customer Service - TSO 5 1 1 1 1 3 1 1 2 6 3 3 3 3 Expedited Passenger Screening Program - Do Customer Service - TSO 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1										1				1	
Customer Service - TSO														1	
Customer Service 5			0					3		2	1			6	
Customer Service - TSO				2	6		7	2	1	2	2	1	2		
Expedited Passenger Screening Program 22 35 80 19 37 49 49 41 42 46 54 54 54 54 Expedited Passenger Screening Program > 0.0															
Expedition Passenger Screening Program - DoD						37								472	
Expedition Passenger Screening Program 21 28 25 18 36 41 46 40 41 44 48 51 43 48 48 48 48 48 48 48														1	
Identification (ID) Requirements - Domesic	Expedited Passenger Screening Program	1	7	5	1	1	1	3	1	1	2	6	3	32	
Identification (IQ) Requirements - Domestic		21	28		18	36	41	46	40	41	44	48	51	439	
Intranel/Internet Inquiries - General 1														1	
IntransPinternet Inquiries - General		IIC I		1								4		1	
Locks - General															
Locks - General				1		1	1			1		I	1	5	
Locks - Missing or Damaged Lock 1				'		'	- '			'				1	
Mishandling of Passenger Property 4 1 2 1 5 1 2 1 5 1 2 1 5 1 2 1 5 1 2 1 5 1 1 2 1 1 2 1 1 2 1 1 2 1 1 4 4 1 2 1 1 4 4 1 2 1 1 4 4 1 1 2 1 1 4 4 1 1 2 1 1 2 1 1 2 1 1 1 2 1 1 3 1 1 2 1 1 1 2 1 1 1 2 1 1 1 1 2 1 1 1 1 2 1 1 1 2 1 1 1 1 2 2 1				1		1	1			1				4	
Mishandling of Passenger Property - Damaged/Missing Items-Checked Baggage								4			1	2	1	8	
No Jurisdiction No Referral	Mishandling of Passenger Property - Dam	naged/Missing	ItemsCa	rry-on Lugga	ge			1			1	2	1	5	
No Jurisdiction - No Referat 1		naged/Missing		ecked Bagga	-			3						3	
No Jurisdiction - Refer to Other					1								1	4	
No Juriadiction - Refer to Other														1 1	
Patdown			· ·		1								1	2	
Patdown - Flyer as Observer		1	1	2	1		1	2	1		1	3	1	14	
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer		1	1		1			2	1		1		1	12	
Persons w Disabilities (PWD) - Cancer (general) Not Breast Cancer	Patdown - Flyer as Observer			1			1							2	
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability 1	· , ,				2		1				1	1		6	
Persons w/ Disabilities (PWD) - General 1		,										1		1	
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic 1		e /Development	tal /Mental	Disability			1							1	
Persons w/ Disabilities (PWD) - Nucle/tair/ Scooter/ Segwy	. , ,	, Nooossan, M	adication (1 and Madia	4										
Persons w/ Disabilities (PWD) - Wheelchair/ Scotter/ Segway				and Medic										1	
Property - Special Handling											1			1	
Property - Special Handling - Missing Items - Carry-C 2	Property - Special Handling		2			2			1	1		1	1	8	
Screening - Inconsistency	Property - Special Handling - Damaged Ite	ems - Carry-O	า			1			1	1		1	1	5	
Screening - Inconsistency		ns - Carry-C	2											3	
Screening - Lengthy Lines 1		1	1	3		2			3				1	27	
Screening - Procedures/Process 1					1		2	1			1	1		7	
Screening - Retrieving Abandoned/Confisional letters		4	4	2		0	2		2		4	4		1	
Mirline			1	3	1	2			3	1	1	1	1		
Airline - Policy/Regulations/Service 1 1 1 2 2 2 2 2 3 11 Civil Rights - Age 1 1 1 1 2 2 2 2 2 2 11 Civil Rights - Not Specified 1 1 1 1 2 11 Civil Rights - Perceived Religion 1 1 1 1 2 6 6 Civil Rights - Race 1 1 1 1 1 2 6 6 Civil Rights - Transgender Screening Program 2 1 2 2 1 5 5 4 2 2 2 2 4 22 DHS TRIP - General Expedited Passenger Screening Program 55 53 43 32 32 36 36 43 42 32 40 444 Expedited Passenger Screening Program - TSA/DHS Employees - Opt In 1 1 2 2 4 4 4 4 5 4 5 5 5 6 4 6 6 6 6 6 6 6 6 6			62	51	36	42		50	54	58	44	56		575	
Airline - Policy/Regulations/Service 1 1 1 2 2 1 2 2 2 11				٧.			30							2	
Civil Rights 1 1 2 1 2 2 2 2 11 Civil Rights - Age 1 2 2 2 6 <td< td=""><td></td><td></td><td>1</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>2</td></td<>			1											2	
Civil Rights - Not Specified 1 1 Civil Rights - Perceived Religion 1 1 Civil Rights - Race 1 1 1 1 1 2 6 Civil Rights - Transgender Screening 1 1 1 1 1 2 6 Customer Service 2 2 2 1 5 5 4 2 2 2 4 25 Customer Service - TSO 2 2 1 5 5 4 2 2 2 4 25 DHS TRIP 1 1 5 5 4 2 2 2 4 25 Expedited Passenger Screening Program 57 54 45 34 33 38 36 45 44 33 42 461 Expedited Passenger Screening Program 5 53 43 32 32 36 36 43 42 32 40 444 Expedited Passenger Screening Program 55 53 43 32 32 36	Civil Rights	1					2	1		2	2	2		11	
Civil Rights - Perceived Religion 1 1 1 2 6 Civil Rights - Race 1 1 1 1 1 2 6 Civil Rights - Transgender Screening 1 1 1 1 2 6 Customer Service 2 2 2 1 5 5 4 2 2 2 4 29 Customer Service - TSO 2 2 2 1 5 5 4 2 2 2 4 29 DHS TRIP DHS TRIP - General TRepedited Passenger Screening Program 57 54 45 34 33 38 36 45 44 33 42 461 Expedited Passenger Screening Program 5 53 43 32 32 36 36 43 42 32 40 444 Expedited Passenger Screening Program 5 53 43 32 32 36 36 43 42 32 40 444 Expedited Passenger Screening Program - TSA/DHS Employees - Op			1											1	
Civil Rights - Race 1 1 1 1 2 6 Civil Rights - Transgender Screening 1 1 1 1 2 6 Customer Service 2 2 1 5 5 4 2 2 2 4 25 Customer Service - TSO 2 2 1 5 5 4 2 2 2 4 25 DHS TRIP 1 1 5 5 4 2 2 2 4 25 Expedited Passenger Screening Program 57 54 45 34 33 38 36 45 44 33 42 46 Expedited Passenger Screening Program 5 5 43 32 32 36 36 43 42 32 40 44 Expedited Passenger Screening Program 55 53 43 32 32 36 36 43 42 32 40 <	· · · · · · · · · · · · · · · · · · ·									1				1	
Civil Rights - Transgender Screening 1 1 1 2 Customer Service 2 2 1 5 5 4 2 2 2 4 25 Customer Service - TSO 2 2 1 5 5 4 2 2 2 4 25 DHS TRIP DHS TRIP - General 1 2 4 25 2 2 2 2 2 4 2 2 4 2 2 4 2 2 4 2 2 4 4 33 42 46 4 33 42 46 4 33 42 46 4 4 33 42 46 4 4 4 4 4		4								4	4	0		1	
Customer Service 2 2 1 5 5 4 2 2 2 4 25 Customer Service - TSO 2 2 1 5 5 4 2 2 2 4 25 DHS TRIP 1 2 4 25 2 2 1 1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 4 3 3 4 4 33 3 4 4 33 42 46 4 4 3 4 4 4 3 4 4 4 4 3 4 4 4	<u> </u>	Т					1	1		1		2		6	
Customer Service - TSO 2 2 1 5 5 4 2 2 2 4 25 DHS TRIP DHS TRIP - General 1 <td rowspa<="" td=""><td></td><td>2</td><td>2</td><td></td><td>1</td><td>5</td><td>5</td><td></td><td>2</td><td>2</td><td></td><td>1</td><td></td><td>29</td></td>	<td></td> <td>2</td> <td>2</td> <td></td> <td>1</td> <td>5</td> <td>5</td> <td></td> <td>2</td> <td>2</td> <td></td> <td>1</td> <td></td> <td>29</td>		2	2		1	5	5		2	2		1		29
DHS TRIP 1 1 1 1 DHS TRIP - General 1 1 1 1 Expedited Passenger Screening Program 57 54 45 34 33 38 36 45 44 33 42 461 Expedited Passenger Screening Program 2 1 2 2 2 1 1 2 15 Expedited Passenger Screening Program 55 53 43 32 32 36 36 43 42 32 40 444 Expedited Passenger Screening Program - TSA/DHS Employees - Opt In 1 1 1 2														29	
DHS TRIP - General 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 461 Expedited Passenger Screening Program 2 1 2 2 2 2 1 1 2 15 Expedited Passenger Screening Program 55 53 43 32 32 36 36 43 42 32 40 44 Expedited Passenger Screening Program - TSA/DHS Employees - Opt In 1 1 1 2		_						-						1	
Expedited Passenger Screening Program 2 1 2 2 2 2 1 1 2 15 Expedited Passenger Screening Program 55 53 43 32 32 36 36 43 42 32 40 444 Expedited Passenger Screening Program - TSA/DHS Employees - Opt In 1 1 1 2											1			1	
Expedited Passenger Screening Program 55 53 43 32 32 36 36 43 42 32 40 444 Expedited Passenger Screening Program - TSA/DHS Employees - Opt In 1 1 1 1		57	54	45	34	33	38	36	45	44	33	42		461	
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In 1 1	Expedited Passenger Screening Program	2												15	
	Expedited Passenger Screening Program	55		43		32		36		42	32			444	
Locks 1 1 1 1 1 1 1 5		- TSA/DHS Er	mployees	- Opt In						1				2	
	Locks			1		1				1	1	1		5	

			TSA Conta	ct Center (TCC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
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 - Dam	naged/Missir	ng ItemsC	1						2				3
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Ba	ggage		1							1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	1										1
No Jurisdiction						2				1			3
No Jurisdiction - Refer to CBP						2							2
No Jurisdiction - Refer to Other										1			1
Patdown	3		1		1		1	2			2		10
Patdown - Flyer	3		1		1		1	2			2		10
Persons w/ Disabilities (PWD)	3	1					2		2		2		10
Persons w/ Disabilities (PWD) - General							1				1		2
Persons w/ Disabilities (PWD) - Internal M	1	1											2
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Visual Im	pairment								2				2
Persons w/ Disabilities (PWD) - Wheelch	1						1				1		3
Property - Special Handling	1		1		1	1	1	1	1	1	1		9
Property - Special Handling - Damaged It	1		1						1		1		4
Property - Special Handling - Damaged It	ems - Checl	ked			1	1	1						3
Property - Special Handling - Missing Iten	ns - Carry-O	n						1		1			2
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening	2	3	1	1	1	4	4	4	3	3	2		28
Screening - Crew Member or Airline Emp	loyee	1				1							2
Screening - Inconsistency		1				1	1			1			4
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	2	1	1		1	2	3	4	3	2	2		21

			SA COMICA	ct Center ((TCC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SJT		2	1			1	2	1	2	3	1		13
2022		2	1				2	1	2	1	1		10
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Expedited Passenger Screening Program		1	1				1	1	1	1			(
Expedited Passenger Screening Program	- DoD								1				
Expedited Passenger Screening Program	- TSA PreC	1	1				1	1		1			
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	arry-on Lug	gage							1		
Screening		1											
Screening - Procedures/Process		1											
2023						1				2			:
Airline						1							
Airline - Policy/Regulations/Service						1							
Expedited Passenger Screening Program										2			
Expedited Passenger Screening Program	- TSA PreC	Check								2			

avia a	40.0-4			Center (TCC			24 4	05.14	00 1	07 1.1	00. 4	00.0	Total
ories								05-May	06-Jun		08-Aug	09-Sep	Total
2021	56	61	101	75	61	77	82	107	94	73	62	45 30	894 30
Customer Service													31
												6	
Customer Service - TSO												6	- 1
Expedited Passenger Screening Program	TO 4 A											14	1
Expedited Passenger Screening Program			1									1	
Expedited Passenger Screening Program	- TSA PreChe	ck										13	1
Patdown												3	
Patdown - Flyer												3	
Prohibited & Permitted Items												1	
Prohibited & Permitted Items - Food/Bever	rages											1	
Property - Special Handling												5	
Property - Special Handling - Damaged Ite	ms - Carry-Or	1										2	
Property - Special Handling - Missing Item	s - Checked											3	
Screening												1	
Screening - Inconsistency												1	
022	20	25	46	32	23	31	38	55	43	32	29	15	38
Additional Information Required/Insufficient Info						1							
Additional Information Required/Insufficien		FMAIL ONI	Υ			1							
Airline	it iiiioiiiidaoii	LIVII II CIVI				•		1					
Airline - Policy/Regulations/Service				-				1	4	-			
Civil Rights		1		1					1	1	1		
Civil Rights - Constitutional Rights										1			
Civil Rights - Race											1		
Civil Rights - Racial Profiling or Discrimina	ition			1									
Civil Rights - Sex/Gender/Gender Identity-		1							1				
Claims		•							1				
Claims - General									1				
	4	0											
Customer Service	4	2	6	1	2	3	6	6	3	2	2		3
Customer Service - Others			1										
Customer Service - TSO	4	2	5	1	2	3	6	6	3	2	2		3
Expedited Passenger Screening Program	11	15	31	25	21	22	26	36	29	23	21	11	27
Expedited Passenger Screening Program	- Active Duty N	/lilitary		1									
Expedited Passenger Screening Program											1		
Expedited Passenger Screening Program	1	1		5	2		1	3	2	2	3		2
Expedited Passenger Screening Program	10	14	30	18	18	22	25	32	27	21	17	11	24
						22	25		21	21	17		
Expedited Passenger Screening Program	- ISA/DHS En		1	1	1			1					
Identification (ID) Requirements		1				2							
Identification (ID) Requirements - Domesti	С	1				2							
Lost and Found				1		1	1			1			
Lost and Found - Airport/TSA				1		1	1			1			
Mishandling of Passenger Property	1						1	2	1	1			(
Mishandling of Passenger Property - Dama		temsCarry	-on Lugga	ne			1	1	1				
Mishandling of Passenger Property - Dam	1	tomo oumy	on Luggu	90				1	- '	1			
No Jurisdiction	1							'				1	
												1	2
No Jurisdiction - Refer to CBP	1												- 2
Patdown			1								1	1	
Patdown - Flyer			1								1	1	
Persons w/ Disabilities (PWD)			2			1		1	1				
Persons w/ Disabilities (PWD) - Breast Ca	ncer							1					
Persons w/ Disabilities (PWD) - Cognitive	/Development	al /Mental D	isability						1				
Persons w/ Disabilities (PWD) - Hearing Ir			,			1							
Persons w/ Disabilities (PWD) - Medically		dication	1			•							
		dicatioi											
Persons w/ Disabilities (PWD) - Service A			1					_					-
Property - Special Handling	2	2	2				1	3	1	2	1	1	1:
Property - Special Handling - Damaged Ite		1						1				1	
Property - Special Handling - Damaged Ite	ms - Checl	1					1			1			
Property - Special Handling - Missing Item	1	1	1						1		1		
Property - Special Handling - Missing Item	1		1					2		1	- '		
Screening	1	4	4	4		1	3	6	6	2	3	1	3
<u> </u>	I	4	1	4		ı	3				3		
Screening - Inconsistency								1	2				
Screening - Lengthy Lines			1	1				1	1				
Screening - Procedures/Process	1	4	2	3		1	1	4	3	2	3	1	2
Screening - Retrieving Abandoned/Confisc	cated Items						2						
023	36	36	55	43	38	46	44	52	51	41	33		47
Airline				-		-	1	1		2			
Airline - Lost Baggage							1	1					
Airline - Policy/Regulations/Service								- 1		2			2
	4												
Civil Rights	1										1		
Civil Rights - National Origin	1												
Civil Rights - Race											1		
Claims											1		
Claims - Status											1		
Customer Service		6	3	3	1	2	2	3	5	1	1		2
Customer Service - TSO		6	3	3	1	2	2	3	5	1	1		2
Expedited Passenger Screening Program	30	21	45	35	32	34	33	40	34	27	20		35
Expedited Lassenger Screening Program		۷1		00	JZ	J4	33	40	34	21			
Expedited December 0			1										
Expedited Passenger Screening Program	FCA Appl	1	1				1	1		1			
Expedited Passenger Screening Program		00	43	34	32	32	32	39	34	26	20		34
	29	20											
Expedited Passenger Screening Program		20		1		2							
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	29	20		1									
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety	29	20		1		1							
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General	29	20		1									
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Lost and Found	29	20		1		1				1			
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Lost and Found Lost and Found - Airport/TSA	29 1			1		1				1			
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Lost and Found	29	20	2	1		1			1		2		4 1 1 1 1

			ISA Conta	ct Center (1	CC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	2	1	2			2				1	1		9
Mishandling of Passenger Property - Dam	i aged/Missir	ng ItemsU	nspecified I	uggage					1				1
No Jurisdiction							1	2			1		4
No Jurisdiction - Refer to CBP							1	1					2
No Jurisdiction - Refer to Other								1			1		2
Persons w/ Disabilities (PWD)		1		1	1		1	1	1	1	1		8
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies						1			1
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	ot Wheelch	air or Scoot	1	1		1	1			1		5
Persons w/ Disabilities (PWD) - Wounded	l Warrior	1											1
Property - Special Handling	1	2	1	2		2	3	3	2	2	1		19
Property - Special Handling - Damaged Ite	ems - Carry	-On	1					1	1	1			4
Property - Special Handling - Damaged Ite	ems - Checl	1					1	1					3
Property - Special Handling - Missing Item	1	1		2			1	1	1				7
Property - Special Handling - Missing Item	ns - Checke	d				2	1			1	1		5
Screening	2	4	4	2	4	4	3	2	8	5	5		43
Screening - Crew Member or Airline Empl	oyee			1							1		2
Screening - Inconsistency		1	2	1		2			3	2	1		12
Screening - Lengthy Lines							1		2				3
Screening - Procedures/Process	2	2	1		3	2	2	2	3	3	3		23
Screening - Retrieving Abandoned/Confis	cated Items	1	1		1								3

Catamania	10.0.1		SA Contact C		•					^-			
Categories	10-Oct	11-Nov				3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SLC 2021	208	184	209	224	184	258	228	206	192	205	199	191 62	2,488 62
												4	4
Civil Rights Civil Rights - Constitutional Rights												1	1
Civil Rights - Racial Profiling or Discrimina	I ation											1	1
Civil Rights - Sex/Gender/Gender Identity		ender										1	1
Civil Rights - Sexual Orientation - Not Tra												1	1
Customer Service	I											7	7
Customer Service - Others												1	1
Customer Service - TSO												6	6
Expedited Passenger Screening Program												37	37
Expedited Passenger Screening Program	- DoD											1	1
Expedited Passenger Screening Program	- TSA Applic	ation Progra	am									2	2
Expedited Passenger Screening Program												33	33
Expedited Passenger Screening Program	- TSA/DHS I	Employees -	- Opt In									1	1
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Real ID												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dam	naged/Missino	g ItemsCa	rry-on Luggag	е								1	1
Patdown												2	2
Patdown - Flyer												2	2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees :	and Casts										1	1
Property - Special Handling		_										5	5
Property - Special Handling - Damaged It												3	3
Property - Special Handling - Missing Iten	ns - Carry-On I	ı										2	2
Screening - Opposite Cender												4	4
Screening - Opposite Gender Screening - Procedures/Process												3	1
2022	91	89	0.5	83	92	126	124	100	96	00	97	129	
Airline	91	89	95	03	92	126	124	109	96	88	97	129	1,219
Airline - Policy/Regulations/Service	1					1							2
Civil Rights	· ·	3		1	1	2	1				2		10
Civil Rights - Perceived Religion					1		1						2
Civil Rights - Race						2					2		4
Civil Rights - Racial Profiling or Discrimina	ı ation	1		1									2
Civil Rights - Sex/Gender/Gender Identity		1											1
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 - Domest	ic					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	L	1				3	5	4	2	3	4	5	27
Mishandling of Passenger Property - Dam			rry-on Luggag	е		1	3	2	1	3	2		14
Mishandling of Passenger Property - Dam		1	01 1 1			2	2		1		2	2	10
Mishandling of Passenger Property - Disa	irrayed items	Carry-on c	or Checked	4			0	2		4	-	1	3
No Jurisdiction	1			1			2			1 1	1	1	7
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP							1			1			2
No Jurisdiction - Refer to Other	4			4			1				1	1	2
Patdown	1 2		1	1	3	1	6	3	4	2	1	3	27
Patdown - Children			1	1	J	- 1	U	1	4			1	2
Patdown - Flyer	1		1	1	3		6	2	4	1	1	2	
Patdown - Flyer as Observer	1		'	'	3	1	0			1	'		3
Persons w/ Disabilities (PWD)	3	3	1		1	1	5	3		2	2	1	22
Persons w/ Disabilities (PWD) - Autism S					'			1					1
Persons w/ Disabilities (PWD) - Diabetes	1	1						'					2
Persons w/ Disabilities (PWD) - Diapers/0	1		1										1
Persons w/ Disabilities (PWD) - Internal N						1	1						2
Persons w/ Disabilities (PWD) - Medical I		1											2
Persons w/ Disabilities (PWD) - Medically			and Medical S	upplies			2			1	2		5
Persons w/ Disabilities (PWD) - Metal Imp					1						_		1
Persons w/ Disabilities (PWD) - Mobility [1			2
Persons w/ Disabilities (PWD) - Prosthesi		1											1
Persons w/ Disabilities (PWD) - Touch Av		trauma)					1						1
Persons w/ Disabilities (PWD) - Visual Im	- "											1	1
Persons w/ Disabilities (PWD) - Wheelcha		Segway					1	2					3
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Ge	1												1
Property - Special Handling	8	5	7	9	5	9	8	5	5	2	5		68
Property - Special Handling - Damaged It		3	3	1	4	4	4	1	3		3		29
Property - Special Handling - Damaged It		-			1	1					1		6
Property - Special Handling - Missing Iten		2	2	6		2	2	2	1	1			19
Property - Special Handling - Missing Iten			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
-													

Onto modern			A Contact (
Categories	10-Oct	11-Nov	12-Dec (01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Crew Member or Airline Emp										1			
Screening - Inconsistency	3					2		2			3		11
Screening - Lengthy Lines	1						2		3	2		1	10
Screening - Procedures/Process	6	3	1	8	2	2	2	5	8	4	3	6	50
Screening - Retrieving Abandoned/Confis	1								1				2
Screening - Security Breach		1											
2023	117	95	114	141	92	132	104	97	96	117			1,20
Additional Information Required/Insufficient In		1			2					1			
Additional Information Required/Insufficie	1 1	1			2					1	1		
Airline		1								3			4
Airline - Lost Baggage										3			
Airline - Policy/Regulations/Service		1											
Civil Rights	2	2		3	1				2	2			1
Civil Rights - Age										1			
Civil Rights - National Origin									1				
Civil Rights - Perceived Religion		1											
Civil Rights - Race	1	1		1	1				1				
Civil Rights - Sex/Gender/Gender Identity		jender								1	1		
Civil Rights - Sexual Orientation - Not Tra				1									
Civil Rights - Transgender Screening	1			1									
Claims										1			
Claims - Status										1			
Customer Service	1	4	5	9	1	12	3	4	4	15			7-
Customer Service - TSO	1	4	5	9	1	12	3	4	4	15			7
Expedited Passenger Screening Program	91	75	88	93	61	95	88	70	66	56	59		84:
Expedited Passenger Screening Program		ty Military		1									
Expedited Passenger Screening Program				1		1				1			
Expedited Passenger Screening Program	2	4		4	2			2	1	2	1		1
Expedited Passenger Screening Program	87	71	88	87	59	94	88	68	64	53	58		81
Expedited Passenger Screening Program	- TSA/DHS	Employees -	Opt In						1				
Locks			1			1					1		
Locks - General											1		
Locks - Missing or Damaged Lock			1			1							
Lost and Found									2	1			
Lost and Found - Airport/TSA									2	1			
Mishandling of Passenger Property	3	4	7	6	11	7	4	6	9	8	4		6
Mishandling of Passenger Property - Dam	2	2	5	4	8	6	3	6	4	8	4		5
Mishandling of Passenger Property - Dan	1	2	1	2	2	1	1		5				1
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	1		1								
No Jurisdiction	1		1		1	1	1		1		1		
No Jurisdiction - No Referral											1		
No Jurisdiction - Refer to CBP	1					1			1				
No Jurisdiction - Refer to Other			1		1		1						
Patdown	2	2	3	8	2	9		1	2	4	5		3
Patdown - Children											2		
Patdown - Flyer	2	2	3	7	2	8		1	2	4	3		3
Patdown - Flyer as Observer				1		1							
Persons w/ Disabilities (PWD)		1		2		2	2	1		1	2		1
Persons w/ Disabilities (PWD) - Medical I	Devices - Att	ached to the	Body								1		
Persons w/ Disabilities (PWD) - Medically				Supplies			1				1		
Persons w/ Disabilities (PWD) - Metal Im										1			
Persons w/ Disabilities (PWD) - Mobility I			or Scoot	1									
Persons w/ Disabilities (PWD) - Prosthes				1									
Persons w/ Disabilities (PWD) - Respirato			t					1					
Persons w/ Disabilities (PWD) - Touch Av						1		'					
Persons w/ Disabilities (PWD) - Wheelch						1	1						
Property - Special Handling	5	2	5	15	6	1	1	9	2	4	1		5
Property - Special Handling - Damaged It			4	9	3	- '		6	2	2			3
Property - Special Handling - Damaged It		ced	7	2	1			2					
Property - Special Handling - Missing Iter			1	3	1			1			1		
Property - Special Handling - Missing Iter				1	1	1	1	ı		2			
Screening	11	3	4	5	7	4	5	6	8	21			8
Screening - Children	''	3	4	5	- 1	4	5	0	0	21			Ö
Screening - Crimiteri Screening - Crew Member or Airline Emp	lovee	1									1		
Screening - Crew Member of Alfiline Emp	loyee	I		3				1	1	2			
Screening - Inconsistency Screening - Lengthy Lines	3	1		3	1				2				- 1
Screening - Lengthy Lines Screening - Procedures/Process	7	1	A	2		A	2	A		2			1:
<u> </u>		1	4	2	5	4	3		5	15	8		58
Screening - Retrieving Abandoned/Confis	1				1		2	1					

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

			ISA Conta	ct Center (ICC) Data	1001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SLN					1		3	1	1			1	7
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreC	heck										1	1
2022					1		1	1					3
Expedited Passenger Screening Program					1		1						2
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram				1						1
Expedited Passenger Screening Program	- TSA PreC	heck			1								1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checke	d				1					1
2023							2		1				3
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program							2						2
Expedited Passenger Screening Program	- TSA PreC	heck					2						2

Patagoria	10.0-1		Contact C				04 4	05.14	00 1	07 11	00.4	00.0	Tital
Categories						3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SMF 2021	143	134	131	93	112	146	137	150	147	148	125	111 36	1,577 36
Customer Service												4	4
Customer Service - TSO												4	4
Expedited Passenger Screening Program												25	25
Expedited Passenger Screening Program	- TSA Applica	tion Progran	n									5	5
Expedited Passenger Screening Program												20	20
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dama	aged/Missing	ItemsChec	ked Baggag	ge								1	1
Persons w/ Disabilities (PWD)												2	2
Persons w/ Disabilities (PWD) - Medically	Necessary Me	edication an	d Medical S	upplies								1	1
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/ Se	egway										1	1
Property - Special Handling												3	3
Property - Special Handling - Missing Item	s - Carry-On											1	1
Property - Special Handling - Missing Item	s - Checked											2	2
Screening												1	1
Screening - Procedures/Process												1	1
2022	44	63	55	31	47	63	73	73	80	76	77	75	757
Civil Rights	1				1		3	1	1				7
Civil Rights - Profiling							1						1
Civil Rights - Race							1						1
Civil Rights - Racial Profiling or Discrimina	1												1
Civil Rights - Sex/Gender/Gender Identity-	Not Transger	nder					1		1				2
Civil Rights - Transgender Screening	<u> </u>				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			1	20	41	70	J -1	30	UZ	50	03	UI	1
Expedited Passenger Screening Program -		····················y	1			1		1				1	3
Expedited Passenger Screening Program Expedited Passenger Screening Program	- DOD 5	10	4		3	1		3	4	4	2	4	40
Expedited Passenger Screening Program	24	36	33	23	24	41	54	52	57	54	61	56	515
Expedited Passenger Screening Program				23	24	41	54	52	1	54	01	30	1
Identification (ID) Requirements	- 13A/DH3 EI	1 1pioyees - C	Jpt III										1
` ' '		1											
Identification (ID) Requirements - Domesti	C	1											1
Locks Missing or Domogod Lock		1											1
Locks - Missing or Damaged Lock Lost and Found		ı											1
					1	1							2
Lost and Found - Airport/TSA			4		1	1		4				4	2
Mishandling of Passenger Property	I /N Ai i	3	1	1	1	2	1	4			2	4	19
Mishandling of Passenger Property - Dama				е				2				2	4
Mishandling of Passenger Property - Dama		3	1	4	1	1	1	2			1	2	12
Mishandling of Passenger Property - Disar	rayed items	Carry-on or	Спеске	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 - Genera				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 Ca	incer	1											1
Persons w/ Disabilities (PWD) - General						2							2
Persons w/ Disabilities (PWD) - Medically				upplies		1		2	1				4
Persons w/ Disabilities (PWD) - Mobility D		Wheelchair o	or Scooter)							1	1		2
Persons w/ Disabilities (PWD) - Ostomy/O	stomates									1			1
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain/tra	auma)								1			1
Prohibited & Permitted Items		1	1										2
Prohibited & Permitted Items - Food/Bever	0	1											1
Prohibited & Permitted Items - Knives/Too	ls/Razors/Sha	rp Objec	1										1
Property - Special Handling	5	5	4	1	5	5	2	2	2	3	3	3	40
Property - Special Handling - Damaged Ite	ems - Carry	2	2		1						1		6
Property - Special Handling - Damaged Ite	1	1	1		2	1	1	1	1	1	2	1	13
Property - Special Handling - Missing Item	s - Carry-On		1			1	1						3
Property - Special Handling - Missing Item	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
										1			1
	cated Items			62	65	83	64	77	67	72	48		784
Screening - Retrieving Abandoned/Confisc		71	76				V-7		٠,	12	70		3
Screening - Retrieving Abandoned/Confisc 2023	99 1	71	76		2								U
Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Inf	99	71	76		2								3
Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Inf Additional Information Required/Insufficien	99 1	71	76			1			1	4			
Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Civil Rights	99 1				2	1			1	4			10
Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Civil Rights Civil Rights - Age	99 1		2		1	1							10 1
Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Inf Additional Information Required/Insufficien Civil Rights Civil Rights - Age Civil Rights - Race	99 1 1	1			2	1			1	1			10 1 6
Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Inf Additional Information Required/Insufficien Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Screening of Religious Culture	99 1 1	1 1 onial Items	2		1	1				1 1 1			10 1 6 1
Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Inf Additional Information Required/Insufficien Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity-	99 1 1	1 1 onial Items	2		1					1			3 10 1 6 1 1
Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Inf Additional Information Required/Insufficien Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening	99 1 1 ral and Cerem Not Transger	1 1 nonial Items	2		1	1	0	0	1	1 1 1	0		10 1 6 1 1
Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Inf Additional Information Required/Insufficien Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service	99 1 1	1 1 onial Items	2		1		3	8		1 1 1	2		10 1 6 1 1 1 48
Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Int Additional Information Required/Insufficient Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM	99 1 1 1 ral and Cerem Not Transger	1 1 nonial Items nder	2 2 5		1 1 10	1 3	1		3	1 1 1 1			10 1 6 1 1 1 48
Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Inf Additional Information Required/Insufficien Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service	99 1 1 ral and Cerem Not Transger	1 1 nonial Items	2	56	1	1		8 8 58	1	1 1 1	2 2 30		10 1 6 1 1 1 48

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program	7	3	12 200	2	4	2	1	3	1	or our	1	оо оор	25
Expedited Passenger Screening Program	,	51	59	54	39	66	52	55	47	49	29		572
Expedited Passenger Screening Program				54	33	00	52	33	1	43	23		1
Locks	1	Lilipioyees	- Орс пт						'		1		
Locks - General											1		
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	3	1			3	2	3	2	6	6	4		30
Mishandling of Passenger Property - Dam	-	1			2		1	1	2	3	3		14
Mishandling of Passenger Property - Dam		- 1				2	2	1	2	2	1		13
Mishandling of Passenger Property - Disa		Corry on	or Chookoo	1	ı			- 1	2		- 1		3
No Jurisdiction	rrayed items	sCarry-on	or Checked	1			4			ı			
No Jurisdiction - Refer to Other			1				1						
Patdown		4	ı	4	4					2	4		
		1		1	1			1		3	- 1		8
Patdown - Flyer		1		1	1			4		3			
Patdown - Flyer as Observer	2	4	4		4		4	1	0		1		40
Persons w/ Disabilities (PWD)	_	7	1	1	1		1	1	3		2		13
Persons w/ Disabilities (PWD) - Cancer (g											1		1
Persons w/ Disabilities (PWD) - Cognitive			II Disability						1				1
Persons w/ Disabilities (PWD) - Medically		Medication	1	1					1		1		
Persons w/ Disabilities (PWD) - Mobility [1		1				4
Persons w/ Disabilities (PWD) - Touch Av		/trauma)			1								1
Persons w/ Disabilities (PWD) - Wheelcha		1						1					2
Property - Special Handling	3	3	1	2		1	1	1	2	1	2		20
Property - Special Handling - Damaged Ite		1			3		1	1	1	1			9
Property - Special Handling - Damaged Ite													1
Property - Special Handling - Missing Item			1						1				2
Property - Special Handling - Missing Item	1	2		2		1					2		8
Screening	7	4	6	2	1	7	2	6	3	2	6		46
Screening - Crew Member or Airline Empl	oyee	1						1					2
Screening - Inconsistency	1		2			2		1	1		1		8
Screening - Lengthy Lines		2						1					3
Screening - Procedures/Process	6	1	4	2	1	4	2	3	2	2	5		32
Screening - Retrieving Abandoned/Confise	cated Items					1							1

			ISA Contac	ct Center ((CC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SMX	1		1	1		1			1			1	6
2021												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	1			1		1							3
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	Checked Bag	gage		1							1
Patdown				1									1
Patdown - Flyer				1									1
Screening	1												1
Screening - Procedures/Process	1												1
2023			1						1				2
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Progran	n - TSA PreC	Check	1										1
Patdown									1				1
Patdown - Flyer									1				1

tegories		11-Nov	12-Dec (01-Jan (97			04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SNA	124	116	95	97	96	131	152	153	142	141	154		1,514
2021												39	39
Airline												1	1
Airline - Policy/Regulations/Service												1	
Civil Rights Regist Profiling or Discriming	ation											1	
Civil Rights - Racial Profiling or Discrimina	auon											1	
Customer Service												2	
Customer Service - TSO												2	
Expedited Passenger Screening Program												29	2
Expedited Passenger Screening Program			am									3	
Expedited Passenger Screening Program	- TSA PreChe	eck										26	2
Locks												1	
Locks - General												1	
Patdown												1	
Patdown - Flyer												1	
Property - Special Handling												1	
Property - Special Handling - Damaged Ite	ems - Carry-O	n										1	
Screening												3	
Screening - Lengthy Lines												1	
Screening - Procedures/Process												2	
2022	32	47	28	31	32	75	70	78	75	70	88		70
Civil Rights	1	1		2	1		1	2	1	1			1
Civil Rights - Age		1			'		'		'	!			'
ŭ ŭ		1						1					
Civil Rights - Not Specified							-		-				
Civil Rights - Race							1	1	1		1		
Civil Rights - Racial Profiling or Discrimina	1			1									
Civil Rights - Sex/Gender/Gender Identity-	Not Transge	nder		1						1			
Civil Rights - Transgender Screening					1								
Claims											1		
Claims - Status											1		
Customer Service	1	2	3	2	1	3	1	3	8	2		5	3
Customer Service - TSO	1	2	3	2	1	3	1	3	8	2			3
DHS TRIP	- '		3		- '	3	'	3	1				
DHS TRIP - General	- 10					0.4			1				
Expedited Passenger Screening Program	18	36	23	22	26	64	63	60	58	56	65	57	54
Expedited Passenger Screening Program		Military						1					
Expedited Passenger Screening Program	- DoD					1	1						
Expedited Passenger Screening Program	2	7	1	3	3	3		1	1	2	2	4	2
Expedited Passenger Screening Program	16	29	22	19	23	60	61	58	57	54	63	53	51
Expedited Passenger Screening Program	- TSA/DHS E	mployees -	- Opt In				1						
Identification (ID) Requirements	1	. ,											
Identification (ID) Requirements - Domest	1												
Locks						1							
Locks - General													
	4					1		4	0				
Mishandling of Passenger Property	1		1	2				4	2		1		1
Mishandling of Passenger Property - Dam		ItemsC	1	2				2	1			1	
Mishandling of Passenger Property - Dam								2	1				
Mishandling of Passenger Property - Disa	rrayed Items	-Carry-on c	r Checked								1		
No Jurisdiction					1								
No Jurisdiction - No Referral					1								
Patdown	1	3		2		1	2	4	2	3	5	4	2
Patdown - Children							1						
Patdown - Flyer	1	3		2		1	1	3	2	3	5	4	2
Patdown - Flyer as Observer	'	0						1		0			
Persons w/ Disabilities (PWD)	3					2		- 1	1	0		1	
									1	2			
Persons w/ Disabilities (PWD) - Diapers/0	1												
Persons w/ Disabilities (PWD) - General						1							
Persons w/ Disabilities (PWD) - Medical [
Persons w/ Disabilities (PWD) - Medically		edication a	and Medical	Supplies						1			
Persons w/ Disabilities (PWD) - Metal Imp	1									1			
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees a	nd Casts							1				
Persons w/ Disabilities (PWD) - Respirato			nt									1	
Persons w/ Disabilities (PWD) - Wheelcha						1							
Property - Special Handling	2	1	1		3		1	2		4	4	1	1
			1		1		- 1	1		2			
Property - Special Handling - Damaged Ite		11						1		2		1	
Property - Special Handling - Damaged Ite			1		1						1		
Property - Special Handling - Missing Item							1			1			
Property - Special Handling - Missing Item	s - Checke	1			1			1		1			
Screening	4	4		1		4	2	3	2	2	3	5	3
Screening - Children	1												
Screening - Inconsistency		2					1	1				2	
Screening - Lengthy Lines								1	1				
Screening - Procedures/Process	2	2		1		3	1	1	1	2	3	3	1
	1			ı		1	1	1	1				
Screening - Retrieving Abandoned/Confis				^^	•								
2023	92	69	67	66	64	56	82	75	67	71			77
Civil Rights		2	1	1		1		1	1	3			1
										1			
Civil Rights - Age										1			
Civil Rights - Age Civil Rights - Profiling						1							
<u> </u>		1											
Civil Rights - Profiling Civil Rights - Race	· Not Trans		1	1					1				
Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-		1	1	1					1				
Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Tra			1	1					1	1			
Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trai Civil Rights - Transgender Screening	nsgender		1	1				1	1	1			
Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Tran Civil Rights - Transgender Screening Claims	nsgender 1		1	1				1	1	1			
Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trat Civil Rights - Transgender Screening Claims Claims - Status	nsgender		1	1				1	1	1			
Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trai Civil Rights - Transgender Screening Claims	nsgender 1		7	5	4	3	2	1	1	1			

		1	SA Contac	t Center (1	CC) Data 1	ool - FOIA							
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DHS TRIP									1				1
DHS TRIP - General									1				1
Expedited Passenger Screening Program	73	55	50	51	47	49	70	65	51	59	60		630
Expedited Passenger Screening Program	n - DoD		1										1
Expedited Passenger Screening Program	1 2	1	1	3	1		5		3	1	3		20
Expedited Passenger Screening Program	71	54	48	48	46	49	64	65	48	58	57		608
Expedited Passenger Screening Program	i - TSA/DHS	Employees	- Opt In				1						1
Locks				1				1					2
Locks - Missing or Damaged Lock				1				1					2
Mishandling of Passenger Property	2	1					3	1	2		2		11
Mishandling of Passenger Property - Dan	naged/Missir	g ItemsC	arry-on Lug	gage			2		1		1		4
Mishandling of Passenger Property - Dan	n 2	1					1	1	1		1		7
Patdown	2	4	4	3	2	1	1	2	4	1			24
Patdown - Children			1						2				3
Patdown - Flyer	2	4	3	3	2	1	1	2	2	1			21
Persons w/ Disabilities (PWD)	1		2	2	3			2		2			12
Persons w/ Disabilities (PWD) - Autism S	Spectrum		1										1
Persons w/ Disabilities (PWD) - Breast C	ancer		1										1
Persons w/ Disabilities (PWD) - Diapers/	Garments/Dr	essings/Ma	isks		1								1
Persons w/ Disabilities (PWD) - Internal I	Medical Devi	ces						1					1
Persons w/ Disabilities (PWD) - Medical	Devices - Att	ached to th	e Body		1								1
Persons w/ Disabilities (PWD) - Medicall	y Necessary	Medication	and Medic	al Supplies						1			1
Persons w/ Disabilities (PWD) - Prosthes	si 1							1		1			3
Persons w/ Disabilities (PWD) - Wheelch	nair/ Scooter/	Segway		2	1								3
Property - Special Handling	2		1	2	2	1	2			2			12
Property - Special Handling - Damaged I	te 2		1	1	1					2			7
Property - Special Handling - Damaged I	tems - Check	ed			1		1						2
Property - Special Handling - Missing Iter	ms - Carry-O	n		1		1							2
Property - Special Handling - Missing Iter	ms - Checked	d					1						1
Screening	7	1	2	1	6	1	4	1	4	1	2		30
Screening - Children					1								1
Screening - Crew Member or Airline Emp	loyee							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/Confis	scated Items				1								1

			I SA CUIILA	ot Genter (ICC) Data	1001 - 1 014							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SOW	1		2			2						1	6
2021												1	1
Customer Service												1	1
Customer Service - TSO												1	1
2022			2			2							4
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program	n - TSA PreC	Check	1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	1										1
Screening						2							2
Screening - Inconsistency						1							1
Screening - Procedures/Process						1							1
2023	1												1
DHS TRIP	1												1
DHS TRIP - General	1												1

			I SA CUIIIa	or center (OC) Data	1001 - 1 012	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SPI	4	1	1	4	3	1	1	1	3		3		22
2022			1	4	1		1		1		1		9
Customer Service				1							1		2
Customer Service - TSO				1							1		2
Expedited Passenger Screening Program			1	3	1		1						6
Expedited Passenger Screening Program	- TSA PreC	heck	1	3	1		1						6
Patdown									1				1
Patdown - Flyer									1				1
2023	4	1			2	1		1	2		2		13
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program	4				2	1			2				9
Expedited Passenger Screening Program	- TSA Appli	cation Prog	gram						1				1
Expedited Passenger Screening Program	4				2	1			1				8
Patdown								1					1
Patdown - Flyer								1					1
Screening		1									1		2
Screening - Crew Member or Airline Empl	oyee										1		1
Screening - Procedures/Process		1											1

			I SA CUIILA	ci Center (ICC) Data	1001 - FOIF	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SPS		1	2				2	3	2		1	1	12
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	n - TSA PreC	Check										1	1
2022		1	2				1	1	2				7
Customer Service								1	1				2
Customer Service - TSO								1	1				2
Expedited Passenger Screening Program			1				1		1				3
Expedited Passenger Screening Program	n'- TSA PreC	Check	1				1		1				3
Screening		1	1										2
Screening - Inconsistency		1											1
Screening - Procedures/Process			1										1
2023							1	2			1		4
Civil Rights								1					1
Civil Rights - Race								1					1
Expedited Passenger Screening Program							1				1		2
Expedited Passenger Screening Program	i - TSA PreC	Check					1				1		2
Screening								1					1
Screening - Procedures/Process								1					1

							ool - FOIA							
Categories		10-Oct		12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SRQ		38	67	59	41	48	86	80	49	34	34	29	30	595
2021													13	13
	er Screening Program												10	10
•	enger Screening Program			am									1	1
•	enger Screening Program	i - TSA PreCi	neck										9	9
Patdown													2	2
Patdown - Flyer													1	1
Patdown - Flyer													1	1
Persons w/ Disabilit	. ,												1	1
	abilities (PWD) - General	4-					4.5	40	•••	40	4-		1	1
2022	na Danisia dilinas efficia della	15	27	27	9	22	45	40	32	13	15	20	17	282
	on Required/Insufficient In		· FMAIL OF	VII V								1		1
Civil Rights	nation Required/Insufficie	III IIIIOITIIalioi	I - EIVIAIL OI									I		
Civil Rights - Ra	200	1		1									1 1	3
	acial Profiling or Discrimin	1											1	1
	ex/Gender/Gender Identity		ender	1										1
Claims	x/Gender/Gender identity	- NOT Trainsy	ender					1						
								1						
Claims - Status				4				- 1	2	4		0		
Customer Service	TCO			1			1		3	1		2		3
Customer Servi		40	07		0	47	1	22	3		4.4	2	10	340
	er Screening Program	10 TSA Applie	27	24	8	17	42	33	27	12	14	13	16	243
	enger Screening Program			4		1	40	1	1	40	4.4	40	1	32.6
	enger Screening Program		26	20	8	16	42	32	26	12	14	13	15	234
	enger Screening Program	1- 15A/DHS	1						4			4		1
Mishandling of Pass		1/8 41 1					1	2	1			1		
	Passenger Property - Dam	-	•					1	1					2
	Passenger Property - Dam	naged/iviissin I	g itemsChe	ескеа вадо	gage		1	1				1		3
Patdown								1	1					2
Patdown - Flyer								1	1					2
Persons w/ Disabilit	. ,	/Davidania		Disabilia		3		1				1		6
	abilities (PWD) - Cognitive		entai /ivientai	Disability		-						1		1
	abilities (PWD) - Metal Imp		4 \ \ \ \ \ \ = = = = =	C4-	\	1								2
	abilities (PWD) - Mobility [or Scoole	er)	1								1
	abilities (PWD) - Wheelch	air/ Scooler/	Segway			1		1						2
Property - Special H		1				1		1				1		4
	ial Handling - Missing Iter		1			-								1
	ial Handling - Missing Iter				4	1	4	1			4	1		3
Screening		3			1	1	1	1			1	1		9
	w Member or Airline Emp													1
Screening - Inco		1												1
	rnational Screening					4		1						1
•	cedures/Process	1	40		1	1	1	40	4=	0.4	1	1		6
2023		23	40	32 1	32	26	41	40	17	21	19	9		300
Civil Rights			1	1							1			3
Civil Rights - Ra		Net Teene		- 1							4			1
	ex/Gender/Gender Identity			4	2			0	4		1			
Customer Service	Oth	1	3	1	3			2	1		2			13
Customer Servi		1	1	4	3			0	1		2			12
Customer Servi			2	1		22	20	2		47	2	7		
	er Screening Program	19	31	27	24	23	36	35	12	17	15	7		246
	enger Screening Program			1										1
	enger Screening Program			2	0.4	1	00	0.5	40	47	1	7		5
•	enger Screening Program	11 18	30	24	24	22	36	35	12	17	14	7		239
Expedited Pass														
Location of Found	enger Screening Program		1											
Lost and Found	enger Screening Program				1	1								2
Lost and Found	enger Screening Program - Airport/TSA	- TSA/DHS			1									2
Lost and Found Mishandling of Pass	enger Screening Program - Airport/TSA enger Property	- TSA/DHS	1		1 1	1				2	1			2 2 5
Lost and Found Mishandling of Pass Mishandling of F	enger Screening Program - Airport/TSA enger Property Passenger Property - Dam	- TSA/DHS 1 naged/Missin	1		1 1 jage	1				1				2 2 5 1
Lost and Found Mishandling of Pass Mishandling of F Mishandling of F	enger Screening Program - Airport/TSA enger Property	- TSA/DHS 1 naged/Missin	1		1 1	1				1 1	1			2 2 5 1
Lost and Found Mishandling of Pass Mishandling of F Mishandling of F Patdown	enger Screening Program - Airport/TSA - Property Passenger Property - Dan Passenger Property - Dan	- TSA/DHS 1 naged/Missin	1	ry-on Lugg 1	1 1 jage	1 1	4	1	1	1 1 1				2 2 5 1 4
Lost and Found Mishandling of Pass Mishandling of F Mishandling of F Patdown Patdown - Flyer	enger Screening Program - Airport/TSA lenger Property Passenger Property - Dan Passenger Property - Dan	- TSA/DHS 1 naged/Missin	1 g ItemsCar		1 1 gage	1	4	1 1	1 1	1 1				2 2 5 1 4 9
Lost and Found Mishandling of Pass Mishandling of I Mishandling of I Patdown Patdown - Flyer Persons w/ Disabilit	enger Screening Program - Airport/TSA enger Property Passenger Property - Dan Passenger Property - Dan ies (PWD)	1 TSA/DHS	1 g ItemsCar 1	ry-on Lugg 1 1	1 1 jage	1 1	4	1 1		1 1 1		1		2 2 5 1 4 9
Lost and Found Mishandling of Pass Mishandling of I Mishandling of I Patdown Patdown - Flyer Persons w/ Disabilit Persons w/ Disa	enger Screening Program - Airport/TSA enger Property Passenger Property - Dam Passenger Property - Dam ies (PWD) abilities (PWD) - Cognitive	TSA/DHS 1 naged/Missin 1	1 g ItemsCar 1	ry-on Lugg 1 1	1 1 gage	1 1	4	1 1		1 1 1		1		2 2 5 1 4 9 9
Lost and Found Mishandling of Pass Mishandling of I Mishandling of I Patdown Patdown - Flyer Persons w/ Disabilit Persons w/ Disa Persons w/ Disa	enger Screening Program - Airport/TSA enger Property Passenger Property - Dan Passenger Property - Dan ies (PWD) abilities (PWD) - Cognitive abilities (PWD) - Internal M	TSA/DHS 1 agged/Missin 1 b //Developme	1 g ItemsCar 1 ental /Mental 1	ry-on Lugg 1 1 Disability	1 1 jage 1	1 1	4	1 1		1 1 1		1		2 5 1 4 9 9 4 1
Lost and Found Mishandling of Pass Mishandling of I Mishandling of I Patdown Patdown - Flyer Persons w/ Disabilit Persons w/ Disa Persons w/ Disa Persons w/ Disa	enger Screening Program - Airport/TSA - enger Property - Dam - Passenger Property - Dam -	TSA/DHS 1 agged/Missin 1 b //Developme	g ItemsCar 1 ental /Mental 1 ached to the	ry-on Lugg 1 1 Disability Body	1 1 1 1 1	1 1	4	1 1		1 1 1				2 5 1 4 9 9 4 1 1
Lost and Found Mishandling of Pass Mishandling of I Mishandling of I Patdown Patdown - Flyer Persons w/ Disabilit Persons w/ Disa Persons w/ Disa Persons w/ Disa Persons w/ Disa	enger Screening Program - Airport/TSA - Lenger Property - Dan - Passenger Property - Dan	TSA/DHS 1 agged/Missin 1 b //Developme	g ItemsCar 1 ental /Mental 1 ached to the Medication a	ry-on Lugg 1 1 Disability Body nd Medica	1 1 1 1 1 1 1 I Supplies	1 1	4	1 1		1 1 1		1		2 2 5 1 4 9 9 4 1 1 1
Lost and Found Mishandling of Pass Mishandling of I Mishandling of I Patdown Patdown - Flyer Persons w/ Disabilit Persons w/ Disa	enger Screening Program - Airport/TSA enger Property Passenger Property - Dam Passenger Property - Dam dies (PWD) abilities (PWD) - Internal M abilities (PWD) - Medicall M	- TSA/DHS 1 naged/Missin 1 Line (Development) Medical Devices - Atta y Necessary	g ItemsCar 1 antal /Mental 1 ached to the Medication a 3	ry-on Lugg 1 1 Disability Body	1 1 1 1 1 1 I Supplies 2	1 1	4	1 1		1 1 1				2 2 2 2 2 2 3 4 4 4 4 4 4 4 4 4 4 4 4 4
Lost and Found Mishandling of Pass Mishandling of I Mishandling of I Patdown Patdown - Flyer Persons w/ Disabilit Persons w/ Disa Perpons w/ Disa Persons w/ Disa	enger Screening Program - Airport/TSA enger Property Passenger Property - Dan Passenger Property - Dan dies (PWD) abilities (PWD) - Cognitive abilities (PWD) - Internal N abilities (PWD) - Medical I abilities (PWD) - Medically andling andling ial Handling - Damaged It	TSA/DHS 1 naged/Missin 1 Lipid Devices - Atta y Necessary I lipid Devices - Carry-I	g ItemsCar 1 ental /Mental 1 ached to the Medication a 3 On	ry-on Lugg 1 1 Disability Body nd Medica	1 1 1 1 1 1 1 I Supplies	1 1	4	1 1		1 1 1		1		2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Lost and Found Mishandling of Pass Mishandling of I Mishandling of I Patdown Patdown - Flyer Persons w/ Disabilit Persons w/ Disa Property - Special H Property - Spec	enger Screening Program - Airport/TSA enger Property Passenger Property - Dan Passenger Property - Dan ies (PWD) abilities (PWD) - Cognitive abilities (PWD) - Medical I abilities (PWD) - Medically andling ial Handling - Damaged It ial Handling - Damaged It	1 TSA/DHS 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	g ItemsCar 1 ental /Mental 1 ached to the Medication a 3 On ed	ry-on Lugg 1 1 1 Disability Body nd Medica 2 1	1 1 1 I Supplies 2 1	1 1	4	1 1		1 1 1		1		2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Lost and Found Mishandling of Pass Mishandling of I Mishandling of I Patdown Patdown - Flyer Persons w/ Disabilit Persons w/ Disa Persons w/ Disa Persons w/ Disa Persons w/ Disa Property - Special H Property - Spec Property - Spec	enger Screening Program - Airport/TSA enger Property Passenger Property - Dan Passenger Property - Dan dies (PWD) abilities (PWD) - Cognitive abilities (PWD) - Medical I abilities (PWD) - Medical I abilities (PWD) - Medical I andling ial Handling - Damaged It ial Handling - Damaged It ial Handling - Missing Iter	1 TSA/DHS 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	g ItemsCar 1 ental /Mental 1 ached to the Medication a 3 On ed	ry-on Lugg 1 1 Disability Body nd Medica 2	1 1 1 1 1 1 I Supplies 2	1 1	4	1 1		1 1 1		1		2 2 2 2 2 5 5 1 1 4 4 5 5 5 5 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Lost and Found Mishandling of Pass Mishandling of I Mishandling of I Patdown Patdown - Flyer Persons w/ Disabilit Persons w/ Disa Property - Special H Property - Spec Property - Spec Property - Spec Property - Spec	enger Screening Program - Airport/TSA enger Property Passenger Property - Dan Passenger Property - Dan ies (PWD) abilities (PWD) - Cognitive abilities (PWD) - Medical I abilities (PWD) - Medically andling ial Handling - Damaged It ial Handling - Damaged It	1 TSA/DHS 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	g ItemsCar 1 ental /Mental 1 ached to the Medication a 3 On ed 1 2	ry-on Lugg 1 1 1 Disability Body nd Medica 2 1	1 1 1 I Supplies 2 1	1 1 1	4		1	1 1 1 1		1		1 2 2 5 5 1 1 4 9 9 9 4 4 1 1 1 1 1 1 8 8 1 1 1 1 1 1 1 1 1 1
Lost and Found Mishandling of Pass Mishandling of I Mishandling of I Patdown Patdown - Flyer Persons w/ Disabilit Persons w/ Disa Persons w/ D	enger Screening Program - Airport/TSA enger Property Passenger Property - Dan Passenger Property - Dan bilities (PWD) abilities (PWD) - Internal N abilities (PWD) - Medical I abilities (PWD) - Medical I abilities (PWD) - Damaged It ial Handling - Damaged It ial Handling - Missing Iter ial Handling - Missing Iter	1 TSA/DHS 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	g ItemsCar 1 ental /Mental 1 ached to the Medication a 3 On ed	ry-on Lugg 1 1 1 Disability Body nd Medica 2 1	1 1 1 I Supplies 2 1	1 1	4	1 1	3	1 1 1 1		1		2 2 2 2 5 5 1 1 4 4 4 9 9 9 9 1 1 1 1 1 1 1 1 1 1 1
Lost and Found Mishandling of Pass Mishandling of I Mishandling of I Patdown Patdown - Flyer Persons w/ Disabilit Persons w/ Disa Property - Special H Property - Spec Property - Spec Property - Spec	enger Screening Program - Airport/TSA enger Property Passenger Property - Dan Passenger Property - Dan bilities (PWD) abilities (PWD) - Internal N abilities (PWD) - Medical I abilities (PWD) - Medical I abilities (PWD) - Damaged It ial Handling - Damaged It ial Handling - Missing Iter ial Handling - Missing Iter	1 TSA/DHS 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	g ItemsCar 1 ental /Mental 1 ached to the Medication a 3 On ed 1 2	ry-on Lugg 1 1 1 Disability Body nd Medica 2 1	1 1 1 I Supplies 2 1	1 1 1	4		1	1 1 1 1		1		2 2 2 2 5 5 1 1 4 4 9 9 9 9 9 4 4 1 1 1 1 1 8 8 1 1 4 4 4

10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
			3	2	1							6
			1	1	1							3
			1	1								2
- TSA Appl	ication Pro	gram	1									1
- TSA PreC	Check			1								1
					1							1
					1							1
			2	1								3
			2									2
- TSA PreC	Check		2									2
				1								1
				1								1
	- TSA Appl - TSA PreC		10-Oct 11-Nov 12-Dec - TSA Application Program - TSA PreCheck	10-Oct 11-Nov 12-Dec 01-Jan 3 1 1 1 1 1 1 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 3 2 1 1 1 1 1 1 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 3 2 1 1 1 1 1 1 1 1 1	3 2 1 1 1 1 - TSA Application Program 1 - TSA PreCheck 1 - 1 - 1 - 2 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 3	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 3	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 09-Sep

Categories	10-Oct	11-Nov	12-Dec	01-Jan	CC) Data T 02-Feb	001 - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STL	128	132	127	134	95	140	125	161	149	141	147	114	1,593
2021												40	40
Customer Service												10	10
Customer Service - TSO												10	10
Expedited Passenger Screening Program Expedited Passenger Screening Program	TSA Applic	ation Prog	ram									21	21
Expedited Passenger Screening Program			iaiii									18	18
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)			1.84 . 11									2	2
Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Touch A			and Medica	Il Supplies								1	1
Property - Special Handling	version (pain/t	rauma)										1 2	2
Property - Special Handling - Damaged I	i tems - Checke	ed										2	2
Screening												4	4
Screening - Inconsistency												1	1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process												1	1
Screening - Retrieving Abandoned/Confis 2022	38	57	59	43	36	60	54	79	68	65	80	74	713
Additional Information Required/Insufficient Ir		31	33	43	1	00	34	13	00	65	1	/4	713
Additional Information Required/Insufficie		- EMAIL C	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							0					1
Civil Rights - Race Civil Rights - Racial Profiling or Discrimir	1	1	1					2				1	3
Civil Rights - Sex/Gender/Gender Identity			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		510
Expedited Passenger Screening Program					1			1		1		1	
Expedited Passenger Screening Program Expedited Passenger Screening Program		34	41	37	1 24	44	40	1	41	3 46	1 56	3 51	23
Expedited Passenger Screening Program Expedited Passenger Screening Program				31	24	44	40	49	41	40	1	51	482
Locks	TO, VELIC E	mployoco	Optim					3		1			
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 - Dan	-	1		1		1		1		1	4		9
Mishandling of Passenger Property - Dan		ItemsC	1	1			1	3	1	1	1		(
Mishandling of Passenger Property - Disa	a 1							1					2
No Jurisdiction No Jurisdiction - Refer to CBP		1				1					1		3
No Jurisdiction - Refer to Other		1				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	
Patdown - General	1	4	4			4	2	0	4		1	4	1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S		<u> </u>	4		1	1	3	2	1		1	1	16
Persons w/ Disabilities (PWD) - Diabetes							1	1					
Persons w/ Disabilities (PWD) - General							2						2
Persons w/ Disabilities (PWD) - Hearing	Impairment		1										1
Persons w/ Disabilities (PWD) - Internal I		es	1										1
Persons w/ Disabilities (PWD) - Medicall	·			,		1		1	1				4
Persons w/ Disabilities (PWD) - Mobility				er)	1								1
Persons w/ Disabilities (PWD) - Touch A' Persons w/ Disabilities (PWD) - Visual In		rauma)	1									1	1
Persons w/ Disabilities (PWD) - Visual III Persons w/ Disabilities (PWD) - Wheelch		Segway	1									ı	1
Property - Special Handling	1	6	2		1	3	1	3	4		2	2	
Property - Special Handling - Damaged I	te 1	4	1		1	2		1	1				11
Property - Special Handling - Damaged I	tems - Checke	d				1	1						2
Property - Special Handling - Missing Iter		1							2		1		4
Property - Special Handling - Missing Iter	1	1	1					2	1		1	2	
Screening - Inconsistency	2	3	2	2	3	1	4	3	8	3	1	3 1	41
Screening - Inconsistency Screening - Lengthy Lines						ı		1	1		I	ı	2
Screening - Procedures/Process	2	3	1	2	3	1	4	2	5	3	3	2	
Screening - Retrieving Abandoned/Confis			1				•					_	1
TWIC										1			1
TWIC - General									-	1			1
2023	90	75	68	91	59	80	71	82	81	76	67		840
Airline Airline - Baggage Requirements			1 1						1				2
Airline - Baggage Requirements Airline - Policy/Regulations/Service			1						1				1
Civil Rights	2	1						1	1	2	1		8
Civil Rights - National Origin									'	1	'		1
Civil Rights - Race	2												2
Civil Rights - Sex/Gender/Gender Identity	/- Not Trans	1						1	1		1		4
Civil Rights - Transgender Screening										1			1
Claims									1				

			TSA Contac										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Claims - Status									1				1
Customer Service	9			7	6	9	2	5	3	7	6		64
Customer Service - TSO	9	7	3	7	6	9	2	5	3	7	6		64
Expedited Passenger Screening Program	69		51	75	43	61	55	62	62	52	47		636
Expedited Passenger Screening Progra	am - Active Du	ıty Military							1				1
Expedited Passenger Screening Progra		1	2										3
Expedited Passenger Screening Progra			1	2	2	2		2			1		20
Expedited Passenger Screening Progra				72	41	59	55	60	61	52	46		611
Expedited Passenger Screening Progra	am - TSA/DHS	Employee:	s - Opt In	1									1
Locks						1			3				4
Locks - Missing or Damaged Lock						1			3				4
Lost and Found											3		3
Lost and Found - Airport/TSA											3		3
Mishandling of Passenger Property	2	2	2	2		2	4	1	2	2	3		22
Mishandling of Passenger Property - Da	amaged/Missi	1 2	1	1		1	1	1		1	1		9
Mishandling of Passenger Property - Da	am 2			1			3		2		2		10
Mishandling of Passenger Property - Di	sarrayed Item	sCarry-or	1			1				1			3
No Jurisdiction			1			1	1						3
No Jurisdiction - Refer to CBP			1										1
No Jurisdiction - Refer to Other						1	1						2
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - Ger	neral					1							1
Patdown	2				1	1	3	4	3	4	1		19
Patdown - Flyer	2				1	1	3	4	3	3	1		18
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	1		3		1		1		1	1	2		10
Persons w/ Disabilities (PWD) - Autism	Spectrum				1								1
Persons w/ Disabilities (PWD) - Diabeto	es									1			1
Persons w/ Disabilities (PWD) - Medica	al Devices - A	ttached to th	2										2
Persons w/ Disabilities (PWD) - Medica	ally Necessary	/ Medication	1						1				2
Persons w/ Disabilities (PWD) - Mobility	y Disability (N	lot Wheelch	air or Scoot	er)							1		1
Persons w/ Disabilities (PWD) - Prostho	esi 1												1
Persons w/ Disabilities (PWD) - Touch	Aversion (pai	n/trauma)					1						1
Persons w/ Disabilities (PWD) - Visual	Impairment	,									1		1
Property - Special Handling	1	1	2	4	3	1	3	3	2	5	1		26
Property - Special Handling - Damaged	I Items - Carry	/-On		1			1	1	1	1			5
Property - Special Handling - Damaged					2	1	1						4
Property - Special Handling - Missing It			2		1		1	1	1	1	1		10
Property - Special Handling - Missing It		ed		3				1		3			7
Screening	4		5	3	5	3	2	6	2	3	3		41
Screening - Crew Member or Airline En			1										1
Screening - Inconsistency								2					4
	1 1	1						_					
	1	1 1											1
Screening - Lengthy Lines Screening - Procedures/Process	2	1		3	5	3	2	4	2	3	3		

		7	ΓSA Conta	act Center ((TCC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STS	6	3	:	2 3	3	2	9	10	6	9	8	5	66
2021												3	3
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program	- TSA Appl	ication Prog	Jram									1	1
Expedited Passenger Screening Program	- TSA PreC	Check										1	1
2022	3	1		1 1	1	1	2	4	4	3	8	2	31
Civil Rights									1				1
Civil Rights - Race									1				1
Customer Service		1						1	1	1	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 - Dam	aged/Missi	ng Items Pri	vate Scre	ening Contra	actor						1		1
Patdown								1					1
Patdown - Flyer as Observer								1					1
Property - Special Handling											1		1
Property - Special Handling - Damaged It	ems - Checl	ked									1		1
Screening				1 1					1		1	2	6
Screening - Procedures/Process				1 1					1		1	2	6
2023	3	2		1 2	2	1	7	6	2	6			32
Customer Service	1			1 1				2					5
Customer Service - TSO	1			1 1				2					5
Expedited Passenger Screening Program	2	2		1	2	1	6	2	2	3			21
Expedited Passenger Screening Program	2	2		1	2	1	6	2	2	3			21
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Respirato	ory and Inha	ler Equipme	ent					1					1
Property - Special Handling										2			2
Property - Special Handling - Missing Iten	ns - Carry-O	n								2			2
Screening							1	1		1			3
Screening - Inconsistency								1					1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process										1			1

ata a a di a	10.5 :			act Center (A. I.	•••		•••	22.5	
ategories	10-Oct	11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STT	6	11	2	:0 12	16	14	22	13	13	20	10		167
2021												5	
Customer Service												2	2
Customer Service - TSO												2	2
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program	- TSA PreC	heck										2	2
Screening												1	
Screening - Retrieving Abandoned/Confis												1	1
2022	3	6		5 6	9	6	11	9	7	11	6	5	84
Customer Service	1	1		1					1	2	1		7
Customer Service - TSO	1	1		1					1	2	1		7
DHS TRIP											1		1
DHS TRIP - General											1		
Expedited Passenger Screening Program	2	5		4 4	9	5	8	8	4	6	2	2	59
Expedited Passenger Screening Program	- DoD						1	1					
Expedited Passenger Screening Program	- TSA Appl	1								1			2
Expedited Passenger Screening Program		4		4 4	9	5	7	7	4	5	2	2	55
Mishandling of Passenger Property									1		1		
Mishandling of Passenger Property - Dam	aged/Missin	na ItemsCl	hecked P	aggage					1		1		
No Jurisdiction		.5 01		33~3~			1	1				1	
No Jurisdiction - Refer to CBP							1	1				1	
Patdown								'	1			'	
Patdown - Flyer									1				
Persons w/ Disabilities (PWD)									ļ	1			
` '	Indian Davi									1			
Persons w/ Disabilities (PWD) - Internal M	iedicai Devi	ces				4				- 1			
Property - Special Handling						1							
Property - Special Handling - Missing Item	ns - Checked	1				1							
Screening				2			2			2		2	
Screening - Inconsistency											1		1
Screening - International Screening				1									1
Screening - Lengthy Lines							1						
Screening - Procedures/Process				1			1			2		2	
2023	3	5		5 6	7	8	11	4	6	9	4		78
Civil Rights				1		1				1			3
Civil Rights - Age				1									1
Civil Rights - Constitutional Rights						1							1
Civil Rights - Race										1			1
Customer Service				1 1			1		1		1		
Customer Service - TSO				1 1			1		1		1		
Expedited Passenger Screening Program	3	5	1	1 5	6	4	6	3	3	5	3		54
Expedited Passenger Screening Program		1											
Expedited Passenger Screening Program	3	4	1	1 5	6	4	6	3	3	5	3		53
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dam	aned/Missin	na ItemsCl	hecked B	annane			1						
No Jurisdiction	aged/Wilson	ig itcilisoi	ICCRCG D	aggage			- '			1			
										1			
No Jurisdiction - Refer to CBP				4					4	I			2
Patdown				1					1				
Patdown - Children				1									
Patdown - Flyer									1				
Persons w/ Disabilities (PWD)						1			1				
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Med	lical Supplies		1			1				2
Property - Special Handling				1			1						2
Property - Special Handling - Missing Item	ns - Checked	b		1			1						2
Screening					1	2	2	1		2			8
0					1	1	2	1		2			7
Screening - Procedures/Process													

			TSA Conta	ct Center (1	CC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STX	2	3		2	4	2	6	6	3	2	2	4	3
2021												3	;
Expedited Passenger Screening Program												3	
Expedited Passenger Screening Program	- TSA PreC	heck										3	
2022	1	1		1	4	2	4	3	1	2	1	1	2
Customer Service	1				1								
Customer Service - TSO	1				1								
Expedited Passenger Screening Program				1	1	1	2	1	1	1		1	(
Expedited Passenger Screening Program	- TSA PreC	heck		1	1	1	2	1	1	1		1	
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	aged/Missi	1											
No Jurisdiction								1					
No Jurisdiction - No Referral								1					
Persons w/ Disabilities (PWD)								1					
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	cal Supplies				1					
Property - Special Handling					1	1							
Property - Special Handling - Missing Item	ns - Checke	d			1	1							
Screening					1		2			1	1		
Screening - Children							1						
Screening - Lengthy Lines					1								
Screening - Procedures/Process							1			1	1		
2023	1	2		1			2	3	2		1		1:
Customer Service							1		1				
Customer Service - TSO							1		1				
Expedited Passenger Screening Program	1	1		1			1	1	1		1		
Expedited Passenger Screening Program	1	1		1			1	1	1		1		
Screening		1						2					
Screening - Procedures/Process		1						2					

		-	TSA Contac	ct Center (TCC) Data 1	Tool - FOIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SUN	2	4	3	2	2	4		4	4	3	5	5	38
2021												3	3
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreC	heck										1	1
Identification (ID) Requirements												1	1
Identification (ID) Requirements - ID Matc	hing Ticket	and Boardii	ng Pass Iss	ues								1	1
Screening												1	1
Screening - Inconsistency												1	1
2022		3	1			3		1	2	2	2	2	16
Expedited Passenger Screening Program		3	1			2		1	1	2	2	2	14
Expedited Passenger Screening Program	- TSA Appli	cation Prog	gram							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 Ite	ems - Check	red							1				1
2023	2	1	2	2	2	1		3	2	1	3		19
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program	2	1	2	2	1			3	1	1	3		16
Expedited Passenger Screening Program	1										1		2
Expedited Passenger Screening Program	1	1	2	2	1			3	1	1	2		14
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts			1								1
Screening						1							1
Screening - Procedures/Process						1							1

			ISA Conta	ct Center (ICC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SUX	2		3	1		3	3			2	2	2	18
2022			1	1		1	2					2	7
Customer Service				1									1
Customer Service - Others				1									1
Expedited Passenger Screening Program							1					2	3
Expedited Passenger Screening Program	- TSA PreC	Check					1					2	3
Mishandling of Passenger Property			1				1						2
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Bag	ggage			1						1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsL	1										1
Property - Special Handling						1							1
Property - Special Handling - Missing Iten	ns - Checke	d				1							1
2023	2		2			2	1			2	2		11
Customer Service						1					1		2
Customer Service - TSO						1					1		2
Expedited Passenger Screening Program	1		2			1	1			1			6
Expedited Passenger Screening Program	1		2			1	1			1			6
Screening	1									1	1		3
Screening - Procedures/Process	1									1	1		3

				act Center (
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SWF	1	4		1 4	5	4	5	3	3	8	2	1	4
2021												1	1
Screening												1	1
Screening - Procedures/Process												1	
2022		2		1 2		1	2	1	2	6			17
Civil Rights				1		1				1			3
Civil Rights - Age						1							1
Civil Rights - Race										1			
Civil Rights - Racial Profiling or Discrimin	ation			1									
Customer Service									1				•
Customer Service - TSO									1				
Expedited Passenger Screening Program		2		1 1			1		1	4			10
Expedited Passenger Screening Program	- TSA Appli	cation Prog	Jram							1			
Expedited Passenger Screening Program	- TSA PreC	2		1 1			1		1	3			(
Screening							1	1		1			
Screening - Procedures/Process							1	1					2
Screening - Retrieving Abandoned/Confis	cated Items									1			
2023	1	2		2	5	3	3	2	1	2	2		23
Civil Rights		1						1					2
Civil Rights - Race		1											
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	jender						1					
Customer Service							1			1			2
Customer Service - TSO							1			1			
Expedited Passenger Screening Program	1			1	5	2	2			1			13
Expedited Passenger Screening Program	1			1	5	2	2			1			12
No Jurisdiction									1				
No Jurisdiction - Refer to Other									1				
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Medical I	Devices - Att	ached to th	e Body								1		
Property - Special Handling		1	-										
Property - Special Handling - Damaged It	ems - Carry	1											
Screening				1		1		1			1		
Screening - Procedures/Process				1		1		1			1		4

			I SA CUIILA	or center (CC) Data	TOOL - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SWO			1	2		2	1	1		2	2	1	12
2022				1								1	2
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreC	heck										1	1
Property - Special Handling				1									1
Property - Special Handling - Damaged Ite	ems - Checl	red		1									1
2023			1	1		2	1	1		2	2		10
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Expedited Passenger Screening Program			1			2	1	1		2	1		8
Expedited Passenger Screening Program	- TSA PreC	heck	1			2	1	1		2	1		8
Screening											1		1
Screening - Procedures/Process											1		1

Categories	10-Oct		Contact C 2-Dec 0		•		04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SYR	10-Oct	11-NOV 1 35	2-Dec 0 33	1-Jan 0	12-reb U	3-iviar 39	04-Apr 55	05-May 39	30 30	07-Jul 36	08-Aug 41	09-Sep 34	1 Otal
2021	31	33	33	3/	43	33	33	33	30	30	41	10	455 10
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												7	7
Expedited Passenger Screening Progr			n									1	1
Expedited Passenger Screening Progr	am - TSA PreCh	eck										6	6
Locks Locks - Missing or Damaged Lock												1	1
Screening												1	1
Screening - Opposite Gender												1	1
2022	10	13	11	14	22	14	25	20	19	22	18	24	212
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Business, Suggestions, and Ideas												1	1
Business, Suggestions, and Ideas - Ge					4	4				4		1	1 5
Civil Rights Civil Rights - Constitutional Rights	1				1	1			1	1 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 Progr Expedited Passenger Screening Progr		1	2	1						1	1	3	9
Expedited Passenger Screening Progr		11	6	10	15	11	19	16	13	16	15	18	155
Locks	um o			10	10		10	10	10	1	10	10	1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property					2					1			3
Mishandling of Passenger Property - D				ge						1			1
Mishandling of Passenger Property - D	Disarrayed Items-	-Carry-on or	Checked		2								2
No Subject						1							1
No Subject - General Patdown			1			1	1		2			1	1 5
Patdown - Children			ı				ı		1			ı	1
Patdown - Flyer							1		1			1	3
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	1					1	1						3
Persons w/ Disabilities (PWD) - Diape		ssings/Masks	3				1						1
Persons w/ Disabilities (PWD) - Medic													1
Persons w/ Disabilities (PWD) - Prosth	nesis/Amputees a	ind Casts		2	2	1	1		1				1
Property - Special Handling Property - Special Handling - Damage	d Items - Carry-C	ın		1			- 1		1				6
Property - Special Handling - Damage							1						1
Property - Special Handling - Missing				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 5
Canada Danada (Danada											4		
Screening - Procedures/Process	nficented Items				1		1		1		1		
Screening - Retrieving Abandoned/Con		22	22	23	23	25	1	19	1	14	23		1
Screening - Retrieving Abandoned/Cor 2023	nfiscated Items	22	22	23	23	25	30	19	11	14	23		
Screening - Retrieving Abandoned/Con		22	22	23	23	25 1 1		19	11	14	23		1 233
Screening - Retrieving Abandoned/Cor 2023 Airline		22	22	23	23	1		19	11	14	23		1 233 1
Screening - Retrieving Abandoned/Cor 2023 Airline Airline - Policy/Regulations/Service		22	22	23	23	1		19	11		23		1 233 1 1
Screening - Retrieving Abandoned/Cor 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Transgender Screening Customer Service		22	22	2	23	1		19	11	1	23 3		1 233 1 1 1 1 1 6
Screening - Retrieving Abandoned/Cor 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TCC		22	22	2	23	1 1		19	11	1	3		1 233 1 1 1 1 1 6
Screening - Retrieving Abandoned/Cor 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO	21			2 1 1		1 1 1	30			1	3		1 233 1 1 1 1 1 6 1 5
Screening - Retrieving Abandoned/Cor 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program	19	19	22	2	23	1 1		19	11	1	3		1 233 1 1 1 1 1 6 1 1 5 185
Screening - Retrieving Abandoned/Cor 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	21 19			2 1 1		1 1 1 1 19	30			1	3		1 233 1 1 1 1 1 1 6 1 5 185
Screening - Retrieving Abandoned/Cor 2023 Airline Airline - Policy/Regulations/Service Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	19 am - DoD am 2	19 1	15	2 1 1 18	21	1 1 1 1 19	21	15	10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 15		1 233 1 1 1 1 1 6 1 5 185 1 4
Screening - Retrieving Abandoned/Cor 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	19 am - DoD am 2	19		2 1 1		1 1 1 1 19	30			1	3		1 233 1 1 1 1 1 1 6 1 5 185
Screening - Retrieving Abandoned/Cor 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Progr Expedited Passenger Screening Progr Expedited Passenger Screening Progr	19 am - DoD am 2	19 1	15	2 1 1 18	21	1 1 1 1 19	21	15	10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 15		1 233 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Cor 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expe	19 am - DoD am 2	19 1	15 15 2	2 1 1 18	21	1 1 1 1 19	21	15	10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 15		1 233 1 1 1 1 1 1 6 1 5 185 1 4 180
Screening - Retrieving Abandoned/Cor 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Progr Expedited Passenger Screening Progr Expedited Passenger Screening Progr Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property	19 ram - DoD ram 2 ram 17	19 1 18	15 15 2 1	2 1 1 18 18	21	1 1 1 1 19 2 17	21	15	10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 15		1 233 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Con 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Customer Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damaged Property	19 am - DoD am 2 am 17	19 1 18	15 15 2 1 1 1	2 1 1 18 18	21 21	1 1 1 19 2 17	21	15	10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 15 15		1 233 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Cor 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damaged Property - Mishandling of Passenger Property - Mishandling of Passenger Property - Damaged Propert	19 am - DoD am 2 am 17	19 1 18	15 15 2 1 1 1	2 1 1 18 18	21	1 1 1 1 19 2 17	21	15	10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 15 15		1 233 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Cor 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damaged Mishandling of Passenger Prop	19 am - DoD am 2 am 17	19 1 18	15 15 2 1 1 1 /-on Luggageked Bag	2 1 1 18 18	21 21	1 1 1 1 19 2 17	21	15	10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 15 15		1 233 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Cor 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property - E Mishandling of Passenger Property - E Mishandling of Passenger Property - E No Jurisdiction No Jurisdiction - Refer to Other	21 19 ram - DoD ram 2 ram 17 Damaged/Missing	19 1 18 ItemsCarry ItemsChec	15 15 2 1 1 1	2 1 1 18 18	21 21	1 1 1 1 19 2 17	21 21 1 1	15	10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 15 15		1 233 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Cor 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damaged Pr	19 am - DoD am 2 am 17	19 1 18	15 15 2 1 1 1 /-on Luggageked Bag	2 1 1 18 18	21 21	1 1 1 1 19 2 17	21	15	10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 15 15		1 233 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Cor 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Transgender Screening Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Customer Service - Company	19 am - DoD am 2 am 17 Domaged/Missing Domaged/Missing	19 1 18 ItemsCarry ItemsChec	15 15 2 1 1 1 /-on Luggageked Bag	2 1 1 18 18	21 21	1 1 1 1 1 1 1 1 1 1 1 1	21 21 1 1 1 1	15	10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 15 15		1 233 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Cor 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Davis Durisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal	21 19 ram - DoD ram 2 ram 17 Damaged/Missing Damaged/Missing 1 1 1 Implants (joint)	19 1 18 ItemsCarry ItemsChec	15 2 1 1 1 v-on Luggag ked Baç 1 1	2 1 1 18 18	21 21	1 1 1 1 1 1 1 1 1 1 1 1	21 21 1 1 1 1 1	15	10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 15 15 1 1 1		1 233 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Cor 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Daming Program No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Persons w/ Disabilities (PWD) - Mobili	21 19 am - DoD am 2 am 17 Damaged/Missing amaged/Missing 1 1 Implants (joint) ty Disability (Not	19 1 18 ItemsCarry ItemsChec	15 2 1 1 1 v-on Luggag ked Baç 1 1	2 1 1 18 18	21 21	1 1 1 1 1 1 1 1 1 1 1 1	21 21 1 1 1 1 3	15	10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 15 15 1 1 1 1 1		1 233 1 1 1 1 1 1 6 6 1 1 5 5 185 1 1 4 4 1 1 1 3 3 3 3 3 4 4 4 4 6 6 2 2 1 1
Screening - Retrieving Abandoned/Cor 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Davishandling of Passenger Property - Davishandling of Passenger Property - Davisdiction No Jurisdiction No Jurisdiction Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Persons w/ Disabilities (PWD) - Mobili	21 19 am - DoD am 2 am 17 Damaged/Missing amaged/Missing 1 1 Implants (joint) ty Disability (Not	19 1 18 ItemsCarry ItemsChec	15 2 1 1 1 v-on Luggag ked Baç 1 1	2 1 1 18 18	21 21	1 1 1 1 1 1 1 1 1 1 1 1	21 21 1 1 1 1 3 2 1	15	10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 15 15 1 1 1		1 233 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Cor 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Progr Expedited Passenger Screening Progr Expedited Passenger Screening Progr Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - D Mishandling of Passenger Property - D No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Metal Persons w/ Disabilities (PWD) - Mobili Persons w/ Disabilities (PWD) - Mobili Persons w/ Disabilities (PWD) - Wheel	21 19 2am - DoD 2am 2 2am 17 Damaged/Missing 1 1 Implants (joint) ty Disability (Not Ichair/ Scooter)	19 1 18 ItemsCarry ItemsChec	15 2 1 1 1 v-on Luggag ked Baç 1 1	2 1 1 18 18	21 21	1 1 1 1 1 1 1 1 1 1 1 1	21 21 1 1 1 1 3 2 1	15	10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 15 15 1 1 1 1 1		1 233 1 1 1 1 1 1 6 6 1 1 5 5 185 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Cor 2023 Airline Airline - Policy/Regulations/Service Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Progr Expedited Passenger Screening Progr Expedited Passenger Screening Progr Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - D Mishandling of Passenger Property - D No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Persons w/ Disabilities (PWD) - Mobili Persons w/ Disabilities (PWD) - Mobili Persons w/ Disabilities (PWD) - Whee	21 19 2am - DoD 2am 2 2am 17 Damaged/Missing 1 1 Implants (joint) ty Disability (Not Ichair/ Scooter)	19 1 18 ItemsCarry ItemsChec	15 2 1 1 1/-on Luggageked Bag 1 1 1 or Scooter)	2 1 1 18 18 18	21 21 1 1	1 1 1 19 2 17	21 21 1 1 1 3 2 1	15	10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 15 15 1 1 1 1 1		1 233 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Con 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Transgender Screening Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Davis Mishandling (PWD) - Metal Persons w/ Disabilities (PWD) - Metal Persons w/ Disabilities (PWD) - Mobili Persons w/ Disabilities (PWD) - Whee Property - Special Handling - Missing In Screening	21 19 ram - DoD ram 2 ram 17 Damaged/Missing Damaged/Missing 1 1 Implants (joint) ty Disability (Not Ichair/ Scooter/	19 1 18 ItemsCarry ItemsChec	15 2 1 1 1 v-on Luggag ked Baç 1 1	2 1 1 18 18	21 21	1 1 1 1 1 1 1 1 1 1 1 1	21 21 1 1 1 1 3 2 1	15	10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 15 15 1 1 1 1 1		1 233 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Cor 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Davis Mishandling (PWD) - Metal Persons W Disabilities (PWD) - Mobili Persons W Disabilities (PWD) - Mobili Persons W Disabilities (PWD) - Wheel Property - Special Handling - Missing Missing Missing Missing - Creening - Crew Member or Airline E	21 19 ram - DoD ram 2 ram 17 Damaged/Missing Damaged/Missing 1 1 Implants (joint) ty Disability (Not Ichair/ Scooter/	19 1 18 ItemsCarry ItemsChec	15 2 1 1 1 /-on Luggag ked Baç 1 1 1 or Scooter) 1	2 1 1 18 18 18 19e	21 21 1 1	1 1 1 19 2 17	21 21 1 1 1 3 2 1	15	10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 15 15 1 1 1 1 1		1 233 1 1 1 1 1 6 6 1 1 5 5 185 5 185 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Cor 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Daming Mishandling of Passenger Property - Datown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Persons w/ Disabilities (PWD) - Mobili Persons w/ Disabilities (PWD) - Wheel Property - Special Handling Property - Special Handling Screening Screening - Crew Member or Airline E	21 19 ram - DoD ram 2 ram 17 Damaged/Missing Damaged/Missing 1 1 Implants (joint) ty Disability (Not Ichair/ Scooter/	19 1 18 ItemsCarry ItemsChec	15 2 1 1 1/-on Luggageked Bag 1 1 1 or Scooter)	2 1 1 18 18 18	21 21 1 1	1 1 1 19 2 17	21 21 1 1 1 1 3 2 1 1 1 3	15 15 15	10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 15 15 1 1 1 1 1		1 233 1 1 1 1 1 6 6 1 1 5 5 185 1 1 4 4 1 1 1 3 3 3 3 3 4 4 4 4 6 2 2 1 1 3 3 1 1 1 2 2 0 1 1 2 2 0 1 1 2 2
Screening - Retrieving Abandoned/Cor 2023 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Transgender Screening Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Davis Description No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Metal Persons w/ Disabilities (PWD) - Mobili Persons w/ Disabilities (PWD) - Wheel Property - Special Handling - Missing I Screening Screening - Crew Member or Airline E	21 19 ram - DoD ram 2 ram 17 Damaged/Missing Damaged/Missing 1 1 Implants (joint) ty Disability (Not Ichair/ Scooter/	19 1 18 ItemsCarry ItemsChec	15 2 1 1 1 /-on Luggag ked Baç 1 1 1 or Scooter) 1	2 1 1 18 18 18 19e	21 21 1 1	1 1 1 19 2 17	21 21 1 1 1 3 2 1	15	10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 15 15 1 1 1 1 1		1 233 1 1 1 1 1 6 6 1 1 5 5 185 5 185 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

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

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

Categories	10 Oct				CC) Data 1			OF Mos:	06 1	07 1!	00 4	00 Cor	Total
	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TLH	14	11	9	8	10	4	15	18	12	14	14		13
2021												2	
Expedited Passenger Screening Program												2	
Expedited Passenger Screening Program	 TSA PreCl 	neck										2	
2022	5	5	4	2	6	1	9	7	12	11	10	5	7
Customer Service	1	1	2		1				1	1			
Customer Service - TSO	1	1	2		1				1	1			
Expedited Passenger Screening Program	4	4	2	2	1		6	6	10	8	6	4	5
Expedited Passenger Screening Program	 TSA Applie 	cation Prog	ram						1	1			
Expedited Passenger Screening Program	4	4	2	2	1		6	6	9	7	6	4	5
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - Medical D	evices - Atta	ached to th	e Body		1								
Property - Special Handling											1		
Property - Special Handling - Missing Item	s - Carry-Or	1									1		
Screening					3	1	3	1	1	2	2	1	1
Screening - Inconsistency							1			1		1	
Screening - Lengthy Lines					2						1		
Screening - Procedures/Process					1	1	2	1	1	1	1		
SIDA (Security Identification Display Area)											1		
SIDA (Security Identification Display Area)) - General										1		
2023	9	6	5	6	4	3	6	11		3	4		5
Airline						1							
Airline - Policy/Regulations/Service						1							
Civil Rights	1												
Civil Rights - Race	1												
Customer Service		1						1					
Customer Service - TSO		1						1					
Expedited Passenger Screening Program	6	5	3	5	2	2	6	8		3	4		4
Expedited Passenger Screening Program	- TSA Applio	cation Prod									1		
Expedited Passenger Screening Program	6	5	3	5	2	2	6	8		3	3		4
Patdown	1		1					1					
Patdown - Flyer	1		1					1					
Persons w/ Disabilities (PWD)			1					1					
Persons w/ Disabilities (PWD) - Metal Imp	lants (ioint)							1					
Persons w/ Disabilities (PWD) - Mobility D		t Wheelch	1					'					
Property - Special Handling	riodbility (140	· · · · · · · · · · · · · · · · · · ·	'		1								
Property - Special Handling - Damaged Ite	ems - Check	ed			1								
Screening	1			1	1								
Screening - Lengthy Lines	1												
Ocieeting - Lengthy Lines													

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

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Categories						3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TPA 2021	209	268	269	273	276	353	321	355	301	267	272	204 58	3,368 58
Customer Service												4	4
Customer Service - TSO												4	4
Expedited Passenger Screening Program												48	48
Expedited Passenger Screening Program	- TSA Applica	tion Progra	m									4	4
Expedited Passenger Screening Program												43	43
Expedited Passenger Screening Program			Opt In									1	1
Patdown												2	2
Patdown - Flyer												2	2
Property - Special Handling												1	1
Property - Special Handling - Damaged It	ems - Checked	d										1	1
Screening												3	3
Screening - Procedures/Process												3	3
2022	77	111	115	101	121	200	154	170	141	125	147	146	1,608
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Fly	er					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		4			1
Civil Rights - Constitutional Rights Civil Rights - National Origin							1			1			1
Civil Rights - National Origin Civil Rights - Profiling							1	1					1
Civil Rights - Race						1		2		2	2		7
Civil Rights - Racial Profiling or Discrimin	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			00	10	00	102	2	100	110	30	1117	121	3
Expedited Passenger Screening Program		wiiiitai y				1					1	1	3
Expedited Passenger Screening Program	5	8	8	1	4	4	3	5	2	5	5	9	59
Expedited Passenger Screening Program		75	78	74	82	155	117	127	107	91	106	111	1,174
Expedited Passenger Screening Program					OZ.	1		1	1	01	2		5
Locks	1				1	3		2				1	8
Locks - General	1												1
Locks - Missing or Damaged Lock					1	3		2				1	7
Lost and Found		1			1								2
Lost and Found - Airport/TSA		1			1								2
Mishandling of Passenger Property	2			3	6	4		2	2	1	4	2	26
Mishandling of Passenger Property - Dam		ItemsCarr	ry-on Lugga					2	1		2	1	6
Mishandling of Passenger Property - Dam				1	5	3				1	2	1	15
Mishandling of Passenger Property - Dam		ItemsUns	pecified Lug	ggage	1								1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on or	Checker	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 S			1										1
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dres	sings/Mask	(S			1							1
Persons w/ Disabilities (PWD) - General	L				1								1
Persons w/ Disabilities (PWD) - Hearing I					2								2
Persons w/ Disabilities (PWD) - Internal M		S						1					1
Persons w/ Disabilities (PWD) - Medical [1.5.6		1					1			3
Persons w/ Disabilities (PWD) - Medically							2						2
Persons w/ Disabilities (PWD) - Mobility [Wheelchair	or Scooter)			1							1
Persons w/ Disabilities (PWD) - Prosthes											1		2
Persons w/ Disabilities (PWD) - Respirato			i			1							1
Persons w/ Disabilities (PWD) - Touch Av				-			1						1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S			1				1	1	1	1		5
Prohibited & Permitted Items		2											2
Prohibited & Permitted Items - Lighters/M		1											
Prohibited & Permitted Items - Liquids/Ge		3	2	2	2	-	2			-	^	A	1
Property - Special Handling	3	1	3 1	2	2	5	3	6	6	7	3	1	44
Property - Special Handling - Damaged It			1	4		2		2	2	3	2		14
Property - Special Handling - Damaged It Property - Special Handling - Missing Iten		1		1 1	2	3	1 1	3	1	1 2	1	1	9
Property - Special Handling - Missing Item		1	2	ı		2	1	1	1	1		1	7
Request for Assistance	is - Checke				1				1	- 1			1
Request for Assistance - Other					1								
Screening	4	6	5	5	11	5	10	10	12	6	10	5	89
Screening - Children	4	Ö	5	5	1.1	5	10	10	12	Ö	10	5	89 1
Screening - Children Screening - Crew Member or Airline Emp	lovee						1		1				1
Screening - Crew Member of Alfiline Emp. Screening - Inconsistency	loyee	2	2	1			3	2	- 1		1	2	13
Screening - Inconsistency Screening - Lengthy Lines				1			3 1	1			1	1	3
Screening - Procedures/Process	4	4	3	3	10	4	3	7	11	6	8	2	65
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis		4	3	1	10	1	2	- 1	1.1	Ö	1		6
TWIC	Cated Itellis			1	1	1			1		1		2
TWIC - General									1		1		1
14410 - Ochloral	I										I		I

ories	10-Oct	11-Nov	SA Contact 12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep To
TWIC - Status									1			
2023	132	157	154	172	155	153	167	185	160	142	125	1
Additional Information Required/Insufficient Inf										1		
Additional Information Required/Insufficier	nt Information	- EMAIL O	NLY							1		
Airline			1	1				1			1	
Airline - Policy/Regulations/Service			1	1				1			1	
Civil Rights		5	1	2	1	2	1	2	3	2	3	
Civil Rights - National Origin											1	
Civil Rights - Profiling									1			
Civil Rights - Race		3	1		1		1	1	2	2		
Civil Rights - Sex/Gender/Gender Identity-	- Not Trans	2		2		1		1				
Civil Rights - Sexual Orientation - Not Tra	nsgender					1						
Civil Rights - Transgender Screening											2	
Customer Service	5	11	9	12	10	8	10	10	9	12	5	
Customer Service - Others			1							1		
Customer Service - TSO	5	11	8	12	10	8	10	10	9	11	5	
DHS TRIP										1		
DHS TRIP - General										1		
Expedited Passenger Screening Program	108	128	121	124	126	122	134	149	124	99	98	1
Expedited Passenger Screening Program	- Active Du	1										
Expedited Passenger Screening Program		1	2	1				1			1	
Expedited Passenger Screening Program		4	1	2	4	2	5	1	3	2		
Expedited Passenger Screening Program	102	122	118	121	122	120	129	147	121	97	94	1
Hazardous Materials Safety	102	1	. 10			120	120	1-17	121	01	0-1	'
Hazardous Materials Safety - General		1										
Human Capital					1							
Human Capital - Prospective Employment	with TSA				1							
Locks	1					2	2	1	3			
Locks - Missing or Damaged Lock	1					2	2		3			
Mishandling of Passenger Property	4	1		E	2	1	3		1	4		
Mishandling of Passenger Property - Dam		1		5		1	3	1	ı	4		
0 0 1 7		4		1	0		0		4	1		
Mishandling of Passenger Property - Dam		1	01 1	3	2	1	2	1	1	3		
Mishandling of Passenger Property - Disa		-Carry-on o		1			1					
No Jurisdiction	1		1	1	1	2			2	2	1	
No Jurisdiction - No Referral						1						
No Jurisdiction - Refer to CBP	1				1				2	2	1	
No Jurisdiction - Refer to Other			1	1		1						
Notice of Violation/Civil Penalties								1			1	
Notice of Violation/Civil Penalties - Gener								1			1	
Patdown	6	1	6	5	3	3	2	2	4	7	1	
Patdown - Children								1		2		
Patdown - Flyer	6	1	6	4	2	3	2	1	3	4	1	
Patdown - Flyer as Observer				1	1				1	1		
Persons w/ Disabilities (PWD)		3	4	6	4	4	2	3	3	5	2	
Persons w/ Disabilities (PWD) - Breast Ca	ancer									1		
Persons w/ Disabilities (PWD) - Cognitive		ntal /Mental	Disability			1						
Persons w/ Disabilities (PWD) - Diabetes		1		1				1			1	
Persons w/ Disabilities (PWD) - Internal M										1		
Persons w/ Disabilities (PWD) - Medical D		1	2									
Persons w/ Disabilities (PWD) - Medically				Supplies	2		1	2	1	2		
Persons w/ Disabilities (PWD) - Metal Imp			a modioai	- 2001100			'		1			
Persons w/ Disabilities (PWD) - Mobility D		Wheelch	2	1	1	1			1			
Persons w/ Disabilities (PWD) - Ostomy/C		. WITIGOTOTI		1	1	- 1			- 1			
· · · · · · · · · · · · · · · · · · ·		and Coots			ı					4		
Persons w/ Disabilities (PWD) - Prosthesi										1	4	
Persons w/ Disabilities (PWD) - Touch Av				1							1	
Persons w/ Disabilities (PWD) - Wheelcha				3		2	1					
Property - Special Handling	3	2	1	7		3	4	4	2		5	
Property - Special Handling - Damaged Ite		1		1			1	1			1	
Property - Special Handling - Damaged Ite				2		1	1	2	1		2	
Property - Special Handling - Missing Item		1		1		2	1		1			
Property - Special Handling - Missing Item			1	3			1				2	
Screening	4	5	10	9	7	6	9	10	9	9	8	
Screening - Children	1			1								
Screening - Crew Member or Airline Empl	oyee			1							2	
Screening - Inconsistency	1		1	4	3		1	3	2	1	1	
Screening - Lengthy Lines		2		1						1	1	
Screening - Military			1									
Screening - Procedures/Process	2	2	7	2	4	5	8	7	7	7	4	
Screening - Procedures/Process				_		0	U	,				

gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
1	5	4		2 7	4	7	5	7	7	9	2	5	6
2021												1	
Property - Special Handling												1	
Property - Special Handling - Damaged It	ems - Checl	red										1	
2022	1	1		1 1	1	5	2	4	3	4	1	4	2
Expedited Passenger Screening Program		1		1	1	4	2	3	2	2		4	2
Expedited Passenger Screening Program	- TSA Appl	1											
Expedited Passenger Screening Program	- TSA PreC	heck		1	1	4	2	3	2	2		4	1
Mishandling of Passenger Property	1										1		
Mishandling of Passenger Property - Dan	1										1		
Property - Special Handling				1		1		1		1			
Property - Special Handling - Damaged It	ems - Checl	ced								1			
Property - Special Handling - Missing Iter				1				1					
Property - Special Handling - Missing Iter						1							
Screening									1	1			
Screening - Procedures/Process									1	1			
2023	4	3		1 6	3	2	3	3	4	5	1		:
Additional Information Required/Insufficient In	formation								1				
Additional Information Required/Insufficie		n - EMAIL	ONLY						1				
Customer Service							1	1					
Customer Service - Others								1					
Customer Service - TSO							1						
DHS TRIP		1											
DHS TRIP - General		1											
Expedited Passenger Screening Program	2	1		5	3	2	2	2	1	4			
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram	1									
Expedited Passenger Screening Program		1	3	4	. 3	2	2	2	1	4			
Locks	_	1											
Locks - Missing or Damaged Lock		1											
Mishandling of Passenger Property	1										1		
Mishandling of Passenger Property - Dam	1										1		
No Jurisdiction										1			
No Jurisdiction - Refer to Other										1			
Property - Special Handling	1								1				
Property - Special Handling - Damaged It	ems - Carry	-On							1				
Property - Special Handling - Damaged It									'				
Screening	· '			1 1					1				
Screening - Inconsistency				1 1					'				
Screening - Procedures/Process									1				

				t Center (T									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TTN	8	14	13	15	12	12	22	19	10	6	10	5	146
2021												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Item	s - Checked	ł										1	1
2022	1	9	6	4	3	6	16	10	7	2	4	4	72
Airline								1					1
Airline - Lost Baggage								1					1
Customer Service	1	1	1		1							1	5
Customer Service - TSO	1	1	1		1							1	5
Expedited Passenger Screening Program		8	5	4	2	6	15	7	7	2	4	2	62
Expedited Passenger Screening Program	- DoD	1						1					2
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ram			1		1			1		3
Expedited Passenger Screening Program	- TSA PreC	7	5	4	2	5	15	5	7	2	3	2	57
No Jurisdiction								1					1
No Jurisdiction - Refer to Other								1					1
Property - Special Handling												1	1
Property - Special Handling - Missing Item	s - Checked	i										1	
Screening							1	1					2
Screening - Children							1						1
Screening - Procedures/Process								1					1
2023	7	5	7	11	9	6	6	9	3	4	6		73
Customer Service	2		2	2			1			1	1		9
Customer Service - TSO	2		2	2			1			1	1		9
Expedited Passenger Screening Program	4	5	5	9	9	5	3	7	2	2	5		56
Expedited Passenger Screening Program	- TSA Appl	1											1
Expedited Passenger Screening Program	4	4	5	9	9	5	3	7	2	2	5		55
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsCa	arry-on Lug	gage						1			1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)							1	1					2
Persons w/ Disabilities (PWD) - Medical D			e Body				1						
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts						1					
Property - Special Handling									1				1
Property - Special Handling - Damaged Ite	ms - Carry-	On							1				1
Screening	1					1		1					3
Screening - Lengthy Lines	1					1							2
Screening - Procedures/Process								1					1

gories	10-Oct 1	I-Nov 1	2-Dec 0	1-Jan 0:	2-Feb 0	B-Mar 04	4-Apr 0	i-May 0	3-Jun 0	7-Jul 0	8-Aug 0	09-Sep	Tota
L	35	29	35	44	31	38	25	33	37	46	34	38	
2021												18	
Customer Service												1	
Customer Service - TSO												1	
Expedited Passenger Screening Program												8	
Expedited Passenger Screening Program	- TSA PreChec	k										8	
	- TOA FIECHEL	· N											
Identification (ID) Requirements												1	
Identification (ID) Requirements - Domesti	IC											1	
Locks												1	
Locks - Missing or Damaged Lock												1	
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Dam	aged/Missing It	emsChec	ked Bagga	ae								1	
Property - Special Handling				3-								1	
	ome Chackad											1	
Property - Special Handling - Damaged Ite	l - Checked												
Screening												5	
Screening - Inconsistency												1	
Screening - Procedures/Process												4	
2022	11	10	13	22	11	16	13	14	11	23	13	20	
Airline						1							
Airline - Policy/Regulations/Service						1							
Civil Rights		2				1		1		4	1	- 4	
-		2				- 1		1		1	1	1	
Civil Rights - National Origin												1	
Civil Rights - Perceived Religion		1						1					
Civil Rights - Race										1	1		
Civil Rights - Racial Profiling or Discrimina	ation	1											
Civil Rights - Sex/Gender/Gender Identity-						1							
Customer Service	1	1	2	4	1	1		1	1	3		2	
Customer Service - TSO	1	11	2	4	1	1		1	1	3		2	
Expedited Passenger Screening Program	8	7	11	15	4	10	11	9	10	16	11	15	
Expedited Passenger Screening Program	- TSA Appl	2							3		1		
Expedited Passenger Screening Program	8	5	11	15	4	10	11	9	7	16	10	15	
Identification (ID) Requirements	-			-	1			-					
Identification (ID) Requirements - Domesti	ic				1								
Lost and Found					'								
	1												
Lost and Found - Airport/TSA	1												
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Dam	aged/Missing It	emsCarry	-on Luggac	ge								1	
Patdown		,	50 0					1				1	
Patdown - Flyer								1				1	
Persons w/ Disabilities (PWD)					1								
` '	Nooseee	dioo#!	d Madie i o	Nummilia -									
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication an	d Medical S		1								
Property - Special Handling				2	1	2	2	1		1			
Property - Special Handling - Damaged Ite	ems - Carry-On						1	1					
Property - Special Handling - Missing Item	ns - Carry-On			1	1	2	1						
Property - Special Handling - Missing Item				1						1			
Screening	1			1	3	1		1		2	1		
ŭ .				- '	1	1		- '		1			
Screening - Inconsistency						- 1							
Screening - Procedures/Process	1			1	2			1		1	1		
		19	22	22	20	22	12	19	26	23	21		
2023	24	10					1		1				
ŭ .	24	1	1										
2023			1				1						
2023 Civil Rights Civil Rights - Race	1 1	1							1				
2023 Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-	1 1	1							1				
2023 Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Claims	1 1	1							1				
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Claims Claims - General	1 1 - Not Transgend	1	1				1		1 1 1				
2023 Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Claims Claims - General Customer Service	1 1 - Not Transgend 2	1	1			2	1		1 1 1		1		
2023 Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Claims Claims - General	1 1 - Not Transgend	1	1			2 2	1		1 1 1		1 1		
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-Claims Claims - General Customer Service	1 1 - Not Transgend 2	1	1	12	17		1	15	1 1 1	18			
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Claims Claims - General Customer Service Customer Service - TSO	1 1 - Not Transgend 2 2 2 16	1 1 der	1 1 1	12	17	2	2 2		1 1 1 1	18	1		
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 - Not Transgend 2 2 2 16 1	1 1 der	1 1 1 16			2 18	2 2 7	3	1 1 1 1 1 1 18		1 13		
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 - Not Transgend 2 2 2 16 1	1 1 der	1 1 1 16 16	12	17 17	2	2 2 7 7		1 1 1 1 1 1 18	18	13		
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property	1 1 1- Not Transgeno 2 2 2 16 1 15	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 16 16			2 18	2 2 7 7 1	3	1 1 1 1 1 1 18	18 1	1 13		
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dame	1 1 1 - Not Transgeno 2 2 16 1 15 1 aged/Missing It	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 16 16	12		2 18	2 2 7 7	3	1 1 1 1 1 1 18	18	13		
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property	1 1 1 - Not Transgeno 2 2 16 1 15 1 aged/Missing It	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 16 16	12		2 18	2 2 7 7 1	3	1 1 1 1 1 1 18	18 1	13		
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dame	1 1 1 - Not Transgeno 2 2 16 1 15 1 aged/Missing It	1 1 der 17 17 emsC	1 1 1 1 16 16 1 1	12		2 18	2 2 7 7 1	3	1 1 1 1 1 1 18	18 1	13		
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 1 1 - Not Transgeno 2 2 16 1 15 1 aged/Missing It 1 rrayed ItemsC	1 1 der 17 17 emsC	1 1 1 1 16 16 1 1	12 2		2 18	2 2 7 7 1	3 12	1 1 1 1 1 1 18	18 1 1	1 13 13 1		
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar	1 1 1 - Not Transgeno 2 2 16 1 15 1 aged/Missing It 1 rrayed ItemsC 2	1 1 der 17 17 emsC	1 1 1 1 16 16 1 1	12 2 2		2 18	2 2 7 7 1	3 12	1 1 1 1 1 1 18	18 1 1	1 13 13 1		
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer	1 1 1 - Not Transgeno 2 2 16 1 15 1 aged/Missing It 1 rrayed ItemsC	1 1 der 17 17 emsC	1 1 1 1 16 16 1 1	12 2 2 3 2		2 18	2 2 7 7 1	3 12	1 1 1 1 1 1 18	18 1 1	1 13 13 1		
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - General	1 1 1 1 - Not Transgeno 2 2 16 1 15 1 aged/Missing It 1 rrrayed ItemsC 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 16 16 1 1	12 2 2		2 18	2 2 7 7 1	3 12	1 1 1 1 1 1 18 18 1	18 1 1 2 2	1 13 13 1		
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-Claims Claims - General Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD)	1 1 1 - Not Transgeno 2 2 16 1 15 1 aged/Missing It 1 rrayed ItemsC 2	1 1 der 17 17 emsC	1 1 1 1 16 16 1 1	12 2 2 3 2		2 18	2 2 7 7 1	3 12	1 1 1 1 1 1 18	18 1 1 2 2	1 13 13 1		
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - General	1 1 1 1 - Not Transgeno 2 2 16 1 15 1 aged/Missing It 1 rrrayed ItemsC 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 16 16 1 1	12 2 2 3 2		2 18	2 2 7 7 1	3 12	1 1 1 1 1 1 18 18 1	18 1 1 2 2	1 13 13 1		
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-Claims Claims - General Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD)	1 1 1 - Not Transgend 2 2 16 1 15 1 aged/Missing It 1 rrayed ItemsC 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 16 16 1 1	12 2 2 3 2		2 18	2 2 7 7 1	3 12	1 1 1 1 1 1 18 18 1	18 1 1 2 2	1 13 13 1		
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically	1 1 1 1 - Not Transgeno 2 2 16 1 15 1 aged/Missing It 1 rrayed ItemsC 2 2 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 16 16 1 1	12 2 2 3 2		2 18	2 2 7 7 1	3 12	1 1 1 1 1 18 18 1 1	18 1 1 2 2	1 13 13 1		
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Ostomy/O	1 1 1 1 - Not Transgend 2 2 16 1 15 1 aged/Missing It 1 rrayed ItemsC 2 2 1 Necessary	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 16 16 1 1	12 2 2 3 2		2 18	2 2 7 7 1	3 12	1 1 1 1 1 1 18 18 1	18 1 1 2 2	1 13 13 1		
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Respirato	1 1 1 1 Not Transgend 2 2 16 1 15 1 aged/Missing It 1 rrayed ItemsC 2 2 1 Necessary Ostomates ory and Inhaler I	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 16 16 1 1	12 2 2 3 2		2 18	2 2 7 7 1	3 12	1 1 1 1 1 18 18 1 1	18 1 1 2 2	1 13 13 1		
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Nedically Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato	1 1 1 1 Not Transgend 2 2 16 1 15 1 aged/Missing It 1 rrayed ItemsC 2 2 1 Necessary Ostomates ory and Inhaler I	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 16 16 1 1	12 2 2 3 2		2 18	2 2 7 7 1	3 12	1 1 1 1 1 18 18 1 1 1	18 1 1 2 2	1 13 13 1		
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Respirato	1 1 1 1 Not Transgend 2 2 16 1 15 1 aged/Missing It 1 rrayed ItemsC 2 2 1 Necessary Ostomates ory and Inhaler I	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 16 16 1 1	12 2 2 3 2		2 18	2 2 7 7 1	3 12	1 1 1 1 1 18 18 1 1	18 1 1 2 2	1 13 13 1		
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-Claims Claims - General Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Nedically Persons w/ Disabilities (PWD) - Respirato	1 1 1 1 Not Transgend 2 2 16 1 15 1 aged/Missing It rrayed ItemsC 2 2 1 Necessary Ostomates ory and Inhaler It	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 16 16 1 1	12 2 2 3 2		2 18	2 2 7 7 1	3 12	1 1 1 1 1 18 18 1 1 1	18 1 1 2 2	1 13 13 1		
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Neelcha Property - Special Handling - Missing Item	1 1 1 1 Not Transgend 2 2 16 1 15 1 aged/Missing It rrayed ItemsC 2 2 1 Necessary Ostomates ory and Inhaler It	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 16 16 1 1 1 Checked	12 2 2 3 2 1	17	2 18 18	1 2 2 7 7 7 1 1	3 12 2 2	1 1 1 1 1 18 18 1 1 1	18 1 1 2 2 2	1 13 13 1 1 1 1 1		
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Missing Item Screening	1 1 1 1 Not Transgend 2 2 16 1 15 1 aged/Missing It 1 rrayed ItemsC 2 2 1 Necessary Ostomates rry and Inhaler It 1 s - Carry-On 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 16 16 1 1 1 Checked	12 2 2 3 2 1		2 18	2 2 7 7 1	3 12	1 1 1 1 1 18 18 1 1 1	18 1 1 2 2	1 13 13 1		
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Nedically Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Nespirato Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empla	1 1 1 1 Not Transgend 2 2 16 1 15 1 aged/Missing It 1 rrayed ItemsC 2 2 1 Necessary Ostomates rry and Inhaler It 1 s - Carry-On 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 16 16 1 1 1 Checked	12 2 2 3 2 1	3	2 18 18	1 2 2 7 7 7 1 1	3 12 2 2	1 1 1 1 1 1 18 18 1 1 1	18 1 1 2 2 2	1 13 13 1 1 1 1 1 1 1 5		
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Nedically Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Nespirato Persons w/ Disabilities (PWD) - Nespirato Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Emple	1 1 1 1 Not Transgend 2 2 16 1 15 1 aged/Missing It 1 rrayed ItemsC 2 2 1 Necessary Ostomates rry and Inhaler It 1 s - Carry-On 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 16 16 1 1 1 Checked	12 2 2 3 2 1	17 3 1	2 18 18 2	1 2 2 7 7 7 1 1	3 12 2 2	1 1 1 1 1 18 18 1 1 1	18 1 1 2 2 2	1 13 13 1 1 1 1 1		
Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Neeproperty - Special Handling - Missing Item Screening Screening - Crew Member or Airline Emple	1 1 1 1 Not Transgend 2 2 16 1 15 1 aged/Missing It 1 rrayed ItemsC 2 2 1 Necessary Ostomates rry and Inhaler It 1 s - Carry-On 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 16 16 1 1 1 Checked	12 2 2 3 2 1	3	2 18 18	1 2 2 7 7 1 1	3 12 2 2	1 1 1 1 1 1 18 18 1 1 1	18 1 1 2 2 2	1 13 13 1 1 1 1 1 1 1 5		

ategories	10-Oct			01-Jan	CC) Data T 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TUS	10-Oct	11-NOV 36	12-Dec 31	01-Jan 33	02-Feb 32	03-IVIAF	04-Apr 61	05-IVIAY 44	06-Jun 38	07-Jul 37	08-Aug 37	09-Sep 24	471
2021	35	30	31	33	32	63	61	44	38	3/	3/	24 7	4/1
Expedited Passenger Screening Program												5	5
Expedited Passenger Screening Program	- TSA PreCh	neck										5	5
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medically	Necessary I	Medication a	nd Medical	Supplies								1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	9	13	12	12	16	32	34	21	20	18	19	17	223
Civil Rights				1			2						3
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimina				1									1
Civil Rights - Sex/Gender/Gender Identity-	Not Transg						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		2				2							4
Expedited Passenger Screening Program			1			2	1		2	1		1	3
Expedited Passenger Screening Program		7	9	9	12	18	26	14	15	11	14	13	154
Expedited Passenger Screening Program	- ISA/DHS	⊨mployees -	Opt In	1									
Identification (ID) Requirements					1								
Identification (ID) Requirements - Domesti	U		A		1			A	A		^		- 10
Mishandling of Passenger Property	agad/Missi-	a Itoma C-	nu on Luarr	200				4	1		2	2	10
Mishandling of Passenger Property - Dam								1 3	1		1	1	
Mishandling of Passenger Property - Dam- Mishandling of Passenger Property - Disar				age				3			1	1	5
No Jurisdiction	nayeu items	Carry-on 1	1									1	2
No Jurisdiction - Refer to Other		1											
Patdown		1					2	1		2	2		8
Patdown - Children		ı						1					,
Patdown - Flyer		1					2	'		2	2		7
Persons w/ Disabilities (PWD)		'					1					1	2
Persons w/ Disabilities (PWD) - Autism Sp	pectrum						1						1
Persons w/ Disabilities (PWD) - Mobility D		t Wheelchai	r or Scooter)								1	1
Property - Special Handling				,		3			1				4
Property - Special Handling - Damaged Ite	ems - Carry-	On							1				1
Property - Special Handling - Missing Item						1							1
Property - Special Handling - Missing Item	ns - Checked					2							2
Screening	2					2	1	1	1		1		8
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	2					1	1	1	1				
	0.0										1		
2023	26	23	19	21	16	31	27	23	18	19	1 18		7 241
Civil Rights	26	23 1	19	21	16	2	27			19			7
Civil Rights Civil Rights - Constitutional Rights	26	1	19	21	16		27	23		19			7 241 5
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race		1	19	21	16	2	27	23		19			7 241 5 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-		1	19	21	16	2	27	23 2 1		19			7 241 5 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening		1				1		23					7 241 5 1 2
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service		1	2	2	2	1	2	23 2 1		3			7 241 5 1 2 1 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO	- Not Transg	1 1 ender	2 2	2 2	2 2	1 1 1	2 2	23 2 1	18	3 3	18		7 241 5 1 2 1 1 1 12
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program	- Not Transg	1 1 ender	2	2	2	1	2	23 2 1		3	18		241 5 1 2 1 1 1 12 12 192
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	Not Transgo	1 1 ender	2 2	2 2	2 2	1 1 1 1 23	2 2	23 2 1	18	3 3	18		241 5 1 2 1 1 1 12 192
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	Not Transgo 22 - Active Duty 2	1 1 ender 19 y Military	2 2 2 16	2 2 18	2 2 11	1 1 1 1 23	2 2 20	23 2 1 1 20	13	3 3 13	17		7 241 5 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program	Not Transgo	1 1 ender	2 2	2 2	2 2	1 1 1 1 23	2 2 20 20	23 2 1	13	3 3	18		241 241 1 2 1 1 1 1 1 1 2 1 1 1 1 1 1 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program	- Not Transge 22 - Active Duty 2 20 1	1 1 ender 19 y Military 19	2 2 16	2 2 18	2 2 11	1 1 1 1 23	2 2 20	23 2 1 1 20	13 13 13	3 3 13	17		7 241 5 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- Not Transgo 22 - Active Duty 2 20 1 aged/Missin	1 1 ender 19 y Military 19	2 2 16	2 2 18	2 2 11	1 1 1 1 23	2 2 20 20	23 2 1 1 20	13	3 3 13	17		7 241 5 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	- Not Transgo 22 - Active Duty 2 20 1 aged/Missin	1 1 ender 19 / Military 19 g ItemsCar	2 2 16 16	2 2 18	2 2 11	1 1 1 1 23	2 2 20 20	23 2 1 1 20	13 13 13	3 3 13	17		7 241 5 1 2 2 1 1 1 1 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 1 2 1 1 1 2 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- Not Transgo 22 - Active Duty 2 20 1 aged/Missin	1 1 ender 19 / Military 19 g ItemsCar	2 2 16 16	2 2 18	2 2 11	1 1 1 1 23	2 2 20 20 1	23 2 1 1 20	13 13 13	3 3 13	17		7 241 5 1 2 2 1 1 1 1 1 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction	- Not Transgo 22 - Active Duty 2 20 1 aged/Missin	1 1 ender 19 / Military 19 g ItemsCar	2 2 16 16	2 2 18	2 2 11	1 1 1 1 23	2 2 20 20 1	23 2 1 1 20	13 13 13	3 3 13	17		7 241 5 1 2 2 1 1 1 1 1 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Program Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other	- Not Transgo 22 - Active Duty 2 20 1 aged/Missing 1 rrayed Items	1 1 1 ender 19 / Military 19 g ItemsCarry-on o	2 2 16 16	2 2 18	2 2 11	2 1 1 1 1 23 1 22	2 2 20 20 1	23 2 1 1 20 20	13 13 13	3 3 13	17		77 241 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal No Jurisdiction No Jurisdiction - Refer to Other Patdown	- Not Transgo 22 - Active Duty 2 20 1 aged/Missin 1 rrayed Items	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 16 16	2 2 18	2 2 11 11	2 1 1 1 1 1 23 1 22	2 2 20 20 1	23 2 1 1 20 20	13 13 13	3 3 13	17		7 241 5 1 2 2 1 1 1 1 2 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer	- Not Transgo 22 - Active Duty 2 20 1 aged/Missing 1 rrayed Items	1 1 1 ender 19 / Military 19 g ItemsCarry-on o	2 2 16 16	2 2 18	2 2 11	2 1 1 1 1 23 1 22 2 2 1 1	2 2 20 20 1	23 2 1 1 20 20	13 13 13	3 3 13	17		7 241 5 1 2 2 1 1 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer	- Not Transgr 22 - Active Duty 2 20 1 aged/Missin 1 rrayed Items	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 16 16	2 2 18	2 2 11 11	2 1 1 1 23 2 2 2 1 1 1	2 2 20 20 1	23 2 1 1 20 20	13 13 1 1	3 3 13	17		77 241 55 11 22 11 12 12 192 11 33 188 31 11 11 11 66 55 11
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer	- Not Transgo 22 - Active Duty 2 20 1 aged/Missing 1 rrayed Items	1 1 ender 19 y Military 19 g ItemsCarCarry-on o	2 2 16 16	2 2 18	2 2 11 11 11	2 1 1 1 1 23 1 22 2 2 1 1	2 2 20 20 1	23 2 1 1 20 20	13 13	3 3 3 13 13 13 13 13 13 13 13 13 13 13 1	17		7 241 5 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer Property - Special Handling Property - Special Handling	- Not Transgo 22 - Active Duty 2 20 1 aged/Missing 1 rrayed Items 1 1 ems - Carry-t	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 16 16	2 2 18	2 2 11 11	2 1 1 1 23 2 2 2 1 1 1	2 2 20 20 1	23 2 1 1 20 20	13 13 1 1 1	3 3 13	17		77 241 5 11 22 11 12 12 192 11 13 188 188 11 11 11 11 11 11 11 11 11 11 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer Property - Special Handling Property - Special Handling - Damaged Ite	- Not Transgo 22 - Active Duty 2 20 1 aged/Missing 1 rrayed Items 1 1 1 ems - Carry-tems - Checl	1 1 1 1 1 1 1 1 1 1 1 On 1 1	2 2 16 16	2 2 18	2 2 11 11 11	2 1 1 1 23 2 2 2 1 1 1	2 2 20 20 1	23 2 1 1 20 20	13 13 1 1	3 3 3 13 13 13 13 13 13 13 13 13 13 13 1	17		7 241 5 1 2 2 1 1 1 1 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	- Not Transgr 22 - Active Duty 2 20 1 aged/Missin 1 rrayed Items 1 1 1 ems - Carry-0	1 1 1 1 1 1 1 1 1 1 1 On 1 1	2 2 16 16	2 2 18	2 2 11 11 11	2 1 1 1 23 1 22 2 2 1 1 1	2 2 20 20 1	23 2 1 1 20 20	13 13 1 1 1	3 3 3 13 13 13 13 13 13 13 13 13 13 13 1	17		7 241 5 1 2 2 1 1 1 1 2 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	22 - Active Duty 2 20 1 aged/Missin 1 rrayed Items 1 1 1 ems - Carry-tems - Checl is - Carry-Or	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 16 16	2 2 18	2 2 11 11 11	2 1 1 1 23 2 2 1 1 1 1 1 1 1 1	2 2 20 1 1 1 1	23 2 1 1 20 20	13 13 1 1 1	3 3 13 13	17 1 16		7 241 5 1 2 1 1 1 1 2 1 1 2 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	- Not Transgr 22 - Active Duty 2 20 1 aged/Missin 1 rrayed Items 1 1 1 ems - Carry-0	1 1 1 1 1 1 1 1 1 1 1 On 1 1	2 2 16 16 17y-on Luggar Checked	2 2 18 18	2 2 11 11 11 1 1 1	2 1 1 1 23 1 22 2 2 1 1 1	2 2 20 20 1	23 2 1 1 20 20	13 13 1 1 1	3 3 3 13 13 13 13 13 13 13 13 13 13 13 1	17 1 16		7 241 5 1 2 2 1 1 1 1 2 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1

			TSA Contac										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TVC	11	2	4	14	6	11	10	4	8	9	13	19	11
2021												9	
Expedited Passenger Screening Program												8	
Expedited Passenger Screening Program	- TSA PreC	heck										8	
Property - Special Handling												1	
Property - Special Handling - Damaged Ite	ems - Carry-	On										1	
2022	3		2	5	4	6	8	4	2	3	7	10	5
Customer Service	1						1						
Customer Service - TSO	1						1						
Expedited Passenger Screening Program	2		2	5	3	5	6	3	1	3	6	8	4
Expedited Passenger Screening Program	- TSA Appli	cation Prog	gram	1				1					
Expedited Passenger Screening Program	2		2	4	3	5	6	2	1	3	6	8	4
Mishandling of Passenger Property						1	1					1	
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	arry-on Lug	gage			1					1	
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checked	d		1							
No Jurisdiction								1					
No Jurisdiction - No Referral								1					
Screening					1				1		1	1	
Screening - Procedures/Process					1				1		1	1	
2023	8	2	2	9	2	5	2		6	6	6		4
Customer Service							1		1				
Customer Service - TSO							1		1				
Expedited Passenger Screening Program	7	2	2	8	2	5	1		5	4	4		4
Expedited Passenger Screening Program	7	2	2	8	2	5	1		5	4	4		4
Patdown	1									1	1		
Patdown - Flyer	1									1	1		
Persons w/ Disabilities (PWD)				1							1		
Persons w/ Disabilities (PWD) - Diabetes				1									
Persons w/ Disabilities (PWD) - Mobility D	isability (No	ot Wheelch	air or Scoot	er)							1		
Screening										1			
Screening - Procedures/Process										1			

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

			OA COIIIa	, ,,,,,,,	. cc, bata		•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TWF	1	1	1	1	1								5
2022	1	1	1	1									4
Customer Service			1										1
Customer Service - Others			1										1
Expedited Passenger Screening Program	1			1									2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	- TSA PreC	heck		1									1
Screening		1											1
Screening - Procedures/Process		1											1
2023					1								1
Property - Special Handling					1								1
Property - Special Handling - Damaged It	ems - Check	ked			1								1

				ct Octitor (oo, bata								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TXK	1	1		1	2	3	1			1			10
2022	1				1	2							4
Expedited Passenger Screening Program					1	2							3
Expedited Passenger Screening Program	- TSA Appli	ication Pro	gram			1							1
Expedited Passenger Screening Program	- TSA PreC	heck			1	1							2
Patdown	1												1
Patdown - Flyer	1												1
2023		1		1	1	1	1			1			6
Expedited Passenger Screening Program		1		1									2
Expedited Passenger Screening Program	- TSA PreC	1		1									2
No Jurisdiction						1							1
No Jurisdiction - Refer to Other						1							1
Screening					1		1			1			3
Screening - Procedures/Process					1		1			1			3

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

garios	40.0-1				C) Data Too		04 4	05.14-	00 1	07 1.1	00.4:	00.0:	T-4 ·
egories ve		11-Nov 12 31	-Dec 0			3-Mar	04-Apr	05-May	06-Jun 39	07-Jul 47	08-Aug	09-Sep	Total
/S 2021	34	31	21	19	22	43	24	36	39	4/	34	20 7	37
Expedited Passenger Screening Program												6	
Expedited Passenger Screening Program	- TSA Applica	ition Program										1	
Expedited Passenger Screening Program	- TSA PreChe	eck										5	
Property - Special Handling												1	
Property - Special Handling - Missing Item												1	
2022	12	11	10	7	5	22	15	20	24	20	19	13	178
Airline								1					
Airline - Lost Baggage				4			4	1					
Civil Rights Civil Rights - Race				1			1 1						
Civil Rights - Race Civil Rights - Racial Profiling or Discrimina	ation			1			I						
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 Applica	ition Program				1			1			1	
Expedited Passenger Screening Program	6	5	9	6	4	16	10	18	20	17	15	9	13
Identification (ID) Requirements						1							
Identification (ID) Requirements - Domesti	ic					1							
Mishandling of Passenger Property		1						1		1		1	
Mishandling of Passenger Property - Dam		ItemsCarry	on Lugga	ge						1			
Mishandling of Passenger Property - Dam		1											
Mishandling of Passenger Property - Disar	rrayed Items	Carry-on or C	hecked					1				1	
No Jurisdiction											1		
No Jurisdiction - Refer to CBP		4									1		
Patdown		1				1							
Patdown - Flyer		4				1							
Patdown - General Persons w/ Disabilities (PWD)		1					2			4			
Persons w/ Disabilities (PWD) - Cognitive	/Developmen	tal /Mental Di	1 cability							1			
Persons w/ Disabilities (PWD) - Medically			1										
Persons w/ Disabilities (PWD) - Metal Imp		Culcation					1						
Persons w/ Disabilities (PWD) - Wheelcha		egway					'			1			
Property - Special Handling	2	-3,										1	
Property - Special Handling - Damaged Ite	1												
Property - Special Handling - Damaged Ite	ems - Checke	t										1	
Property - Special Handling - Missing Item	1												
Screening	1	2			1	2	2		1	1	1	1	12
Screening - Crew Member or Airline Empl	oyee						1			1			
Screening - Inconsistency						1			1				2
Screening - Lengthy Lines												1	
Screening - Procedures/Process	1	2			1	1	1						
Screening - Retrieving Abandoned/Confisc											1		
2023	22	20	17	12	17	21	9	16	15	27	15		191
Civil Rights						2			1				
Civil Rights - Race						4							
	Not Transaci	ador				1			- 1				
Civil Rights - Sex/Gender/Gender Identity-	- Not Transge	nder							1				
Civil Rights - Transgender Screening	- Not Transge	nder	2		1	1		2		5	1		
Civil Rights - Transgender Screening Customer Service	- Not Transge	nder 1	2		1	1		2	2	5	1		15
Civil Rights - Transgender Screening Customer Service Customer Service - TSO	_	1	2	10	1 1 13	1 1 1	9	2	2 2	5	1 1 14		1!
Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program	21	1 1 15		10	1 1 13	1	9		2				15 15 15
Civil Rights - Transgender Screening Customer Service Customer Service - TSO	21 - Active Duty	1 1 15	2	10		1 1 1	9	2 12	2 2	5			15 15 150
Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	21 - Active Duty - DoD	1 1 15 Military	2 12	10		1 1 1	9	2 12	2 2	5			1! 1! 150
Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	21 - Active Duty - DoD	1 1 15 Military	2 12	10		1 1 1 16	9	2 12 1	2 2	5			15 15 150
Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	21 - Active Duty - DoD - TSA Applica	1 15 Military 1 Ition Program	2 12		13	1 1 1 16		2 12 1	2 2 12	5 16	14		15 15 15 15 2
Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	21 - Active Duty - DoD - TSA Applica	1 15 Military 1 Ition Program	2 12		13	1 1 1 16		2 12 1	2 2 12	5 16	14		15 15 15 -
Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	21 - Active Duty - DoD - TSA Applica 21	1 15 Military 1 tion Program 14	2 12		13	1 1 1 16		2 12 1	2 2 12	5 16	14		18 18 15 150 140
Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	21 - Active Duty - DoD - TSA Applica 21	1 15 Military 1 tion Program 14	2 12		13	1 1 1 16		2 12 1	2 2 12	5 16 16	14		18 18 15 15 14 14
Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown	21 - Active Duty - DoD - TSA Applica 21	1 15 Military 1 tion Program 14	2 12		13	1 1 1 16 15		2 12 1	2 2 12	5 16 16	14		150 150 150 140 140
Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	21 - Active Duty - DoD - TSA Applica 21	1 15 Military 1 tion Program 14	12	10	13	1 1 1 16		2 12 1 1 1 10	2 2 12	16 16 11 1 1 1	14		1! 1! 150 141
Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	21 - Active Duty - DoD - TSA Applica 21 1	1 15 Military 1 tion Program 14	2 12		13	1 1 1 16 15		2 12 1 1 1 10	2 2 12	5 16 16	14		1! 1! 150
Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca	21 - Active Duty - DoD - TSA Applica 21 1	1 15 Military 1 tion Program 14	12	10	13	1 1 1 16 15		2 12 1 1 1 10	2 2 12	16 16 11 1 1 1	14		18 18 150 140 140
Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes	21 - Active Duty - DoD - TSA Applica 21 1 1	1 15 Military 1 tition Program 14 1	12	10	13	1 1 1 16 15		2 12 1 1 1 10	2 2 12	16 16 11 1 1 1	14		1! 1!: 150 140
Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G	21 - Active Duty - DoD - TSA Applica 21 1 1 ancer	1 15 Military 1 stion Program 14 1	12	10	13	1 1 1 16 15		2 12 1 1 1 10	2 2 12	5 16 16	14		1! 150 140
Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Diabetes	21 - Active Duty - DoD - TSA Applica 21 1 1 ancer	1 15 Military 1 stion Program 14 1 1	2 12 12 1 1 1 Medical \$	10 1 1 Supplies	13	1 1 1 16 15		2 12 1 1 1 10	2 2 12	16 16 11 1 1 1	14		1! 11 150 141
Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Medically Property - Special Handling	21 - Active Duty - DoD - TSA Applica 21 1 1 ancer Sarments/Dres Necessary M	1 15 Military 1 tition Program 14 1 1 1 ssings/Masks edication and	12	1 1 Supplies 1	13	1 1 1 16 15		2 12 1 1 1 10	2 2 12	5 16 16	14		11 11 150 150 140 140 140
Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling	21 - Active Duty - DoD - TSA Applica 21 1 1 1 sincer Garments/Dres Necessary M	1 15 Military 1 tition Program 14 1 1 1 ssings/Masks edication and 2	2 12 12 1 1 1 1 Medical \$	10 1 1 Supplies	13	1 1 1 16 15		2 12 1 1 1 10	2 2 12	5 16 16	14		11 11 15 15 15 15 15 15 15 15 15 15 15 1
Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite	21 - Active Duty - DoD - TSA Applica 21 1 1 1 sincer Barments/Dres Necessary M	1 15 Military 1 tition Program 14 1 1 1 ssings/Masks edication and	2 12 12 1 1 1 Medical \$	1 1 Supplies 1	13	1 1 1 16 15		2 12 1 1 1 10	2 2 12	5 16 16	14		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling	21 - Active Duty - DoD - TSA Applica 21 1 1 1 sincer Barments/Dres Necessary M	1 15 Military 1 tition Program 14 1 1 1 2 ssings/Masks edication and 2 1 1	2 12 12 1 1 1 1 Medical \$	1 1 Supplies 1	13	1 1 1 16 15		2 12 1 1 1 10	2 2 12	5 16 16	14		3 1 1 15 15 15 15 14 14 14 11 2 2 2 3 3 3 5 5 1 1 1 1 1 2 2 4 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item	21 - Active Duty - DoD - TSA Applica 21 1 1 1 sincer Barments/Dres Necessary M	1 15 Military 1 tition Program 14 1 1 1 1 2 ssings/Masks edication and 2 1 1 1 1	2 12 12 1 1 1 Medical \$	1 1 Supplies 1	13	1 1 1 16 1 15		2 12 1 1 10 10	2 2 12	5 16 16 1 1 1 1 1 2	14		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

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

			OA COIILAC	i Center (i	CC) Data	001 - 1 012							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
UNV	3	3	2	2	9	3	3	6	2	3	2	2	40
2022	2	3		2	1	1		3	1		2	2	17
Customer Service	1	1									1		3
Customer Service - TSO	1	1									1		3
Expedited Passenger Screening Program	1	2		2	1	1		3	1		1	2	14
Expedited Passenger Screening Program	- TSA Appl	1											1
Expedited Passenger Screening Program	1	1		2	1	1		3	1		1	2	13
2023	1		2		8	2	3	3	1	3			23
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	1		1		6	2	3	3	1	2			19
Expedited Passenger Screening Program	1		1		6	2	3	3	1	2			19
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	1										1
Screening					1					1			2
Screening - Inconsistency										1			1
Screening - Procedures/Process					1								1

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

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

			ISA Conta	ct Center ((TCC) Data	001 - FUIA	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VLD	1	1	2		6	1			2	2	3	1	1
2021												1	
Patdown												1	
Patdown - Flyer												1	
2022	1	1	1		4				1	2	2		1
Civil Rights					1								
Civil Rights - Sex/Gender/Gender Identity	- Not Transo	gender			1								
Customer Service			1										
Customer Service - TSO			1										
Expedited Passenger Screening Program		1			2					1	1		
Expedited Passenger Screening Program	- TSA PreC	1			2					1	1		
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Ba	ggage	1								
Patdown									1				
Patdown - Flyer									1				
Persons w/ Disabilities (PWD)	1									1			
Persons w/ Disabilities (PWD) - General										1			
Persons w/ Disabilities (PWD) - Metal Im	1												
Property - Special Handling											1		
Property - Special Handling - Missing Iter	ns - Checke	d									1		
2023			1		2	1			1		1		
Expedited Passenger Screening Program					1	1			1		1		
Expedited Passenger Screening Program	- TSA PreC	heck			1	1			1		1		
Patdown			1		1								
Patdown - Flyer			1		1								

As a series				ct Center (1					/				
tegories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VPS	22	18	1:	2 16	13	23	30	30	37	22	27	28	278
2021												7	7
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program												3	3
Expedited Passenger Screening Program	- TSA PreCh	neck										3	
Hazardous Materials Safety												1	
Hazardous Materials Safety - General												1	
Patdown												1	
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Autism S												1	
2022	7	4	(5 11	7	10	16	9	26	10	15	21	142
Civil Rights	1											3	4
Civil Rights - Race												2	
Civil Rights - Racial Profiling or Discrimina													
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender										1	
Customer Service	1			2 1		2	3	2	5	3	4		2
Customer Service - Others						1							
Customer Service - TSO	1			1		1	3	2	5	3	4		2
Expedited Passenger Screening Program	2	1		3 7	5	7	10	3	15	6	5	14	7
Expedited Passenger Screening Program	- DoD											1	
Expedited Passenger Screening Program		cation Prog	ram	1	1		2					1	
Expedited Passenger Screening Program		1		3 6	4	7	8	3	15	6	5	12	7
Locks												1	
Locks - Missing or Damaged Lock												1	
Mishandling of Passenger Property		1						1				1	;
Mishandling of Passenger Property - Dam	ı naged/Missin	a ItemsCa	arry-on Lu	ngage				1					
Mishandling of Passenger Property - Dam								- '				1	
Mishandling of Passenger Property - Disa		_	ieckeu Da	iggage								- 1	
	· .	1								4			
Patdown	1								1	1			
Patdown - Flyer	1								1	1			
Persons w/ Disabilities (PWD)	ļ., .							1	1		2		
Persons w/ Disabilities (PWD) - Medically			and Medi	cal Supplies					1		1		2
Persons w/ Disabilities (PWD) - Wheelcha		Segway						1			1		2
Property - Special Handling	2						2					1	5
Property - Special Handling - Damaged Ite							1						3
Property - Special Handling - Missing Item	ns - Carry-Or						1					1	2
Screening		2		3	2	1	1	2	4		4	1	2
Screening - Inconsistency		1											
Screening - Lengthy Lines											1		
Screening - Procedures/Process		1		3	1	1	1	2	4		3	1	17
Screening - Retrieving Abandoned/Confis	cated Items				1								2
2023	15	14		5 5	6	13	14	21	11	12	12		129
Civil Rights							1		1				2
Civil Rights - Age									1				-
Civil Rights - Constitutional Rights							1						
Customer Service	3	2			1	3	1	4	3	3	1		2
Customer Service - CSM					•		1						
Customer Service - Others						1							
Customer Service - TSO	3	2			1	2		4	3	3	1		1
Expedited Passenger Screening Program	9	7		5 3	3	8	9	15	5	6	9		79
Expedited Passenger Screening Program		1	•	, 3	3	0	9	13	3	0	9		
				. ^	^	0	0	4.5	-	^			7
Expedited Passenger Screening Program	9	6		5 3	3	8	9	15	5	6	9		78
Locks							1						
Locks - Missing or Damaged Lock							1						
Mishandling of Passenger Property		1					1	1			1		4
Mishandling of Passenger Property - Dam		1					1	1			1		4
Patdown	1	1			1	1		1	1	1	1		8
Patdown - Children										1			
Patdown - Flyer	1	1			1	1		1	1		1		
Persons w/ Disabilities (PWD)		1		1						1			
Persons w/ Disabilities (PWD) - Medically		1											
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	t Wheelcha	air or Scoo	oter)						1			
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway		1									
Property - Special Handling		1											
Property - Special Handling - Damaged Ite	ems - Checl	1											
Screening	2	1		1	1	1	1		1	1			10
Screening - Crew Member or Airline Empl													
Screening - Crew Member of Allithe Employers	.5,55			•	1								
Screening - Procedures/Process	2	1		1		1	1		1	1			8
ociecinity - i Tocedules/Flocess		- 1		- 1		- 1	- 1		- 1	- 1			0

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

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

Categories	10-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

agorias	40.0-4			Center (TCC	•			OE M	06 1	07 11	00 4	00.0	Total
egories	10-Oct				2-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
NA	30	27	20	15	23	37	32	25	19	23	30		29
2021												8	
Expedited Passenger Screening Program												6	
Expedited Passenger Screening Program			n									1	
Expedited Passenger Screening Program	- TSA PreCh	neck										5	
Screening												2	
Screening - Lengthy Lines												2	
2022	10	10	7	7	9	13	16	13	9	14	16	8	13
Airline							1				1		
Airline - Lost Baggage											1		
Airline - Policy/Regulations/Service							1						
Civil Rights				1		2							
Civil Rights - Age				1									
Civil Rights - Race						2							
Customer Service	2	1	1	1		1	2		1	1			1
Customer Service - TSO	2	1	1	1		1	2		1	1			
Expedited Passenger Screening Program	7	9	5	5	6	10	10	12		12	14	7	10
Expedited Passenger Screening Program				3	0	10	10	1	0	12			10
							40			40	2		
Expedited Passenger Screening Program		9	5	5	6	8	10	11	6	12	12	6	(
Expedited Passenger Screening Program	- ISA/DHS I	⊏mpioyees - (Jpt in			1							
Identification (ID) Requirements					1								
Identification (ID) Requirements - Domest	ic				1								
Locks												1	
Locks - Missing or Damaged Lock												1	
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsC	1										
Patdown	1	_						1					
Patdown - Flyer	1							1					
Persons w/ Disabilities (PWD)					1				1				
Persons w/ Disabilities (PWD) - Diapers/0	ı Garments/Dre	essings/Masks	s						1				
Persons w/ Disabilities (PWD) - Ostomy/0		Joon Igo/mao.a	-		1								
Property - Special Handling					1					1			
Property - Special Handling - Missing Iten	l ne - Carry-On				1					1			
Screening	ls - Carry-Or				- 1		3		1	- 1	1		
							3		- 1				
Screening - Children									4		1		
Screening - Lengthy Lines									1				
Screening - Procedures/Process							3						
2023	20	17	13	8	14	24	16	12	10	9	14		15
Civil Rights			2					1					
Civil Rights - Civil Rights Violation (TSA E	mployee)							1					
Civil Rights - Race			2										
Customer Service					3		1				2		
Customer Service - TSO					3		1				2		
Expedited Passenger Screening Program	19	15	11	7	9	23	12	11	10	6	12		13
Expedited Passenger Screening Program	- DoD	1											
Expedited Passenger Screening Program		2				1			1	1	1		
Expedited Passenger Screening Program		12	11	7	9	22	12	11		5	11		12
Locks	10	12	- ''	,			12			1			
Locks - Missing or Damaged Lock										1			
										2			
Mishandling of Passenger Property			dead Daniel										
Mishandling of Passenger Property - Dam				age						1			
Mishandling of Passenger Property - Disa	rrayed items	Carry-on or	Спескеа							1			
No Jurisdiction		1											
No Jurisdiction - No Referral		1											
Persons w/ Disabilities (PWD)							1						
Persons w/ Disabilities (PWD) - Cancer (g	general) Not l	Breast Cance	r				1						
Property - Special Handling	1												
Property - Special Handling - Missing Iten	1												
Screening		1		1	2	1	2						
Screening - Inconsistency		-					1						
Screening - Procedures/Process		1		1	2	1	1						
	l												

			ISA Contac	a Center (1	CC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
XWA	2	1	1	2	1	3	1	3	2	1	5	3	25
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreC	heck										1	1
2022	1		1			2		2		1	1	2	10
Expedited Passenger Screening Program			1			2		1		1	1	1	7
Expedited Passenger Screening Program	- TSA PreC	heck	1			2		1		1	1	1	7
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling	1												1
Property - Special Handling - Missing Iten	1												1
2023	1	1		2	1	1	1	1	2		4		14
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program		1		2		1		1	2		3		10
Expedited Passenger Screening Program	- TSA Appli	cation Prog	gram								1		1
Expedited Passenger Screening Program	- TSA PreC	1		2		1		1	2		2		9
Patdown											1		1
Patdown - Flyer											1		1
Screening					1		1						2
Screening - Procedures/Process							1						1
Screening - Retrieving Abandoned/Confis	cated Items				1								1

			TSA Conta	nct Center (1	ГСС) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
YAK	2	1		1			1	2	1			2	10
2021												2	2
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreC	Check										1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	2			1			1	2					6
Expedited Passenger Screening Program	2			1									3
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	- TSA PreC	Check		1									1
Mishandling of Passenger Property							1	1					2
Mishandling of Passenger Property - Dam	naged/Missii	ng ItemsC	arry-on Lu	ggage				1					1
Mishandling of Passenger Property - Dam	naged/Missii	ng ItemsC	hecked Ba	iggage			1						1
Screening								1					1
Screening - Procedures/Process								1					1
2023		1							1				2
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program	- TSA PreC	1											1

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

Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
z None z	9,331	10,143	8,383	6,255	6,671	9,231	7,505	7,886	7,377	7,283	8,475	6,818	95,358
2021												2,765	
Additional Information Required/Insufficient Info		E14411 (21111									4	4
Additional Information Required/Insufficien	t Information	- EMAIL (ONLY									4	4
Airline												6	
Airline - Policy/Regulations/Service												4	4
Airline - Wheelchair Assistance												2	
Call Disconnect/Dropped/Wrong Number												2	2
Call Disconnect/Dropped/Wrong Number -	General											2	2
Civil Rights												7	7
Civil Rights - Constitutional Rights												2	2
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimina	ition											1	1
Civil Rights - Sex/Gender/Gender Identity-		ender										1	1
Civil Rights - Sexual Orientation - Not Tran												1	1
Civil Rights - Transgender Screening	3											1	1
Claims												4	
Claims - General												3	
Claims - Status												1	1
Customer Service												13	
Customer Service - Others												5	
Customer Service - TCC												4	4
Customer Service - TSO												4	4
DHS TRIP												3	
DHS TRIP - General												3	3
Duplicate E-mail												1	1
Duplicate E-mail - General												1	1
Expedited Passenger Screening Program												2,637	2,637
Expedited Passenger Screening Program	- Active Duty	Military										2	
Expedited Passenger Screening Program		,										19	
Expedited Passenger Screening Program		w Memher										5	5
Expedited Passenger Screening Program												963	963
Expedited Passenger Screening Program			ram									1,631	1,631
Expedited Passenger Screening Program -			- Ont In									1,031	1,031
	- TOA/DITO L	Imployees	- Орг пт									17	
Federal Air Marshall Service (FAMS)												I	1
Federal Air Marshall Service (FAMS) - Ger	nerai											1	1
Hazardous Materials Safety												2	
Hazardous Materials Safety - General												2	
Human Capital												5	
Human Capital - Current Employee												1	1
Human Capital - Prospective Employment	with TSA											4	4
Identification (ID) Requirements												4	4
Identification (ID) Requirements - Domestic	С											4	4
Intranet/Internet Inquiries												2	2
Intranet/Internet Inquiries - General												2	
Locks												3	
Locks - Missing or Damaged Lock												3	
Lost and Found												2	
												2	2
Lost and Found - Airport/TSA Mishandling of Passenger Property													
	1/8.41											11	11
Mishandling of Passenger Property - Dama												3	
Mishandling of Passenger Property - Dama				gage								7	7
Mishandling of Passenger Property - Disar	rayed Items-	Carry-on	or Checked									1	1
No Jurisdiction												21	21
No Jurisdiction - No Referral												1	1
No Jurisdiction - Refer to Other												20	20
No Subject												1	1
No Subject - General												1	1
Notice of Violation/Civil Penalties												1	1
Notice of Violation/Civil Penalties - Genera	al											1	1
Patdown	**											2	
Patdown - Flyer													
												2	
Persons w/ Disabilities (PWD)	Innto Pot O											3	
Persons w/ Disabilities (PWD) - Metal Imp												1	1
Persons w/ Disabilities (PWD) - Service Ar												1	1
Persons w/ Disabilities (PWD) - Visual Imp	pairment											1	1
Prohibited & Permitted Items												6	6
Prohibited & Permitted Items - Alcohol and	Tobacco											1	1
Prohibited & Permitted Items - Electronic D	Devices											2	
Prohibited & Permitted Items - Firearm/Am												1	1
Prohibited & Permitted Items - Food/Bever												2	
Property - Special Handling	9											8	
Property - Special Handling - Damaged Ite	me - Carry C)n										2	
												3	
Property - Special Handling - Damaged Ite													
Property - Special Handling - Missing Item												2	
Property - Special Handling - Missing Item	s - Checked											1	1
Request for Assistance												1	1
Request for Assistance - Non-Persons w/ I	Disabilities (F	PWD)										1	1
Screening												11	11
Screening - Procedures/Process												11	11
TWIC												4	4
												4	4
WIC - General							4,207	4,217	2 204	0.040			
TWIC - General	5 741	6 368	5 132	2 756	3 382	5 380				3 7A×	4 N78	4 053	
2022	5,741	6,368	5,132	2,756	3,382	5,380			3,384	3,248	4,078	4,053	
	5,741 8	6,368 12 12	5,132 3 3	2,756	3,382 2 2	5,380 7 7	1	2	2	3,248 6	4,078 2 2	4,053 15	60

		T	SA Contact	t Center (TC	CC) Data To	ol - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Advanced Imaging Technology (AIT) - G	eneral										1		1
Airline	17	9	20	13	15	17	15	13	20	6	12	16	173
Airline - Baggage Requirements	1				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	- '		J		- '	1				2
Animals - Carry-On			1						1				2
	4	1	1						1			1	
Business, Suggestions, and Ideas	1												4
Business, Suggestions, and Ideas - Gen	e 1	1	1									1	4
Call Disconnect/Dropped/Wrong Number	1	2	1										3
Call Disconnect/Dropped/Wrong Numbe		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 Discrimi	n: 2		2		2								6
Civil Rights - Sex/Gender/Gender Identit		ender					1						1
Civil Rights - Sexual Orientation - Not Tr		joridoi	1										1
Civil Rights - Transgender Screening	anagender	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
	5												
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	m 1	5	7	1	4	2	1	2		3	1	3	30
Expedited Passenger Screening Program	n - Children l	1	1									1	3
Expedited Passenger Screening Program	n 42	54	62	22	38	45	28	31	28	28	32	40	450
Expedited Passenger Screening Program	n 2	2		2		1		1	1	1	1		11
Expedited Passenger Screening Program	n 1			1		2			1				5
Expedited Passenger Screening Program		2,553	1,708	720	582	504	371	497	679	944	1,298	1,130	13,590
Expedited Passenger Screening Program		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		32	25	20	17	14	19	14	18	14	26	12	228
Federal Flight Deck Officer (FFDO) Program		02	20	20			10		10			12	1
Federal Flight Deck Officer (FFDO) Program													1
	2	1		1	2					4	- 1		8
Freedom of Information Act (FOIA)		1		1	2					1			
Freedom of Information Act (FOIA) - Ger	ne 2	1		1	2					1	1		8
General Aviation			1										1
General Aviation - Flight Training Securi	ty Program (F	TSP)	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		2	135
Human Capital - Current Employee		-	2	2		-	1						5
Human Capital - Employment Verificatio	n		1				2						3
Human Capital - Former Employee	2		2	1	4	3		1			1		14
Human Capital - Prospective Employme		15	8	11	16	12	10	1	3	11	8	2	109
Human Capital - Flospective Employme		15	0	11	10	12	10	1	1	1			4
		0.5	00	0.5			40		1	1			
Identification (ID) Requirements	12	25	28	25	23	50	10						173
Identification (ID) Requirements - Domes		16	19	19	17	34	9						123
Identification (ID) Requirements - ID Mar		4	6	1	4	4							20
Identification (ID) Requirements - Interna		4	2	4	1	8	1						20
Identification (ID) Requirements - Minors			1		1	2							4
Identification (ID) Requirements - Real II	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		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				7				14	9	3		40	
	11	17	17		9	19	15				16	10	147
Lost and Found - Airport/TSA	11	17	17	7	9	19	15	14	9	3		10	147
Mishandling of Passenger Property	9	31	40	29	25	31	24	27	14	13	14	13	270
Mishandling of Passenger Property - Da		11	23	11	5	6	6	12	4	5		4	96
Mishandling of Passenger Property - Da		20	15	16	17	22	18	12	9	7	8	8	157
Mishandling of Passenger Property - Da	maged/Missir	ng ItemsU	1	1				1		1			4
Mishandling of Passenger Property - Dis			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		5	101
Janoulous 110 Hololidi	1 0	0	U	J	U	10	10	12	J	J	- 11	<u> </u>	101

		TS	SA Contact	Center (TO	CC) Data To	ol - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction - Refer to CBP	33	23	12	9	11	24	6	12	18	25	22	7	202
No Jurisdiction - Refer to Department of S	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 - Gener	r 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 S			1			1	1	1		1			6
Persons w/ Disabilities (PWD) - Cancer (1	Breast Cal	1										1
			ı						1	4	4		
Persons w/ Disabilities (PWD) - Cognitive									1	1	1		4
Persons w/ Disabilities (PWD) - Diabetes		1	1			1		1					4
Persons w/ Disabilities (PWD) - Diapers/		1				1							2
Persons w/ Disabilities (PWD) - General	1	2	1	1	1	2	2			1		1	12
Persons w/ Disabilities (PWD) - Internal N	v 1					1							2
Persons w/ Disabilities (PWD) - Medical	1		1			1	1		1				5
Persons w/ Disabilities (PWD) - Medically	v Necessary	Medication	1	2		1	2	1	1				8
Persons w/ Disabilities (PWD) - Metal Im		3	1		1	1	2						10
Persons w/ Disabilities (PWD) - Mobility I	1		2				1	1		1	1	1	7
Persons w/ Disabilities (PWD) - Prosthes								1		1		•	2
		and Casis				4			4	- 1			
Persons w/ Disabilities (PWD) - Respirate						1			1				3
Persons w/ Disabilities (PWD) - Service A		1											1
Persons w/ Disabilities (PWD) - Touch Av		1											1
Persons w/ Disabilities (PWD) - Visual Im	npairment							1			1		2
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway			2	1	2	1		1			7
Persons w/ Disabilities (PWD) - Wounded	d Warrior							1					1
Prohibited & Permitted Items	11	12	11	7									41
Prohibited & Permitted Items - Alcohol an		2	2										5
Prohibited & Permitted Items - Beauty & 0													2
Prohibited & Permitted Items - Breast Mil		1											2
Prohibited & Permitted Items - Chemical/													1
Prohibited & Permitted Items - Electronic		1	3										4
Prohibited & Permitted Items - Firearm/A													1
Prohibited & Permitted Items - Food/Beve		1	2	1									5
Prohibited & Permitted Items - General	2	2	2										6
Prohibited & Permitted Items - Knives/To	ols/Razors/S	1	1	1									3
Prohibited & Permitted Items - Lighters/M	latches	1											1
Prohibited & Permitted Items - Liquids/Ge	els/Aerosols			1									1
Prohibited & Permitted Items - Medication		1		2									4
Prohibited & Permitted Items - Remains	1			_									1
Prohibited & Permitted Items - Sporting G		1	1	2									5
	9	21	33	10	9	16	9	11	9	40	0	8	
Property - Special Handling					5		3	6	2	10	6		151
Property - Special Handling - Damaged It		7	23	4		8				8			72
Property - Special Handling - Damaged It		2	4	2	1	1	1	5					17
Property - Special Handling - Missing Iter		7	2	2		1	3		2	1	2	2	24
Property - Special Handling - Missing Iter	T 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 Emp	lovee		1										1
Screening - Cruise Ships	l								1			1	2
				4					- 1			- 1	
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/Confis	3	4	1	1		5		1	3	4	2	3	27
Screening - Security Breach		-	•			1				-			1
			1							1		1	
Screening - Shoe Screening										- 1			3
Screening - Traveling with Cash			1	1					1			1	4
SIDA (Security Identification Display Area)						1					1		2
SIDA (Security Identification Display Area	a) - General					1					1		2
SPAM				1									1
SPAM - General				1									1
System Administrator				1									1
System Administrator - General				1									<u>.</u>
Transportation Security Operations Center			1	1									2
Transportation Security Operations Center	r - Refer to	Airport	1	1									2
		шроп			2		4						
TSA Contact Information	1		1	1	3		1						7
TSA Contact Information - General	1		1	1	3		1						7
TWIC	9	23	12	6	13	14	15	29	64	46	51	47	329
TWIC - General	4	5	5	4	6	7	6	9	10	3	9	4	72
TWIC - Status	5	18	7	2	7	7	9	20	54	43	42	43	257
2023	3,590	3,775	3,251	3,499	3,289	3,851	3,298	3,669	3,993	4,035	4,397		40,647

ories Additional Information Required/Insufficient Information					C) Data To	v v						
Additional Information Paguirod/Incufficient Inf	10-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 inf	16	10	13	5	5	9	2	8	4	13	5	90
Additional Information Required/Insufficier	16	10	13	5	5	9	2	8	4	13	5	90
Advanced Imaging Technology (AIT)											1	1
Advanced Imaging Technology (AIT) - Ge	neral										1	1
Airline	7	13	16	11	12	7	8	20	13	19	14	140
Airline - Baggage Requirements	,	10	1	- ''	12	1	1	1	1	10	1	6
	- 1	2		2	4	1	- '			4	1	
Airline - Lost Baggage	1	2	6	2	1			1	2	4		21
Airline - Policy/Regulations/Service	6	9	8	8	11	5	5	15	9	10	7	93
Airline - Wheelchair Assistance		2	1	1			2	3	1	5	5	20
Business, Suggestions, and Ideas									1			1
Business, Suggestions, and Ideas - Gener	al								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	0	4	4	_		4	4			4		
ů .	2	1	1	5			1	5		4	4	23
Civil Rights - Age	1											1
Civil Rights - Civil Rights Violation (TSA E	mployee)						1	1		1		3
Civil Rights - Constitutional Rights				1								1
Civil Rights - Not Specified		1		2				1			1	5
Civil Rights - Race	1		1					2		1	2	7
Civil Rights - Sex/Gender/Gender Identity-	Not Transo	ender		1				1		1	1	4
Civil Rights - Transgender Screening	140t Hansy	Crider		1				'		1		2
	40			- 1		40						
Claims	12	4	8		3	12	2	5	8	4	6	64
Claims - General	1	2	1		1	5	1	3	2		1	17
Claims - Status	11	2	7		2	7	1	2	6	4	5	47
Current Topic											1	1
Current Topic - Current Topic											1	1
Customer Service	10	13	13	10	9	13	13	17	9	10	12	129
	10	13	13	10	9	13		17	9	10	12	
Customer Service - CSM	_	_	_			_	1	_	_	-		1
Customer Service - Others	3	5	8	4	4	3	3	9	2	6	4	51
Customer Service - TCC	3	1		1	2	3	2		2	2	1	17
Customer Service - TSO	4	7	5	5	3	7	7	8	5	2	7	60
DHS TRIP	7	7	4	4	5	2	6	16	3	3	4	61
DHS TRIP - General	2	7	3	3	4	1	3	11	2	3	3	42
DHS TRIP - Status	5		1	1	1	1	3	5	1		1	19
		2 577								2 002		
Expedited Passenger Screening Program	3,385	3,577	3,057	3,315	3,120	3,639	3,100	3,411	3,774	3,803	4,129	38,310
Expedited Passenger Screening Program		2	2	2	1	2		2				12
Expedited Passenger Screening Program		nder 12		2			1	1		2		6
Expedited Passenger Screening Program	21	37	31	22	30	45	33	27	39	27	33	345
Expedited Passenger Screening Program	- Over 75								1			1
Expedited Passenger Screening Program		945	686	435	430	432	326	413	511	460	548	6,102
Expedited Passenger Screening Program	2,436	2,587	2,331	2,849	2,649	3,146	2,732	2,954	3,209	3,297	3,536	31,726
Expedited Passenger Screening Program	11	6	7	5	10	14	8	14	14	17	12	118
			- 1	5	10	14		14	14	17	12	
Federal Air Marshall Service (FAMS)	1	1					1					3
Federal Air Marshall Service (FAMS) - Ge	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) - Gene	ral	2				1		1				4
Hazardous Materials Safety	5	3	5	5	7	5	4	3	3	4	6	50
•												
Hazardous Materials Safety - General	5	3	5	5	7	5	4	3	3	4	6	50
HAZMAT Endorsement	10	8	14	7	8	10	5	7	9	12	11	
											1.1	101
HAZMAT Endorsement - General			1	1	3	2	2		1	1	2	101 13
	10	8	13	1 6	3 5	8	3	7	8	1 11		
HAZMAT Endorsement - General HAZMAT Endorsement - Status	10	8 2						7			2	13 88
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital			13	6	5	8 2	3		8	11	2 9	13 88 72
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification	8		13	6 4	5	8	3		8	11	2 9	13 88 72 1
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee	8	2	13 5	6 4	5 8	8 2 1	3 9	11	8	11 6	2 9 11	13 88 72 1 2
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment	8		13	6 4	5 8 7	8 2	3		8	11	2 9 11	13 88 72 1 2 68
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - TSA Background Check	1 7	2	13 5	1 3	5 8	8 2 1	3 9	11	8	11 6	2 9 11	13 88 72 1 2 68
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - TSA Background Check	1 7	2	13 5	1 3	5 8 7	8 2 1	3 9	11	8	11 6	2 9 11	13 88 72 1 2 68 1
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - TSA Background Check	1 7	2	13 5	1 3	5 8 7	8 2 1	3 9	11	8	11 6	2 9 11	13 88 72 1 2 68
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - TSA Background Check Intranet/Internet Inquiries	1 7	2	13 5	1 3	5 8 7	8 2 1	3	11	8	11 6	2 9 11	13 88 72 1 2 68 1
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - TSA Background Check Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks	1 7 1 1 1 3	2	13 5	1 3	5 8 7 1	8 2 1	9	11	6	6	2 9 11	13 88 72 1 2 68 1 3 3
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - TSA Background Check Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General	1 7 1 1 1 3	2 2 3	13 5	1 3 2 2 3 3	5 8 7 1	1 1	9	11 11 2	6	6	2 9 11 11	13 88 72 1 2 68 1 3 3 25
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - TSA Background Check Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock	1 7 1 1 3 1 2	2 2 3 3	13 5	1 3 2 2 3 3 3	5 8 7 1	1 1 4	9 2 2	11 11 2 2	6	6	2 9 11 11 11 1 1 1	13 88 72 1 2 68 1 3 3 25 1
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - TSA Background Check Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found	1 7 1 1 3 3 1 2 5 5	2 2 3 3 6	13 5 5	1 3 2 2 2 3 3	5 8 7 1	8 2 1 1 4 4	9 2 2 2	11 2 2 7	6	11 6 6 3 3 5	2 9 11 11 11 1 1 5	13 88 72 1 2 68 1 3 3 25 1 1 24
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - TSA Background Check Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	1 7 1 1 3 1 2 5 5 5	2 2 3 3 6 6	13 5 5	1 3 2 2 2 3 3 1 1 1	5 8 7 1 2 2 4 4	8 2 1 1 4 4 1 1	3 9 9	11 11 2 2 7 7	8 6 6 2 2 2 6 6	11 6 6 3 3 5 5	2 9 11 11 1 1 5 5	13 88 72 1 2 68 1 3 3 25 1 24 48
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - TSA Background Check Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 7 1 1 3 1 2 5 5 12	2 2 3 3 6	13 5 5	1 3 2 2 2 3 3	5 8 7 1	8 2 1 1 4 4	9 2 2 2	11 2 2 7	6	11 6 6 3 3 5	2 9 11 11 11 1 1 5 5 25	13 88 72 1 2 68 1 3 3 25 1 24 48 48
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - TSA Background Check Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	1 7 1 1 3 1 2 5 5 12	2 2 3 3 6 6	13 5 5	1 3 2 2 2 3 3 1 1 1	5 8 7 1 2 2 4 4	8 2 1 1 4 4 1 1	3 9 9	11 11 2 2 7 7	8 6 6 2 2 2 6 6	11 6 6 3 3 5 5	2 9 11 11 1 1 5 5	13 88 72 1 2 68 1 3 3 25 1 24 48
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - TSA Background Check Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 7 1 1 3 1 2 5 5 12	2 2 3 3 6 6 6	13 5 5	1 3 2 2 2 3 3 1 1 1	5 8 7 1 2 2 4 4	8 2 1 1 1 4 4 4 1 1 1 1 1 2	3 9 9 2 2 2 2 2 12	11 11 2 2 7 7 8	8 6 6 2 2 2 6 6 19	11 6 6 3 3 5 5 14	2 9 11 11 11 1 1 5 5 5 25 2	13 88 72 1 2 68 1 3 3 25 1 24 48 48 140
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Former Employee Human Capital - TSA Background Check Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	8 1 7 1 1 1 3 1 2 5 5 12 aged/Missii	2 2 3 3 6 6 10 1 8	13 5 5 5	6 4 1 3 2 2 2 3 3 1 1 11	5 8 7 1 2 2 4 4 5	8 2 1 1 1 4 4 4 1 1 1 1 2 6	3 9 9 2 2 2 2 2 12 4	11 11 2 2 7 7 8 4	8 8 6 6	111 6 6 3 3 3 5 5 14	2 9 11 11 1 1 1 5 5 25 2 20	13 88 72 1 2 68 1 3 3 25 1 24 48 48 140 30
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - TSA Background Check Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	8 1 7 1 1 3 3 1 2 5 5 12 aged/Missii 1 1	2 2 3 3 6 6 10 1 8	13 5 5 5	6 4 1 3 2 2 2 3 3 1 1 11	5 8 7 1 2 2 4 4 5	8 2 1 1 1 4 4 4 1 1 1 1 2 6	3 9 9 2 2 2 2 12 4 7	11 11 2 2 7 7 8 4	8 8 6 6	111 6 6 3 3 3 5 5 14	2 9 11 11 1 1 5 5 25 2 2 20 1	13 88 72 1 2 68 1 3 3 25 1 24 48 48 140 30 100
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - TSA Background Check Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	8 1 7 1 1 1 3 1 2 5 5 12 aged/Missir 11 1 rrayed Items	2 2 3 3 6 6 6 10 1 1 8 1	13 5 5 5 6 6 6 12 2 9	1 3 2 2 3 3 1 1 1 1 9 1 1 1	5 8 7 1 2 2 4 4 5	8 2 1 1 4 4 1 1 12 6	3 9 9 2 2 2 2 2 12 4 7	11 11 2 2 7 7 8 4 4	8 6 6 2 2 6 6 6 19 6	111 6 6 6 3 3 5 5 5 14 5 5 9	2 9 11 11 1 1 5 5 5 25 2 20 1 1 2	13 88 72 1 2 68 1 3 3 25 1 1 24 48 48 140 30 100 4
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - TSA Background Check Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction	8 1 7 1 1 3 1 2 5 5 12 aged/Missii 11 1 rrayed Items	2 2 3 3 6 6 6 10 1 8 1 1:	13 5 5 5 6 6 6 12 2 9	6 4 1 3 2 2 2 3 3 1 1 1 11 9 1 1 1 3	5 8 7 1 2 2 4 4 5	8 2 1 1 1 1 4 4 1 1 1 1 1 2 6 6 6 6 6 6 4	3 9 9 2 2 2 2 2 12 4 7	11 11 2 2 7 7 8 4 4	8 6 6 2 2 2 6 6 6 19 6 13	111 6 6 6 3 3 3 5 5 5 14 4 5 9 9 82	2 9 11 11 1 1 5 5 25 2 20 1 1 2 98	13 88 72 1 2 68 1 3 3 25 1 24 48 48 140 30 100 4 6
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - Prospective Employment Human Capital - TSA Background Check Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral	8 1 7 1 1 3 1 2 5 5 12 aged/Missir 11 1 rrrayed Items 24 8	2 2 3 3 6 6 6 10 1 1 8 1 1 3	13 5 5 5 6 6 6 12 2 9	6 4 1 3 2 2 2 3 3 1 1 1 1 1 1 1 1 3 8	5 8 7 1 2 2 4 4 5 4 5 4	8 2 1 1 1 1 4 4 4 1 1 1 1 2 6 6 6 6 4 3	3 9 9 2 2 2 2 2 12 4 7	11 11 2 2 7 7 8 4 4	8 6 6 2 2 6 6 6 19 6 13	111 6 6 6 3 3 3 5 5 5 14 5 5 9 82 19	2 9 11 11 1 1 5 5 25 2 20 1 2 98 20	13 88 72 1 2 68 1 3 3 25 1 24 48 48 140 30 100 4 6 6 643
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - TSA Background Check Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP	8 1 7 1 1 3 1 2 5 12 aged/Missir 11 1 rrayed Items 24 8 8	2 2 3 3 6 6 6 10 1 8 1 :Carry-on 37 5	13 5 5 5 6 6 6 12 2 9	6 4 1 3 2 2 2 3 3 1 1 1 11 9 1 1 1 3	5 8 7 1 2 2 4 4 5	8 2 1 1 1 1 4 4 4 1 1 1 1 2 6 6 6 6 4 3 5 5 0	3 9 9 2 2 2 2 2 12 4 7	11 11 2 2 7 7 7 8 4 4 4	8 8 6 6 6 2 2 2 6 6 6 19 6 13 78 22 42	111 6 6 3 3 3 5 5 5 14 5 9 82 19 51	2 9 11 11 11 1 5 5 25 2 2 20 1 2 98 20 60	13 88 72 1 2 68 1 3 3 25 1 24 48 48 140 30 100 4 6 6 6 6 6 43
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - TSA Background Check Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction	8 1 7 1 1 3 1 2 5 12 aged/Missir 11 1 rrayed Items 24 8 8	2 2 3 3 6 6 6 10 1 1 8 1 1 3	13 5 5 5 6 6 6 12 2 9	6 4 1 3 2 2 2 3 3 1 1 1 1 1 1 1 1 3 8	5 8 7 1 2 2 4 4 5 4 5 4	8 2 1 1 1 1 4 4 4 1 1 1 1 2 6 6 6 6 4 3	3 9 9 2 2 2 2 2 12 4 7	11 11 2 2 7 7 8 4 4	8 6 6 2 2 6 6 6 19 6 13	111 6 6 6 3 3 3 5 5 5 14 5 5 9 82 19	2 9 11 11 1 1 5 5 25 2 20 1 2 98 20	13 88 72 1 2 68 1 3 3 25 1 24 48 48 140 30 100 4 6 6 643
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - TSA Background Check Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP	8 1 7 1 1 3 1 2 5 12 aged/Missir 11 1 rrayed Items 24 8 8	2 2 3 3 6 6 6 10 1 8 1 :Carry-on 37 5	13 5 5 5 6 6 6 12 2 9	6 4 1 3 2 2 2 3 3 1 1 1 1 1 1 1 1 3 8	5 8 7 1 2 2 4 4 5 4 5 4	8 2 1 1 1 1 4 4 4 1 1 1 1 2 6 6 6 6 4 3 5 5 0	3 9 9 2 2 2 2 2 12 4 7	11 11 2 2 7 7 7 8 4 4 4	8 8 6 6 6 2 2 2 6 6 6 19 6 13 78 22 42	111 6 6 3 3 3 5 5 5 14 5 9 82 19 51	2 9 11 11 11 1 5 5 25 2 2 20 1 2 98 20 60	13 88 72 1 2 68 1 3 3 25 1 24 48 48 140 30 100 4 6 6 6 6 6 43
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - Prospective Employment Human Capital - TSA Background Check Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of S No Jurisdiction - Refer to FAA	8 1 7 1 1 1 3 3 1 2 5 5 5 12 aged/Missil 11 1 1 rrayed Items 24 8 8 tate 1	2 3 3 6 6 10 1 8 1 :Carry-on 37 5 16 2	13 5 5 5 6 6 6 12 2 9 1 35 12 19	6 4 1 3 2 2 2 3 3 1 1 11 11 9 1 1 1 1 8 16	5 8 7 1 2 2 4 4 5 4 5 9 34	8 2 1 1 1 1 4 4 4 1 1 1 1 2 6 6 6 6 6 6 4 3 5 5 0 1 1	3 9 9 2 2 2 2 2 12 4 7 1 72 8 50 2	11 11 2 2 7 7 8 4 4 4 72 8 51 2	8 6 6 6 2 2 2 6 6 6 19 6 13 13 78 22 42 2 1	111 6 6 3 3 5 5 5 14 5 9 82 19 51 1	2 9 11 11 1 1 5 5 5 25 2 2 2 98 20 60 2 1	13 88 72 1 2 68 1 3 3 25 1 1 24 48 48 140 30 100 4 6 643 122 397 12
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - Prospective Employment Human Capital - TSA Background Check Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of S No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other	8 1 7 1 1 1 3 1 2 5 5 12 aged/Missii 11 1 rrayed Items 24 8 8 8	2 2 3 3 6 6 6 10 1 8 1 :Carry-on 37 5	13 5 5 5 6 6 6 12 2 9	6 4 1 3 2 2 2 3 3 1 1 1 1 1 1 1 1 3 8	5 8 7 1 2 2 4 4 5 5 4 1 50 9 34	8 2 1 1 1 4 4 4 1 1 1 2 6 6 6 6	3 9 9 2 2 2 2 2 12 4 7 1 72 8 50 2 11	11 11 2 2 7 7 8 4 4 4 72 8 51 2 2 9	8 8 6 6 6 2 2 2 6 6 6 119 6 113 78 22 42 2 2	111 6 6 6 3 3 3 5 5 5 14 4 5 9 9 5 1 1 1 1 1 1 1 1 1 6 6 6 6 6 6 6 6 6 6	2 9 111 11 1 1 5 5 25 2 2 20 1 2 98 20 60 2	13 88 72 1 2 68 1 3 3 25 1 1 24 48 48 140 30 100 4 6 643 122 397 12 7
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - Prospective Employment Human Capital - TSA Background Check Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of S No Jurisdiction - Refer to Other No Subject	8 1 7 1 1 1 3 3 1 2 5 5 5 12 aged/Missil 11 1 1 rrayed Items 24 8 8 tate 1	2 3 3 6 6 10 1 8 1 :Carry-on 37 5 16 2	13 5 5 5 6 6 6 12 2 9 1 35 12 19	6 4 1 3 2 2 2 3 3 1 1 11 11 9 1 1 1 1 8 16	5 8 7 1 2 2 4 4 5 4 5 9 34	8 2 1 1 1 4 4 4 1 1 1 2 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1	3 9 9 2 2 2 2 2 12 4 7 1 72 8 50 2 11	11 11 2 2 7 7 8 4 4 4 72 8 51 2 9 1	8 6 6 6 2 2 2 6 6 6 19 6 13 13 78 22 42 2 1	111 6 6 6 3 3 3 5 5 5 14 4 5 9 9 51 1 1 1 1 1 1 1	2 9 11 11 1 1 5 5 5 25 2 2 2 98 20 60 2 1	13 88 72 1 2 68 1 3 3 25 1 1 24 48 48 140 30 100 4 6 643 122 397 12 7 105
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - TSA Background Check Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of S No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other No Subject No Subject - General	8 1 7 1 1 3 1 2 5 5 12 aged/Missir 11 rrrayed Items 24 8 8 tate 1 7	2 3 3 6 6 10 1 8 1 1	13 5 5 5 6 6 6 12 2 9 1 35 12 19	6 4 1 3 2 2 2 3 3 1 1 1 1 1 1 1 3 1 8 16	5 8 7 1 2 2 4 4 5 4 5 9 34	8 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 9 9 2 2 2 2 2 12 4 7 1 72 8 50 2 111 3 3	11 11 2 2 7 7 8 4 4 4 72 8 51 2 2 9 1	8 6 6 2 2 6 6 6 19 6 13 78 22 42 2 1	111 6 6 6 3 3 3 5 5 5 14 5 5 9 19 5 1 1 1 1 1 1 1 1 1 1 1 1 1	2 9 11 11 11 15 5 25 2 20 1 2 98 20 60 2 1 15	13 88 72 1 2 68 1 3 3 25 1 24 48 48 140 30 100 4 6 643 122 397 12 7 105 6
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - Prospective Employment Human Capital - TSA Background Check Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of S No Jurisdiction - Refer to Other No Subject No Subject - General	8 1 7 1 1 1 3 3 1 2 5 5 5 12 aged/Missil 11 1 1 rrayed Items 24 8 8 tate 1	2 3 3 6 6 6 10 1 8 1 :Carry-on 37 5 16 2	13 5 5 5 6 6 6 12 2 9 1 35 12 19	6 4 1 3 2 2 2 3 3 1 1 1 1 1 1 1 3 1 8 16	5 8 7 1 2 2 4 4 5 4 5 4 1 50 9 34 1 6	8 2 1 1 1 4 4 4 1 1 1 2 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1	3 9 9 2 2 2 2 2 12 4 7 1 72 8 50 2 11 11	11 11 2 2 7 7 8 4 4 4 72 8 51 2 9 1	8 6 6 6 2 2 2 6 6 6 19 6 13 13 78 22 42 2 1	111 6 6 6 3 3 3 5 5 5 14 4 5 9 9 51 1 1 1 1 1 1 1	2 9 11 11 1 1 5 5 5 25 2 2 2 98 20 60 2 1	13 88 72 1 2 68 1 3 3 25 1 1 24 48 48 140 30 100 4 6 643 122 397 12 7 105
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - TSA Background Check Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of S No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other No Subject No Subject - General	8 1 7 1 1 3 1 2 5 5 12 aged/Missir 11 rrrayed Items 24 8 8 tate 1 7	2 3 3 6 6 10 1 8 1 1	13 5 5 5 6 6 6 12 2 9 1 35 12 19	6 4 1 3 2 2 2 3 3 1 1 1 1 1 1 1 3 1 8 16	5 8 7 1 2 2 4 4 5 4 5 9 34	8 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 9 9 2 2 2 2 2 12 4 7 1 72 8 50 2 111 3 3	11 11 2 2 7 7 8 4 4 4 72 8 51 2 2 9 1	8 6 6 2 2 6 6 6 19 6 13 78 22 42 2 1	111 6 6 6 3 3 3 5 5 5 14 5 5 9 19 5 1 1 1 1 1 1 1 1 1 1 1 1 1	2 9 11 11 11 15 5 25 2 20 1 2 98 20 60 2 1 15	13 88 72 1 2 68 1 3 3 25 1 24 48 48 140 30 100 4 6 643 122 397 12 7 105 6
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - TSA Background Check Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of S No Jurisdiction - Refer to Other No Subject No Subject - General	8 1 7 1 1 3 1 2 5 5 12 aged/Missin 11 1 rrrayed Items 24 8 8 8 tate 1 7	2 3 3 6 6 6 10 1 8 1 :Carry-on 37 5 16 2	13 5 5 5 6 6 6 12 2 9 1 35 12 19	6 4 1 3 2 2 2 3 3 1 1 1 1 1 1 1 3 1 8 16	5 8 7 1 2 2 4 4 5 4 5 4 1 50 9 34 1 6	8 2 1 1 1 4 4 4 1 1 1 2 6 6 6 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 9 9 2 2 2 2 2 2 12 4 7 1 72 8 50 2 11 11 3 3 6	11 11 2 2 7 7 7 8 4 4 4 51 2 2 9 1 1	8 6 6 2 2 2 6 6 6 19 6 13 78 22 42 2 1 11	111 6 6 6 3 3 3 5 5 5 14 5 5 9 19 5 1 1 1 1 1 1 1 1 1 3 3	2 9 11 11 11 11 5 5 25 22 20 1 2 98 20 60 2 1 15	13 88 72 1 2 68 1 3 3 25 1 24 48 48 140 30 100 4 6 6 643 122 397 12 7 105 6 6
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - Prospective Employment Human Capital - TSA Background Check Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of S No Jurisdiction - Refer to Other No Subject No Subject - General Notice of Violation/Civil Penalties - Gener Patdown	8 1 7 1 1 1 3 1 2 5 5 12 aged/Missii 11 1 rrayed Items 24 8 8 tate 1 7	2 3 3 3 6 6 10 1 8 1 3Carry-on 37 5 16 2 14	13 5 5 5 6 6 6 12 2 9 1 35 12 19	6 4 1 3 2 2 2 3 3 1 1 1 1 1 1 1 1 1 7 8 8 8 8	5 8 7 1 2 2 4 4 5 5 4 1 50 9 34 1 6	8 2 1 1 1 4 4 4 1 1 1 2 6 6 6 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 9 9 2 2 2 2 2 2 12 4 7 1 72 8 50 2 11 11 3 3 6	11 11 2 2 7 7 8 4 4 4 72 8 51 2 9 1 1 11	8 6 6 6 2 2 2 6 6 6 6 19 6 13 13 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	111 6 6 6 3 3 3 5 5 5 14 5 5 9 19 5 1 1 1 1 1 1 1 1 1 3 3	2 9 11 11 11 11 15 5 25 22 20 1 2 98 20 60 2 1 15	13 88 72 1 2 68 1 3 3 25 1 1 24 48 48 140 30 100 4 6 643 122 397 12 7 105 6 6
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - Prospective Employment Human Capital - TSA Background Check Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Department of S No Jurisdiction - Refer to TAA No Jurisdiction - Refer to Other No Subject No Subject - General Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer	8 1 7 1 1 1 3 1 2 5 5 12 aged/Missin 11 1 rrayed Items 24 8 8 tate 1 7	2 3 3 6 6 10 1 8 1Carry-on 37 5 16 2 14	13 5 5 5 5 6 6 6 12 2 9 1 35 12 19	6 4 1 3 2 2 2 3 3 1 1 1 1 1 1 1 3 1 7 8 16	5 8 7 1 2 2 4 4 5 5 4 1 50 9 34 1 6	8 2 1 1 1 4 4 4 1 1 1 2 6 6 6 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 9 9 2 2 2 2 2 2 12 4 7 1 72 8 50 2 11 11 3 3 6	11 11 2 2 7 7 8 4 4 4 72 8 51 2 2 9 1 11 11 11	8 6 6 6 2 2 2 6 6 6 13 3 2 2 2 1 1 11 2 2 2 2	111 6 6 6 3 3 3 5 5 5 14 5 5 9 19 5 1 1 1 1 1 1 1 1 1 3 3	2 9 11 11 11 15 5 5 25 2 2 20 1 2 98 20 60 2 1 15	13 88 72 1 2 68 1 3 3 25 1 1 24 48 48 140 30 100 4 6 643 122 397 12 7 105 6 6
HAZMAT Endorsement - General HAZMAT Endorsement - Status Human Capital Human Capital - Employment Verification Human Capital - Former Employee Human Capital - Prospective Employment Human Capital - Prospective Employment Human Capital - TSA Background Check Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of S No Jurisdiction - Refer to Other No Subject No Subject - General Notice of Violation/Civil Penalties - Gener Patdown	8 1 7 1 1 1 3 1 2 5 5 12 aged/Missii 11 1 rrayed Items 24 8 8 tate 1 7	2 3 3 3 6 6 10 1 8 1 3Carry-on 37 5 16 2 14	13 5 5 5 6 6 6 12 2 9 1 35 12 19	6 4 1 3 2 2 2 3 3 1 1 1 1 1 1 1 1 1 7 8 8 8 8	5 8 7 1 2 2 4 4 5 5 4 1 50 9 34 1 6	8 2 1 1 1 4 4 4 1 1 1 2 6 6 6 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 9 9 2 2 2 2 2 2 12 4 7 1 72 8 50 2 11 11 3 3 6	11 11 2 2 7 7 8 4 4 4 72 8 51 2 9 1 1 11	8 6 6 6 2 2 2 6 6 6 6 19 6 13 13 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	111 6 6 6 3 3 3 5 5 5 14 5 5 9 19 5 1 1 1 1 1 1 1 1 1 3 3	2 9 11 11 11 15 5 5 25 2 2 20 1 2 98 20 60 2 1 15	13 88 72 1 2 68 1 3 3 25 1 1 24 48 48 140 30 100 4 6 643 122 397 12 7 105 6 6

			Т			CC) Data T	ool - FOIA							
Categories		10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Persons w/ Disabilities (PWD) - Breast Ca	ancer			1									1
	Persons w/ Disabilities (PWD) - Cognitive	/Developm	1						1		1			3
	Persons w/ Disabilities (PWD) - Diabetes				1		1					1		3
	Persons w/ Disabilities (PWD) - General				1	1			3	3				8
	Persons w/ Disabilities (PWD) - Internal N	nedical Devi	ces	1	1									2
	Persons w/ Disabilities (PWD) - Medical [Devices - At	1				1				1			3
	Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	1	1	1			1	2	1	1		8
	Persons w/ Disabilities (PWD) - Metal Imp	1	1						1					3
	Persons w/ Disabilities (PWD) - Mobility [Disability (No	t Wheelcha	ir or Scoote	er)						1			1
	Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates				1								1
	Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees	and Casts		3							1		4
	Persons w/ Disabilities (PWD) - Respirato	ory and Inhal	er Equipme	nt			1				1			2
	Persons w/ Disabilities (PWD) - Service A	Animals		1		1						1		3
	Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	trauma)								1			1
	Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway		1		1	1		2	2			7
P	Property - Special Handling	9	8	3	5	6	4	5	8	7	1	8		64
	Property - Special Handling - Damaged Ite	6	1			1	2		1	2				13
	Property - Special Handling - Damaged Ite	ems - Checl	1				1	4	1	1		2		10
	Property - Special Handling - Missing Iten	2	1	1	3	1			1	2	1	3		15
	Property - Special Handling - Missing Iten	1	5	2	2	4	1	1	5	2		3		26
F	Request for Assistance			1			1	1		1	5	1		10
	Request for Assistance - Other			1			1	1		1	5	1		10
S	Screening	25	32	31	35	20	28	21	33	31	21	30		307
	Screening - Children								2					2
	Screening - Crew Member or Airline Empl	loyee	1	4							1	1		7
	Screening - Cruise Ships					1	1				1			3
	Screening - Gate Pass						1	1		1	1			4
	Screening - Inconsistency	5	4	1	10	2	10		3	3	1	2		41
	Screening - International Screening	6	4	5	8	3	5	4	3	8	5	4		55
	Screening - Lengthy Lines	1	1	2	1			3	3	3	2	2		18
	Screening - Military											1		1
	Screening - Opposite Gender								1					1
	Screening - Procedures/Process	13	19	17	15	13	11	13	21	14	10	20		166
	Screening - Retrieving Abandoned/Confis	cated Items	2	1	1	1				2				7
	Screening - Security Breach		1	1										2
S	SIDA (Security Identification Display Area)	1							1					2
	SIDA (Security Identification Display Area	1							1					2
Т	SA Contact Information		1											1
	TSA Contact Information - General		1											1
Т	TWIC	34	27	19	27	14	19	21	12	7	14	10		204
	TWIC - General	5	2	3	9	4	12	6	2	1	7			51
	TWIC - Status	29	25	16	18	10	7	15	10	6	7	10		153
Total		26,257	28,280	26,794	22,435	23,207	31,726	29,673	30,323	28,552	27,407	28,994	22,394	326,042